



Supervisor Guide - Getting Started with AmeriCorps

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Getting Started as a Host Site

Congratulations on starting an AmeriCorps member at your host site. We know the members will make an impact on your site. This guide is to help create a smooth start. More information can be found at www.iowahabitat.org/host-ameri-corps

Benefits to being an AmeriCorps host site:

- An AmeriCorps member serving 40 hours a week for 3, 6, 9, or 12-month commitments.
- These members build capacity, expand programming, and create lifetime housing advocates and leaders for the affiliates through their service.
- Recruitment help through Habitat Iowa staff
- Habitat Iowa Staff support your AmeriCorps members throughout the year
- Training provided to members to help with soft skills
- Habitat Staff handle all the HR, payroll, and other administrative roles. Learn about member benefits here or by viewing the fact sheet at the top of the page.
- Access to the Mobile Response Team, when teams are not responding to natural disasters in Iowa.

Roles of Habitat Iowa v.s. Local Habitat Affiliates:

Habitat Iowa – Grant Administrator	Local Habitat Affiliates - Host Sites
• Apply and manage federal grant • Administer HR, payroll, and onboarding process • Recruit members virtually, career fairs and other events • Train members throughout year; provide training funding for personal training • Manage the Mobile Response Team • Help manage member issues	• Pay AmeriCorps administration fee per member while they are serving • Help Recruit members, Interview and select members • Orientate members to local Habitat • Mentor and supervise members • Complete reports • Communicate with Habitat Iowa

Why do we charge host site fees and supervisor match?

While AmeriCorps is a federal grant that allows amazing things to be accomplished, it does come with many financial requirements to ensure it continues. The host site fee and in-kind match is required to help the program operate, cover administration costs, and meet the minimum 50% federal match requirements of the grant. Many of these expenses are fixed regardless of the recruited number of members. As an ASO, we do not fundraise to ensure we're not competing with affiliates for grant applications to the same donors. Price per member for next year are listed below. If Habitat Iowa can secure different funding sources or additional federal funding is provided as in the past year, we will work to reduce or reimburse host site fees as we are able.

What to expect on the member's first day? What questions should the member be asking?

Members should expect to have an orientation with your host and go through paperwork. This is not the most glamorous experience but is still necessary and normal before joining any team.

Example Orientations:

- Sitting down with supervisors to go over starting paperwork
- Touring the facilities
- Learning about the organization
- Reading through handbooks
- Attending staff meetings
- Watching or attending the Habitat AmeriCorps Orientation online

Things members should consider asking on the first day:

- Who is your direct supervisor?
- If you have issues with your supervisor or a co-worker, who can you turn to?
- Where should you park?

- Where should you check in each day of service?
- When, for how long, and where can you take breaks?
- What is my expected service schedule?

Who's who? And What's what?

AmeriCorps Program Director- The person that operates and manages the AmeriCorps grant for the State Support Organization, Habitat for Humanity of Iowa.
– Katie Sylvis kzellmer@iowahabitat.org

Member – A person who has been accepted to serve a 3, 6, 9, or 12-month contract with an AmeriCorps Program

Supervisors – A person in charge of guiding and mentoring AmeriCorps members through their term of service at the host site or affiliate.

Host Site – A nonprofit that has decided to take on AmeriCorps members for the year. Most of the time for this program it is often an affiliate located in Iowa.

Affiliate Support Organization (ASO) – an organization affiliated by a covenant between Habitat for Humanity International and representatives of Habitat for Humanity affiliates within their state. SSOs focus efforts at the state level and include Advocacy, disaster preparedness, capacity building – Habitat for Humanity of Iowa.

Volunteer Iowa – A commission devoted to promoting volunteering in the state of Iowa. One of their programs is operating the AmeriCorps grant funding for the state of Iowa.

AmeriCorps – a U.S. federal government agency that engages more than five million Americans in service through AmeriCorps, Learn and Serve America, Senior Corps, and other national service initiatives

Life Cycle of an AmeriCorps member

While every member's path is different, most go through some predictable phases during their year of service. For some, this will be the best year of their lives; for others, the hardest. Either way, everyone will face ups and downs, challenges and opportunities.

Learning: Setting Out

The first phase of your service year is a “honeymoon” of sorts. You are excited about the year ahead, but also a bit nervous or even overwhelmed. You do not know exactly what you are doing or how you will do it, but you feel committed and have hopes and expectations for the year.

