

#CaliforniansForAll

College Corps



COLLEGE CORPS PROGRAM HANDBOOK

FELLOWS VERSION

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Welcome Letter



Dear College Corps Fellow,

1400 10th St
Sacramento, CA 95814
OFFICE 916-323-7646

Congratulations on being selected to participate in the #CaliforniansForAll College Corps program! You are joining the inaugural class of over 3,000 College Corps Fellows across the state who are stepping up to make a positive impact in their local communities.

My name is Josh Fryday, and I am the Chief Service Officer for the State of California. Governor Gavin Newsom and I want to personally welcome you to this impressive team of problem-solvers and change-makers who are coming together through College Corps.

You are also joining a larger team of tens of thousands of California service members participating in California Volunteers programs.

[Welcome Video](#)

One of the most exciting aspects of this program is the opportunity to connect with and learn from your own communities, as well as from each other. There are College Corps Fellows studying and serving in every region of our incredibly diverse state, and each of you brings a unique set of lived experiences and perspectives to the group.

Throughout this year, you will participate in a series of events, where you will meet Fellows from other campuses to share your common experiences and learn from each other. This kicks off with a statewide Launch & Swearing-In event on October 7, and continues with a Virtual Speaker Series, Mid-Year Leadership Conferences, and a Closing Ceremony in May.

What unites you today is a shared commitment to creating change. What we hope will unite you by the end of this year is a shared sense of ongoing commitment to serve, and a shared identity as College Corps alums!

Congratulations on starting your service journey -- now, let's get to work!

In service,

Josh Fryday

Section I

Introduction & General College Corps Information

About California Volunteers

California Volunteers, Office of the Governor is led by California Chief Service Officer Josh Fryday and engages Californians in service, volunteering, and civic action to tackle California’s most pressing challenges while mobilizing all Californians to volunteer and serve in their communities. California Volunteers leverages public and private funding to support #CaliforniansForAll College Corps, AmeriCorps, California Climate Action Corps, #CaliforniansForAll Youth Jobs Corps, and the deployment of thousands of individual service members. These members provide important service to organizations across the state including schools, nonprofits, public agencies, and community centers.

About #CaliforniansForAll College Corps

[#CaliforniansForAll College Corps](#) (College Corps) is a Governor’s Initiative administered by California Volunteers in partnership with California colleges and universities with a strong commitment to civic and community engagement. College Corps helps students from diverse backgrounds graduate college on time and with less debt. The program is building the next generation of civic leaders by engaging students in meaningful community service that builds leadership skills, while providing them with a path toward reducing college debt. Fellows will support the work of community-based organizations focused on key local priorities K-12 Education, Food Insecurity, Climate Action, and other locally identified areas.

Section II

Partner Roles and Responsibilities

California Volunteers implements the College Corps program with multiple partners: higher education institutions and systems, community-based organizations, and college students. Each partner has a distinct set of roles and responsibilities, as outlined below.

In partnership with California Volunteers (Office of the Governor) and AmeriCorps, SF State is proud to be among the selected 45 campuses statewide for the inaugural #CaliforniansForAll College Corps. SF State is one of the sixteen CSU campuses to receive this honor and we are excited to invite students to consider making community service a core part of their college experience. SF State's College Corps will create pathways for 50 students (10 positions will be designated for AB 540 students) to earn academic credit and receive up to \$10,000 in funding in exchange for a commitment to serve 450 hours in a community service assignment during a full academic year. The inaugural cohort of college students will start in Fall 2022 in a first-of-its-kind statewide partnership to also include AB 540 CA Dream Act students in a state service program addressing societal challenges and helping to build more equitable communities across California.

