

2019-2020 NYC City Service Corps Supervisor Handbook

Contents

INTRODUCTION

OVERVIEW OF NYC SERVICE
OVERVIEW OF CITY SERVICE CORPS
2019-2020 CITY SERVICE CORPS HOST SITES
CITY SERVICE CORPS ROLES AND RESPONSIBILITIES
KEY TERMS (INCLUDING AMERICORPS TERMS)

SECTION 1: SUPERVISOR & HOST SITE EXPECTATIONS

SUPERVISOR EXPECTATIONS
HOST SITE REQUIREMENTS
KEY DATES FOR CITY SERVICE CORPS 2019-2020 (TRAININGS, REPORTING DEADLINES)
MANAGING CORPS MEMBERS

SECTION 2: MEMBER EXPECTATIONS

CORPS MEMBERS EXPECTATIONS
CORPS MEMBER DOCUMENTATION
ELIGIBILITY REQUIREMENTS

SECTION 3: AMERICORPS 101

AMERICORPS: WHAT IS IT?
AMERICORPS PROHIBITED ACTIVITIES
UNALLOWABLE ACTIVITIES
FUNDRAISING AS AN AMERICORPS MEMBER
BACKGROUND CHECKS
AMERICORPS BRANDING AND SIGNAGE

SECTION 4: CITY SERVICE CORPS PROFESSIONAL DEVELOPMENT

CITY SERVICE CORPS ORIENTATION & MONTHLY TRAININGS
ON-SITE ORIENTATION AND MEMBER DIRECTED PROFESSIONAL DEVELOPMENT
HOST SITE TRAINING AND PROFESSIONAL DEVELOPMENT (ONGOING)

SECTION 5: MEMBER TIMEKEEPING & PAYROLL

ACCRUING TIME AS AN AMERICORPS MEMBER
AMERICORPS TIMESHEETS
TIME OFF POLICY
OTHER TIME RELATED ISSUES
EARNING ADDITIONAL SERVICE HOURS

**SECTION 6: SUSPENSION OF SERVICE PERFORMANCE DEVELOPMENT PLAN, AND
DISMISSAL**

DISMISSAL CITY SERVICE CORPS
RESIGNATION FROM CITY SERVICE CORPS
PERFORMANCE DEVELOPMENT PLANS
TEMPORARY LEAVE OF SERVICE

SECTION 7: CORPS MEMBER BENEFITS & POLICIES

LIVING ALLOWANCE
METRO CARDS
HEALTH CARE
SEGAL AMERICORPS EDUCATION AWARD
STUDENT LOAN FORBEARANCE
AMERICORPS CHILD CARE BENEFIT
MEMBER GEAR
WORKERS COMPENSATION & DISABILITY
REASONABLE ACCOMODATION
EQUAL EMPLOYMENT OPPORTUNITY
SNAP AND OTHER BENEFITS

SECTION 8: PERFORMANCE REPORTING AND REFLECTION

AMERICORPS PERFORMANCE MEASURES
DATA VERIFICATION
AMERICORPS PROGRESS REPORT

SECTION 9: NYC SERVICE MONITORING OF HOST SITES

COMPLIANCE SITE VISITS
MID-YEAR AND END-OF-YEAR ASSESSMENTS – CORPS MEMBERS

APPENDICES

I: KEY RESOURCES FOR MEMBERS
II: MEMBER PROFESSIONAL DEVELOPMENT TRAINING SCHEDULE
III: SUPERVISOR TRAINING SCHEDULE
IV: ON-SITE ORIENTATION PLANNING TEMPLATE
V: HOURS ACCRUAL CHART
VI: SMART GOAL SETTING TEMPLATE
VII: SAMPLE SUPERVISOR/MEMBER WEEKLY CHECK-IN TEMPLATE
VIII: HOST SITE VISIT TOOL
IX: MID/END OF TERM EVALUATION TEMPLATE
X: REASONABLE ACCOMODATION REQUEST FORM
XI: NYC SERVICE MARKETING AND COMMUNICATION
XII: SEXUAL HARASSMENT POLICY
XIII: LGBTQ INCLUSION POLICY
XIV: TELESERVICE POLICY

NYC Service



AmeriCorps