Suggestions

- Write down all the things that excite you about the coming year.
- What are you looking forward to? What dreams and ideas do you have about this year? Listing these now will help motivate and inspire you when you get stuck later.

- Start an orientation file or binder for yourself. Keep notes about the community, the organization and its programs, and the expectations for your role. You may also find it helpful to keep a running list of questions as they occur to you.
- If possible, set up weekly meetings with your supervisor and/or mentor during at least the first month of your service. These meetings will give you an opportunity to ask questions, get help, and ensure that you are on the right track.

Learning: Learning the Ropes

This phase is characterized **by questioning, confusion, and a sense of disillusionment**. You may question your assignment and even your choice to become an AmeriCorps member.

The initial excitement has worn off and now you have to get down to work. This phase often feels uncomfortable because you are on a steep learning curve and frequently use a trial-and-error process to figure things out. You may also begin to feel that you have nothing to offer. Although Learning the Ropes can be frustrating, it is best approached with the knowledge and attitude that this phase won't last forever.

Suggestions

- Observe the values and communication styles of the community and organization so that you are familiar and comfortable enough to fit in.
- Demonstrate that you are learning how to do things within the rules and guidelines set up by your organization and supervisor.
- Discuss with your supervisor whether an outside class might boost your understanding of how to perform a function.
- Put the year in perspective. Start thinking about your next steps. What do you want to do when your term of service ends?
- Remember to maintain balance and perspective. What are you doing to take care of yourself?
- Look for a mentor or guide in the community.

Doing: Cautiously Contributing

You will know you are Cautiously Contributing when the **learning curve has leveled off** and you are able to perform the tasks assigned to you. At this point in your service, your supervisor should not need to describe in detail what to do and how to do it. Your conversations should be two-way discussions: you propose ideas and explain your work, and your supervisor provides feedback and sign-off.

Suggestions

- Imagine that you are directly accountable to the community and to funders of this organization and program. What would you do to improve the quality of the program, serve more people or more effectively reach program outcomes?
- Ask for clear and honest feedback that will spur you to improve.

- Look for opportunities to transfer capacity and teach others what you do and what you have learned.
- Keep planning your next steps after your term of service ends.

Doing: Performing at Your Best

In this phase, **you are productively and meaningfully engaged**. It has been said that happiness is joyful engagement or absorption in a meaningful activity, or a sense of being “in the zone.” You know what you are doing, you feel good about doing it, and you are getting positive feedback from others in your organization and community.

Suggestions

- Keep a file with e-mails, notes, and records of positive feedback you have been given. This will help keep you motivated.
- Identify people to transfer capacity to; for example, other members of your organization or volunteers.
- Begin to articulate how the work you have done as an AmeriCorps member will shape your next steps.

Teaching: Transferring Capacity

This last phase **involves focusing exclusively on transferring capacity** and knowledge to the person or group of people who will pick up where you left off. At this point, you are more concerned about keeping the project going and making the work sustainable than on increasing your own learning or doing things yourself.

Work with your supervisor and others in your organization and community to identify to whom you will transfer the knowledge and skills, relationships, or products you have developed as a member. You should feel like you know what to do and that you are ready to reach closure on the year. Perhaps you are looking forward to the year ahead with a combination of excitement and nervousness.

Suggestions

- Finalize your own personal next-step plans for the coming year. The What’s Next course can help you make those plans.
- Plan opportunities to recognize those you worked with during the year.
- Take time to say good-bye to your colleagues and community.

Conclusion:

No matter where you are or how you feel about the service journey, it’s important to keep in mind the larger goal of the service year.

As President Johnson said in 1964, “Your pay will be low; the conditions of your labor often will be difficult. But you will have the satisfaction of leading a great national effort, and you will have the ultimate reward which comes to those who serve their fellow man.”

The AmeriCorps member service year inevitably has its ups and downs. Being aware of its typical phases and what you need to balance yourself throughout the year will make the process less overwhelming and more fun and productive. Remember: In struggle, there is life.

Enrolling with AmeriCorps and Getting Started

AmeriCorps is a federal program that requires **A LOT** of paperwork and electronic accounts to get started. The instructions for enrollment can be found on www.iwoahabitat.org/ameri-corps-enrolling

Before the first day members must complete all of the following. The Habitat for Humanity of Iowa Staff work with the members to get through the process before the member starts.