The Institute for Civic and Community Engagement (ICCE) is the SF State campus lead for this program. ICCE was formed in 2007 from the union of two existing units of the University - the San Francisco Urban Institute (SFUI) and the Office of Community Service Learning. The former enjoyed a national reputation for its creation of innovative partnerships between the campus and community and government organizations to address critical issues of the urban environment. The latter enjoyed a diverse foundation of faculty support throughout the University who engaged their students in civic learning. Through the formation of ICCE, the partnerships of the SFUI broadened its base of faculty and student involvement to bring a full range of perspectives to the engaged university of the Bay Area. ICCE's mission is to connect SF State faculty, staff, and students with the Bay Area community through strategic partnerships that help develop civic & social responsibility leading to positive impacts in communities.

Role of California Volunteers

California Volunteers:

- Selects and funds partner colleges and universities to run the program for their students (hereafter referred to as a College Corps Partner Campus, or "Partner Campus" for short).
- Provides ongoing policy guidance and support.
- Supports Partner Campus student recruitment through statewide marketing, storytelling, and communications.
- Provides a statewide technology platform to facilitate timekeeping and data collection.
- Offers College Corps events and programming to connect Fellows at a statewide level.
- Connects Partner Campuses for peer learning and regional collaboration.
- Conducts a statewide program evaluation to better understand College Corps results and inform future improvements.

Role of Partner Campuses

The Partner Campus:

- Recruits and selects Fellows.
- Selects and supports the community organizations that will host the Fellows (hereafter “Community Host Partners”).
- Manages academic coursework and other forms of reflection.
- Pays Fellow ‘s living allowance and manages program, using California Volunteers funding.
- Provides initial orientation and ongoing training for Fellows and Community Host Partners.
- Builds a cohesive College Corps cohort at the campus-level.
- Reports metrics and narratives to California Volunteers, as requested.
- Participates in statewide evaluation, as requested.
- Supports continuous improvement of both Fellows and Community Host Partners, including providing regular feedback and implementing corrective action, as needed.
- Provides ongoing communication with Fellows, site supervisors and other stakeholders.

Role of the Community Host Partner

The Community Host Partner:

- Collaborates with Partner Campuses to clearly define each Fellow’s roles and responsibilities, with a focus on direct service and interaction with community members.
- Identifies a site supervisor to manage the Fellow’s day-to-day service and provide ongoing mentoring and support.
- Provides trainings and skill-building opportunities for Fellows.
- Reports data and requested information to the Partner Campus and/or California Volunteers.
- Conducts Fellow performance evaluations.

Role of Fellows

The College Corps Fellow:

- Meets Community Host Partner expectations and makes a positive contribution to the work of their host organization.
- Develops and maintains a schedule that allows them to complete 450 service hours in one academic year.
- Maintains full-time enrollment status at partner campus for full academic year.
- Communicates with their Partner Campus AND host site supervisor when facing challenges or if they will miss any of their shifts.
- Completes and submits timesheets regularly to ensure living allowance payments and qualification for the Education Award.
- Responds to periodic surveys from California Volunteers or its evaluation partner.
- Participates in on-campus cohort-building, as well as statewide cohort-building events and opportunities.
- Adheres to policies outlined in the Fellow Code of Conduct provided by Partner Campus.

Section III

Eligibility and Code of Conduct

Eligibility to Apply

To participate in College Corps, students must meet the following minimum requirements:

- Full-time, enrolled undergraduate student at a College Corps partner campus
- Has a high school diploma or its equivalent
- No minimum GPA, but must be in (and remain in) good academic standing
- Ability to commit to the program for the full academic year
- Must be a US Citizen, US National, legal permanent resident, or AB 540 CA Dream Act student

Financial Need: This program is designed to support low- to moderate-income students. Students selected to join College Corps should meet at least one of the following criteria:

- Qualifies for a [Federal Pell Grant](#)
- Qualifies for a [State Cal Grant](#)
- Qualifies for a [Middle Class Scholarship](#)
- Needs to work part time and/or borrow student loans to meet educational costs

Selection Criteria for Fellows

College Corps has a competitive selection process. Given high demand for Fellowship slots, Partner Campuses established their own criteria and process for selecting students as College Corps Fellows. To be selected, students must demonstrate a willingness to fully commit to the program, complete the required number of service hours, and fully engage in all program activities. In addition, successful applicants should demonstrate:

- Passion for working in partnership with communities to make positive change.
- Flexibility to work in different areas and adapt to changing circumstances.
- Growth mindset and eagerness to try new things.
- Interest in connecting with and learning from other students and partners across the state.
- Willingness to be an ambassador for the Fellowship on campus and beyond.