- Member Information Form
- TrueScreen Background Check
- Fieldprint Background Check – Fingerprinting
- Employee paperwork through Adobe Sign
- Member Service Agreement signed through Adobe Sign
- My.AmeriCorps.gov enrollment
-

On the first day, the member needs to complete the follow documents.

- **i-9** – email to ASO
- Any missing documents
- Set up their OnCorps Account (timesheet system)

Our pay checks are distributed twice a month. On the 15th of the month and on the last day of the month. First pay period is 26th – 10th of the month and the second is the 11th-25th of the month. Therefore, your first paycheck depends in what pay period you start.

If a member started service on Jan. 20. The first paycheck would be Jan 31st because the member served in the 2nd pay period, 11th- 25th.

Pay will always be the same each pay period and timesheet. Everyone also has a maximum they can receive for the entire term of service. This number is found in your Member Service Agreement and Position Descriptions.

Exiting the AmeriCorps Program

To exit from the HFH of Iowa AmeriCorps Program members need to complete the following steps. This will ensure speedy access to final paycheck and education awards. After this is complete, members should expect to receive your education award within 7- 60

days after the last day. **These items can be completed before the final day of service to ensure a faster exiting process.** <https://www.iowahabitat.org/ameri-corps-exiting>

1. Complete the exit survey on your My.AmeriCorps.gov
 - a. It will appear 2 months before your end date or generated by Habitat Staff.
2. Ensure that your supervisor has completed the **end-of-term member evaluation** and you have signed it.
3. Members must complete the **Supervisor and Program Evaluation**
 - a. <https://forms.office.com/Pages/ResponsePage.aspx?id=aHsmVBk3q0mZBC6YldA2mHpTV8Q4G1tHtZVeqC6cwwlUOVpZWk1CVDkyRkcyVFdVUVZZUUhZNzl3Ui4u>
4. Complete **all timesheets** and correct any mistakes asked
5. Complete all required **Great Stories**
6. After successful exit has been approved: If federal students loans were placed into **National Service Forbearance**, members may also request "An Accrued Interest Payment" through the My.AmeriCorps portal.

Successful Exits: Members who exit successfully have completed all exiting steps, completed all hours successfully within their exit date. Education award will be disbursed shortly after the exit.

Exiting for Cause: Members who quit, are fired, or do not complete their hours by the end date are exited for cause. This means they do not qualify for their education award. If they are exiting early, all benefits stop.

Exiting for Compelling Personal Circumstances: Member who quit or are fired for reasons outside of their control (usually medical) can be exited or suspended from the program. Benefits stop being disbursed but a prorated amount of the education award will be given to the member once exiting steps have been met.

Member Benefits

- **Living allowance:** The contracted amount of money paid in equal amounts each pay period throughout the term of service. A member may not receive more than the total amount in their Member Service Agreements. The updated member pay and benefits are found at www.iowahabitat.org/member-page. These amounts change every September 1 with the new grants and new contracts signed.
- **Education Award:** Each AmeriCorps member is eligible to receive up to two full time education awards in their lifetime. This award is determined by term of service. It can be used towards past federal student loans or towards future education expenses through Title IV schools. The education award is awarded within 60 days of your successful completion of your education term.

- **Housing Reimbursement:** All members serving in a full time capacity and as funding allows are eligible for a housing reimbursement of \$200 per month. The members must be able to submit proof of their housing expense each month. Full policy at www.iowahabitat.org/member-page under benefits section.
- **National Service Forbearance:** All AmeriCorps members are eligible have qualifying federal student loans placed into forbearance. Loans must be in a repayment status. This is done through my.americorps.gov. Instructional guide can be found at www.iowahabitat.org/member-page
- **Accrued Interest payments:** Any member who has qualifying student loans placed in National Service Forbearance, are eligible to have the accrued interest paid on their student loans. Instructional guide can be found at www.iowahabitat.org/member-page
- **Healthcare:** Any member serving in full-time status (40 hours per week) is eligible for the Corps Network health insurance, which is provided through Cigna. 100% of the premiums are paid by Habitat for the members. More information can be found here. (www.iowahabitat.org/american-corps-healthcare)
- **Childcare assistance:** Members serving in a full-time capacity (40 hours per week) may be eligible for childcare assistance. The eligibility is based on the household income and follows the state assistance program. More information and application can be found here. www.americorpschildcare.com
- **Training and professional development:** Habitat for Humanity provides training throughout the year. Members will also be providing training opportunities through the Midwest Habitat for Humanity Convention, the Nonprofit Summit and other conferences. Each member will be trained by their host sites to be successful in their service. www.iowahabitat.org/member-training

Training, Resources, where to go with Questions?

As members start with the AmeriCorps term, there will be many things that they will not know. Instead of standing around, we encourage members to go out and find those questions. Look for opportunities to improve and expand their skill sets. Below are examples of where to send members.

Do you have questions about what to do day to day? – Speak with your supervisor and ask them. If isn't enough to do, consider shadowing other departments to learn what they do day to day.

Do you have questions about your service, benefits, life after AmeriCorps? –Turn to the AmeriCorps staff. They are here to help you through your year of service.

Are you looking for additional training outside of what your host site provides? – AmeriCorps encourages members to better prepare themselves for their service and their time after service. AmeriCorps staff will advertise upcoming trainings such as the Iowa Nonprofit Summit or the Midwest Habitat Convention. Here is a list of excellent online resources to get you started.

- Habitat for Humanity of Iowa AmeriCorps Program Make Up Training Series – www.iowahabitat.org/member-training
- Nonprofitready.org
- wildapricot.org
- VolunteerMatch.org

Expected Professional Development through Habitat Iowa –

AmeriCorps Members must attend 2 AmeriCorps orientations with Habitat Iowa staff virtually on within the first week of service. Habitat Iowa also hosts quarterly in person trainings throughout the year covering a variety of topics. These are in-person, all day, and required. Location moves around so not everyone is traveling all the time. Supervisors are always welcome to join the trainings.

Example training schedule:

- **Virtual Orientation Part 1 and 2** with Habitat Iowa Staff
- Don Hampton Disaster Conference - September
- **Qt 1- Theme:** Habitat and Affordable Housing and Volunteer Management
- **Qt 2- Theme:** Transitional housing in Iowa, Conflict Management
- **Habitat Iowa Winter Workshop Series**
- **Day at the Capitol** Jan 31, 2024- 7-11am, Des Moines- Iowa State Capitol
- **Qt 3 - Theme:** Redlining, Employability skills, Tour of neighborhoods, Becoming a good board members
- **Qt 4 - Theme:** Advocacy, Board Practices, and Emotional Intelligence- Farewell BBQ
- **Life After AmeriCorps Statewide Training** with Volunteer Iowa- Virtual - July

Common Supervisor Activities:

- Collect data and/or review data on member project/service results
- Communicate with member(s) via email/phone
- Communicate with sub-site supervisor on member progress/performance
- Create/edit position descriptions if a new one is being made
- Evaluate member(s) on their performance
- Meet 1:1 with member(s)
- Meet with Habitat Iowa staff about member progress/performance/hours
- Meet with other staff about member progress/performance/hours
- Plan a training session/event for member(s)
- Recruit/interview/onboard new member(s)
- Staff meeting (not regularly held but unique for member service)
- Timesheet review/approval
- Train member(s) on service-relevant topic
- Time being trained by Habitat Iowa staff
- Time doing activities for Habitat Iowa staff for the grant

Reporting- Supervisors

Like every program, AmeriCorps has reporting requirements are the turned in quarterly. An example report is attached at the end. But here is more explanation about reporting. It is designed to align with the quarterly reports turned in Habitat for Humanity International.

How to report?:

- Fill out the form attached to the back of this manual or use the online form from the Habitat Iowa website.
- <https://www.iowahabitat.org/supervisor-resource>

Timeline and Reporting periods:

- **QUARTER 1:** Due Jan 20 -> September - Nov 30
- **QUARTER 2:** Due April 20 -> December 1- March 31
- **QUARTER 3:** Due September 20 -> April - August 30
- **QUARTER 4:** Due December 1 -> September 1 - Nov. 30 (for members serving on this grant not the future grant)

Performance Measures:

- ☐ # of **Housing units developed, repaired, or rehabilitated** | (unit worked on this quarter)
- ☐ # of **safe, healthy, affordable housing units made available** | (units completed this quarter)
- ☐ # of **volunteers utilized** (recruited, managed by AmeriCorps members)
- ☐ # of **volunteer hours** (recruited, managed by AmeriCorps members)
- ☐ # of **AmeriCorps applications** received (not sent by AmeriCorps staff)
- ☐ # of AmeriCorps members sent on a Disaster Response with A-DRT
- ☐ # of individuals affected by disaster served - This number is disaster outside an official mission assignment with Volunteer Iowa.