Maintaining Eligibility

In order to remain eligible for the College Corps program, Fellows are expected to maintain full-time enrollment, in good academic standing, for the entire academic year. Fellows should continually progress toward completing their 450 hours of service by May 31, 2023, and no later than July 31, 2023. Finally, Fellows must consistently comply with the Fellow Code of Conduct below.

Fellow Code of Conduct

Fellows are expected to comply with all policies and requirements outlined in the Fellow Service Agreement, this Program Handbook, and any additional requirements communicated by the Partner Campus and/or Community Host Partner.

Fellows are required to abide by TITLE V. Article 2. Standards for Student Conduct for violations of the programs which explains how the Standards of Conduct will be handled, what disciplinary actions will be taken, and what actions or inactions would result in dismissal from the program. Fellows can reference [Code of Conduct policy](#).

Below is a non-exhaustive list of requirements, which if not followed, may result in coaching, discipline, and/or release from the program:

- Fellows are expected to arrive on time for scheduled trainings, meetings, and shifts at their service site, and should be ready to meet the expectations outlined in their Fellow Service Agreement.
- Fellows are expected to use appropriate language, wear professional clothing and to act in a manner that is consistent with the expectations of the College Corps Program and their own institution.
- Fellows are expected to have a full understanding of their Community Host Partner's workplace policies and procedures and to act in accordance with these policies at all times.
- Fellows should treat all College Corps staff and partners with respect and must not act in a manner that could physically or emotionally harm any other Fellows or program partners.
- Fellows must abstain from consuming or being in possession of drugs or alcohol during their service hours.
- Fellows are expected to be truthful in all conversations and on all records and documents, including but not limited to eligibility criteria, program documentation, criminal history, and professional communications.
- Fellows must notify the Community Host Partner and Partner Campus immediately should any of the following occur during the term of service:
 - Criminal charge of any kind.
 - Detainment of any kind.
 - Arrest of any kind.
 - Conviction of any crime.

Section IV

Fellow Training and Development

Orientation & Training Overview

A core objective of the College Corps program is to provide Fellows with ample opportunity for personal and professional growth. Partner Campuses, Community Host Partners, and California Volunteers will provide Fellows with orientation and trainings, including a combination of mentorship and coaching, skill-building workshops, and peer learning and exchange.

In close collaboration with campus program staff, Fellows are permitted to track and count up to 90 training hours toward their 450-hour service requirement. To be counted as training hours, the activity should be directly related to the student's area of service and/or specific objectives of the College Corps program. Each Partner Campus will help Fellows determine which training hours should be counted toward the Fellow's service hour requirement.

All Fellows should receive some combination of the following training:

- Initial Fellow orientation from program staff at Partner Campus.
- Ongoing training and reflection with their campus-level cohort on topics such as identity, community asset mapping, power and privilege, equity and inclusion, etc.
- Training and/or coursework specific to the focus area in which they will be serving.
- Ongoing training and/or professional development opportunities from Community Host Partners.
- Coaching and mentoring from site supervisor. See below.
- Multiple opportunities to participate in California Volunteers statewide cohort activities. See below.

Academic Coursework and Credit

Some institutions are offering for-credit courses specifically for their College Corps Fellows. Depending on the campus, these courses may be required or optional, and the number of course credits offered will vary. Partner Campuses will provide information to Fellows on the academic components of their program during College Corps Fellow Orientation. Coursework provides an excellent opportunity for Fellows to better understand the community context, issues related to their service focus area, and to reflect on what they are seeing and learning.

For San Francisco State University, Fellows are required to enroll in the 3-unit credit/noncredit AU 500: College Corps Fellowship Seminar course as a part of the fellowship. The AU 500: College Corps Fellowship Seminar course prepare Fellows to become civic leaders in the critical issues of education, climate, and food insecurity. Fellows will develop their professional identities, increase their capacity for effective civic engagement, learn and work alongside a group of other like-minded and civically dedicated Fellows, and participate in the building of equitable communities in California. Through this course and College Corps experience, Fellows will gain the skills and knowledge necessary to lead California and its communities into a more equitable future through assignments on their participation in their community organization, while also connecting their experience in the organization.

Fellows will develop their civic identity and their understanding of and capacity for life-long participation in a community. Build authentic relationships with others rooted in empathy, humility and respect. Broaden and deepen their thinking about complex and interconnected social issues affecting our San Francisco and the world today. Commit to ethical decision-making in their daily lives and respond to the inequities of the world. Examine the ways that difference, privilege, and power work in their own lives and in our society. Practice professional skills and gain professional experiences needed to work in a variety of settings.

Career Development

Partner Campuses will work with Fellows to ensure they are prepared to leverage their College Corps experience to strengthen their resume and job interviewing skills, as well as to help inform their future career path. California Volunteers will also offer opportunities for Fellows to begin building a professional network through the Statewide Cohort Experience described below.

Statewide Cohort Experience

Ensuring that Fellows from across the state feel a shared sense of identity and a common sense of purpose is a priority for the College Corps Program. California Volunteers aims to promote the following priority outcomes through the Statewide Cohort Experience:

- 1. Solidarity:** Fellows feel connected to each other across diverse backgrounds and geographies and connected to California Volunteers.
- 2. Bridging:** Fellows learn leadership and cross-cultural collaboration skills that help them bridge divides and navigate differences in order to solve problems.
- 3. Inspiration:** Fellows gain inspiration to pursue a lifetime of service – through connections with a network of state and local leaders.

To advance these outcomes, California Volunteers will offer all Fellows the opportunity to participate in the following activities and events:

- Statewide Launch & Swearing-In Celebration brings together, in-person and through remote campus watch parties, all College Corps Fellows across the state for an energetic kick-off to their service experience.
- Mighty Networks is a virtual space of connection and support for Fellows. It will serve as the main hub for Fellows to build community, learn from each other, and share resources with their peers.
- Virtual Speaker Series is a four-part series to engage Fellows in timely conversations with community leaders, government officials, and activists from across the state to discuss topics related to the three focus areas: Climate Action, Food Insecurity, and K-12 Education.
- Fellow Ambassador Program will engage one Fellow per campus to share their input on statewide programming and events, and to receive additional training that will help them serve as peer moderators, spokespersons, and recruiters.
- Mid-Year Leadership Workshops are one-day, in-person events for each of the eight regional College Corps cohorts. These workshops will bring Fellows together to build relationships, learn new skills, and share what they are learning through their own service experience.
- Close of Service Ceremony will celebrate the end of a transformative year and recognize Fellows statewide for their accomplishments.

Section V

Fellow Service Placements

College Corps Focus Areas

Communities will benefit from the support of College Corps Fellows at a pivotal juncture in the state's quest to build back stronger from the COVID pandemic. Fellows will serve in nonprofit and governmental organizations in three primary focus areas identified by California Volunteers:

- K – 12 Education
- Climate Action
- Food Insecurity

Not all Partner Campuses will offer all three focus areas, and some may offer opportunities for Fellows to serve outside of these three areas. Fellows should consult directly with their Partner Campus for information on their chosen focus areas.

San Francisco State University offers all three focus areas. San Francisco State University hopes to aid our underrepresented communities of BIPOC populations through collaborations with our host sites in San Francisco and Daly City. For 2022-2023, SF State have a total of 14 host sites- ranging from local organizations to larger organizations. Fellows will be providing service in one of the three interest areas. For our Fellows in the education interest area, they will be providing tutoring and mentoring services to support the academic and social development of K-12 students. For our Fellows in the climate action interest area, they will be providing stewardship, habit restoration, and nursery maintenance to tackle the most urgent environmental and climate issues of our time. For our Fellows in the food insecurity interest area, they will be providing food distribution, Cal Fresh assistance, and regenerative food production to combat the food insecurity issues.