Additional Questions:

- Do you need additional Support in any area of this program? If so, please describe in detail.
- Could you talk about a challenge or success of the program this quarter?
- Is there a link to a story from your affiliate this quarter you would like to share?
- Any additional comments?

Definitions:

“AMI” is Area Median Income for the county as defined by HUD

“New House” is a housing unit that:

- Is 100% newly constructed
- Has been sold to a family/ individual approved in accordance with the affiliate’s selection process

“Rehabilitated house” is a housing unit that:

- Is acquired by the affiliate, then reconstructed or renovated by the affiliate.
- Has been sold to a family/ individual approved in accordance with the affiliate’s selection

“Repair” is the repair or renovation of an existing housing unit that is not owned by the affiliate:

- The housing unit is owned and inhabited by an individual/family approved in accordance with the affiliate’s board-approved selection process.
- Repairs fall under three subcategories: home preservation, critical home repairs, and weatherization.

Reporting- Members

Great Story Reporting

AmeriCorps Members need to share service experiences with Habitat for Humanity of Iowa Volunteer Iowa by submitting Great Stories through email to Habitat Iowa Staff. Great Stories can be written short essays, photos with a story, or videos.

- Full-Time members must submit at least 2
- Half-Time Members must submit at least 1-2
- Quarter-Time Members must submit at least 1

These stories can be about ***your service, volunteers, or community members***.

All personal details such as names should be changed or hidden to protect the community members unless permission has been given.

Member, Supervisor, and Program Evaluations

Each member is required to evaluate their supervisor two times per year. Half-way through and at the end. Supervisors also evaluate the members during those times. The members submit their evaluation anonymously. Supervisor must discuss their evaluation with the member. The evaluations are used only for training self-development only.

Examples Located in this binder

Disciplinary Actions for Member Issues

Ultimately our goals are to guide and mentor members to be successful service members and housing advocates for the future. However, issues arise that should be addressed as they occur. Generally, the program follows a tiered method however Habitat Iowa program staff reserve the right to immediately fire or suspend any member if there is a perception of the member harming themselves, others, or the program in anyway.

For minor things like tardies, language, general attitude the program advises the following structure:

- **First offense** – Remind the member of the rules – they may have forgotten or didn’t realize they were causing an issue
- **Second offense** – Bring member aside and let them know they are receiving an official verbal warning. The member knows the rules and is breaking them.

Get Habitat Iowa Staff involved

- **Third Offense** – A written warning will be issued. Written warnings are generally created by Habitat Iowa staff with the help of program supervisors.
- **Fourth Offense** – If the member cannot change their behavior even after a written warning it is time for the member to be released from service. See Exiting Section of this guide. Habitat Iowa must be part of the process as members are an employee of Habitat Iowa.

Prohibited Activities

AmeriCorps Members are prohibited from certain activities during service time. Members are not prohibited from engaging in any of these activities in their personal capacities and on their own time; however, Members cannot receive service time while engaging in such activities nor can they associate such activities with AmeriCorps or Habitat Iowa. If there is any question about whether a certain activity is permissible, please contact Habitat Iowa.

Federal law and the Corporation for National and Community Service policy prohibits AmeriCorps programs and their members from engaging in certain activities while using Corporation funds or on Corporation time. Examples of such activities include, but are not limited to:

1. Attempting to influence legislation, including lobbying for AmeriCorps.
2. Organizing or engaging in protests, petitions, boycotts, or strikes.
3. Assisting, promoting or deterring union organizing.
4. Impairing existing contracts for services or collective bargaining agreements.
5. Engaging in partisan political activities or other activities designed to influence the outcome of an election to Federal office or the outcome of an election to a State or local public office.
6. 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.
7. 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 proselytization.
8. Providing a direct benefit to any:
 - a. business organized for profit,
 - b. labor union,
 - c. partisan political organization,
 - d. organization engaged in the religious activities described in the proceeding sub-clause (7), unless the position is not used to support those religious activities, or
 - e. nonprofit organization that fails to comply with the restrictions contained in section 501(c) of the Internal Revenue Code of 1986,

except that nothing in this paragraph shall be construed to prevent participants from engaging in advocacy activities undertaken on their own initiative.