Service Placement Guidelines

California Volunteers has shared the following guidelines with Partner Campuses to inform the selection of their Community Host Partners. The purpose of these guidelines is to ensure that Fellows have a meaningful service and learning experience.

College Corps Fellows must:

- Serve primarily with one Community Host Partner throughout their term of service.
- Spend the majority of their service hours engaging directly with beneficiaries in the community, not conducting desk research or performing administrative tasks.
- Conduct service directly aligned with their program's stated focus area(s) and performance measures.
- Log service and training hours in America Learns on a weekly basis.
- Be assigned a dedicated supervisor at their service site.

College Corps Fellows may:

- Do a combination of direct service (at least 50 percent) and capacity-building (e.g. volunteer mobilization) for their community host organization.
- Serve on-campus organizations, provided the above requirements are met.

Partner Campuses manage the process to match College Corps Fellows with their service placement. All questions about the matching process should be directed to Partner Campus staff, as each institution has a unique approach to matching student interest with community need.

SF State will match Fellows with community partners based on:

- Students' interest area in relation to the mission/purpose of organization
- Students' location/neighborhood preferences
- Schedule availability of both parties
- Students' background/experience/skills in relation to organizations' needs

Establishing a Predictable Schedule

It is critical for Fellows to develop a plan at the start of each semester (or quarter) as to how they will meet the College Corps service hour requirement over the course of the academic year, and how they will manage this with their coursework and other obligations. It is highly recommended for Fellows to establish a consistent work schedule that has them serving an average of 15 hours per week. This is important both to ensure that Fellows successfully complete the program, and to ensure that the Community Host Partner will be able to assign them meaningful and time-sensitive projects. Fellows will track progress toward completing their service hours via America Learns. If Fellows have not completed 50% of their service hours by the midpoint of the program (January / February), they will need to work with their Partner Campus staff to develop a detailed plan for how they will complete their hours before the program end date, and no later than May 31, 2023, or July 31, 2023.

Site Supervisor Role

Fellows will be matched with a site supervisor at their Community Host Partner site. The supervisor will manage the Fellow's day-to-day tasks, provide coaching and support, ensure the Fellow meets the expectations outlined in the Fellow Service Agreement, and enforce program policies and Fellow Code of Conduct, as needed. Fellows should have at least one hour of direct interaction with their supervisor each week during the service term, unless the supervisor's absence prevents this meeting. These weekly meetings are an opportunity to discuss successes and challenges. Some topics to discuss during the weekly meetings could include:

- Questions about the Community Host Partner's work or the local context.
- Clarify program objectives, expectations, and policies.
- Goal setting and progress toward assigned tasks.
- Confirming the weekly/daily schedule.
- Discussion on overcoming barriers and challenges.

Performance Evaluations

Fellow development is an important component of the College Corps program. With honest feedback, Fellows can make improvements to enhance their performance, both now and as they prepare for future careers. Fellows are encouraged to request regular feedback on their progress as part of their weekly meetings with site supervisors. At the end of the service term, each Fellow's site supervisor is expected to provide a brief written evaluation of the Fellow's overall performance and to set aside time to talk through this feedback individually with each Fellow under their supervision.

The site supervisor's performance evaluation is expected address the following topics:

- What progress has been made on assigned projects? Were expectations met?
- What are the Fellow's strengths?
- What are areas for growth and development?
- What is the Fellow's level of initiative, follow-through, judgement, collaboration skills, etc.?
- Describe the overall performance of the Fellow.

Prohibited Activities

Per federal regulations, Fellows may not participate in any of the following activities as part of their College Corps service placement:

- **Supplantation:** Fellows may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive AmeriCorps support.
- **Legislative Advocacy:** Fellows may not be used to assist, provide, or participate in direct or indirect attempts to influence passage or defeat of legislation or proposals by initiative petition.
- **Religious Activities:** Fellows may not be used to assist, provide, or participate in religious instruction, conduct worship services, engage in any form of proselytization, or any other religious activity as an official part of a Fellow's duties.
- **Political Activity:** Fellows may not be used to assist, provide, or participate in partisan and non-partisan political activities associated with a candidate, including voter registration.
- **Labor Organizations:** Fellows may not be used to assist, provide, or participate in labor or anti-labor organization or related activities.
- **Nonduplication:** Fellows may not be used to duplicate an activity that is already available in the locality of a program. And, unless the non-displacement requirements listed below are met, will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.
- **Non-displacement:** A Fellow may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

Additional details on prohibited activities and restrictions can be found at the links below:

[eCFR :: 45 CFR 2520.65 -- What activities are prohibited in AmeriCorps subtitle C programs?](#)

[eCFR :: 45 CFR 2540.100 -- What restrictions govern the use of Corporation assistance?](#)

Section VI

Financial Benefits

All Fellows who complete their 450-hour term of service will receive a total maximum financial benefit of \$10,000, paid in the form of a living allowance during service, plus an educational award upon completion of required service hours.

Living Allowance

Each Fellow will receive a living allowance to cover living expenses throughout their term of service. The living allowance is not an hourly wage and will not fluctuate based on the number of hours served. The Partner Campus will pay each Fellow a living allowance in regular increments, either bi-weekly or monthly, throughout their term of service. The living allowance will cease when the Fellow completes or is released from their term of service. Fellows will receive more details from their college or university regarding how frequently the living allowance will be paid, what the payment amount will be, and which entity on campus will be issuing those payments. Fellows will receive a monthly payment for their living allowance. The specifics for each Fellow's living allowance is outlined in their Fellow Service Agreement.

Education Award

All Fellows will receive an education award upon successful completion of the College Corps program. This requires completing 450 service hours by May 31, 2023. There are three types of education awards, based on the category of student receiving the award: AmeriCorps (Segal Education Award), California Student Aid Commission (Dream Act Service Incentive Grant), and the State of California (State Supplemental Education Award). Partner Campuses will inform Fellows as to which education award(s) they will be receiving and provide detailed instructions on the process to access it.

Documented Students / AmeriCorps Members

Documented students, who are considered AmeriCorps members, will receive a \$7,000 living allowance and an education award in the amount of \$3,000, totaling \$10,000 for those who complete the College Corps program.

The education award will be provided through two different funding sources. A federal award of \$1,600 will be provided as a Segal AmeriCorps Education Award. Based on the AmeriCorps guidelines, Fellows can utilize the Segal Education Award to pay current or future educational expenses, including paying off student loans from past years or paying for tuition in a future term. AmeriCorps guidance does permit the award of a full or prorated Segal Award, in line with the AmeriCorps compelling personal circumstance (CPC) exit policy outlined in the [AmeriCorps Terms and Conditions](#) (Page 11). Fellows will access the Segal Award on their [MyAmeriCorps portal](#).

To augment the Segal Education Award, these Fellows will receive a \$1,400 supplemental education award funded by the State of California. The Partner Campus will pay this supplemental state award to their Fellows who complete the program. A Fellow must complete 450 service hours to receive this supplemental award. Unlike the Segal Award, there is no compelling personal circumstances exit policy for the state supplemental award. If a Fellow does not complete the program, they will not be eligible to access any part of this award.

AB 540 CA Dream Act Fellows

Dream Act Service Incentive Grant (DSIG) Eligible Fellows

AB 540 CA Dream Act students who are eligible for the Dream Act Service Incentive Grant (DSIG) administered by the California Student Aid Commission, will apply through their Partner Campus for the DSIG award. To be eligible for DSIG, students must be either Cal Grant A or B recipients, and must be eligible for Cal Grant B. This award provides a \$4,500 education award to students who complete the College Corps program. Fellows will receive a \$5,500 College Corps living allowance for a maximum financial benefit of \$10,000 upon completion of the program.