9. Providing abortion services or referrals for receipt of such services.
10. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive.
11. Raising funds for his or her cash match or for an organization's operating expenses or endowment. (Members may fund raise directly in support of program service activities, but no more than 10 percent of his or her service hours.)
12. Performing any services or duties, or engaging in any activities that shall displace any
 - a. existing volunteer,
 - b. presently employed worker,
 - c. employee who recently resigned or was discharged,
 - d. employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures,
 - e. employee who is on leave (terminal, temporary, vacation, emergency, or sick),
 - f. employee who is on strike or is being locked out.
13. Activities as the Corporation may prohibit
 - a. Individuals may exercise their rights as private citizens and may participate in the above activities on their own initiative, on non-AmeriCorps time, and without any use of AmeriCorps funds. The Habitat Iowa/AmeriCorps logos must not be worn while doing so.
 - b. Ineligibility--No assistance provided under this subtitle may be provided to any organization that has violated a Federal criminal statute.

Using OnCorps

OnCorps is the timekeeping system for Iowa AmeriCorps programs. Timesheets need to be submitted and approved two times per month (by the 12th and 27th of the month, supervisors have 2 days to approve the sheets). Pay dates are on the 15th and 30th of each month. ia.oncorpsreports.com

Accessing your account

- Go to ia.oncorpsreports.com, scroll down to "Habitat for Humanity of Iowa", select "Member" or "Supervisor".
- Usernames and Passwords:
 - Usernames are your first letter of your first name and your last name. Example: Katie Zellmer is ***kzellmer***
 - Passwords are all temporarily set to ***"Building1"***

Submitting a timesheet- members

- You must submit your hours to the nearest 15 minutes.
 - 45 Minutes = 0.75; 30 Minutes = 0.5; 15 Minutes = 0.25
- Types of hours (Service, Training, and Fundraising)
 - Service hours: majority of the hours served
 - Training hours: time when being trained on something, cannot exceed 20% of your total maximum hours
 - Fundraising hours: allowable in only rare circumstances and require prior AmeriCorps Approval
- Sign into OnCorps using the links at the top of the page.
- Select a current timesheet
- Enter your hours served into each date. Separate training hours from direct service hours.
- **Leave the comment selection "BLANK"**
- Click "Authorize and Submit"

Supervisors Approving a timesheet- supervisors

- Each time a member submits a timesheet, a supervisor will receive an email with a link for approving
- Sign into OnCorps using the correct link above
- Select: Time Tracking > Member Service Hours > Approve Member Timesheets
- **Leave the comment section BLANK**

Supervisors Rejecting a timesheet - supervisors

If a timesheet needs to be rejected due to errors, a supervisor must take action first.

- Click "Time Tracking Tab"
- Click "Member Service Hours"
- Click "Filter Member service Hours"
- On Next screen select "your member"
- After that, supervisors will see all the timesheets and have the ability to "reject" them.
 - **No not write in the comment box.** Members will receive an email saying their timesheet has been rejected. Supervisors should reach out personally to explain why the timesheet has been rejected.
- Members must fix and resubmit their timesheets
- Supervisors must re-approve.

Monitoring member service hours

Members must complete a minimum number of hours (1700, 1200, 00, 450, or 300 hours) within their contract dates. They must also maintain a regular schedule set by the host site. Habitat Iowa staff monitor this quarterly but at the end of the day members are the responsible for ensuring they meet that minimum number of hours requirement to complete successfully. There are two ways to check on hours. The Member Hours Calculator and OnCorps.

If the member fails to meet established service hour benchmarks, member supervisors and AmeriCorps program staff will meet with the member to provide support and guidance on ways to successfully complete their service hours. If the member continues to fail to meet established service hour benchmarks, they could be subject to progressive discipline, up to and including termination from service.

Checking Hours using the Benchmark Planner

Each member and supervisor has access to a form on OnCorps called the Benchmark Planner. This is a form that allows members to plan out hours for their entire term. It shows if they are on track or behind, or far ahead on hours. Things like holidays, vacations, potential snow days can all be recorded.

Taking time off

Members must inform their site supervisor in advance of any absence from their regular service schedule **AND** show they have the time off by looking at the benchmark planner referenced above. If the absence is greater than 1 week, program staff must be notified. Members must follow the host site time off policy but host sites must also understand that AmeriCorps members generally have a lot of time off built into their contract and this should be considered.

Members should make every effort to maintain a regular service schedule found in their member service agreement (40 or 20 hours per week) when not taking holidays, sick, or vacation time.

Personal appointments and time off should be scheduled around set service schedule and holiday breaks.