Fellows should contact their Partner Campus for instructions on DSIG's process to apply for and to request payment of the DSIG award. The award can be accessed in up to two installments for Fellows on the semester system and up to three installments for Fellows on the quarter system. Fellows should contact their campus directly for information on using the DSIG award. The compelling personal circumstances exit policy does not apply to the DSIG award. If a Fellow does not complete the required hours for the DSIG award, they will not be eligible to access this award on a prorated basis. [CA Dream Act Service Incentive Grant FAQ's](#)

Non-DSIG Eligible AB 540 Dream Act Fellows

AB 540 Dream Act students who are not eligible for the DSIG award, but were selected as College Corps Fellows, will receive a \$3,000 education award through their Partner Campus upon completion of the program. A Fellow must complete 450 hours to receive this education award. Fellows in this category should verify with the College Corps staff at their college or university when and how they will receive this award, as payment mechanisms vary by campus.

Summary of College Corps Financial Benefits

	Living Allowance	Education Award
Documented Students	\$7,000 <i>Paid throughout term of service</i>	\$1,600 Segal Education Award \$1,400 State Supplemental Award <i>Paid upon completion of service</i>
AB-540 Dreamers DSIG Recipients	\$5,500 <i>Paid throughout term of service</i>	\$4,500 DSIG Education Award <i>Paid in 2 or 3 installments: mid-service and at completion</i>
AB-540 Dreamers NON DSIG Recipients	\$7,000 <i>Paid throughout term of service</i>	\$3,000 education award <i>Paid upon completion of service</i>

Tax Implications

Because payment mechanisms vary across institutions and funding for the living allowance and education awards are provided through various sources [COVID and non-COVID related], Fellows are advised to consult with their college or university and/or a tax advisor regarding the tax implications for the payments of the living allowance and education awards.

Financial Aid Implications

The current [primary] source of funding for the College Corps program is the [State Fiscal Recovery Fund](#), which is designed to provide financial relief for the COVID-19 national emergency. The federal Department of Education therefore provided guidance to California Volunteers that the living allowance paid to Fellows should be treated as disaster relief funds. As a result, the living allowance should not be considered Estimated Financial Assistance (EFA), and it should not impact a student's other Title IV, Higher Education Act (HEA) program financial aid awards. The California Student Aid Commission subsequently concurred with the Department of Education's guidance, so the living allowance to AB 540 CA Dream Act Fellows will similarly be treated as disaster relief funds, not EFA.

The education award(s) that Fellows receive are treated differently than the living allowance, as they are provided through various [non-COVID-related] funding sources. Fellows should consult with their Financial Aid advisor on campus to determine how their particular education award will be coordinated with their financial aid package. Depending on the type of education award and when it is disbursed, it may be possible for this award to be used toward educational expenses in future academic years.

Fellows are encouraged to ask a financial aid advisor at their institution any other questions regarding their current or future financial aid package.

Public Assistance Programs & Benefits

Fellows acknowledge that their eligibility for Social Security Disability Insurance (SSDI) and Temporary Assistance for Needy Families (TANF) could be impacted by their living allowance; however, they have the option to lower their living allowance rate, if they feel it will maintain eligibility for the benefits they wish to receive.

The AmeriCorps State and National Program was authorized by the National and Community Service Act of 1990 (NCSA), 42 U.S.C. § 12501 et seq. The NCSA states allowances, earnings, and payments to participants in AmeriCorps Programs "shall not be considered income for the purposes of determining eligibility for and the amount of income transfer and in-kind aid furnished under any Federal or federally-assisted Program based on need, other than as provided in the Social Security Act." 42 U.S.C. § 12637(d). Based on the language, the USDA issued an opinion in 2001, which stated AmeriCorps State and National benefits are excluded from income for food stamp purposes. In August 2012, CDSS [issued a letter](#) confirming this regarding our state's Cal Fresh food program.

Section VII

Technology Platforms

America Learns Overview

America Learns is an online platform provided by California Volunteers. All College Corps partners and Fellows will use America Learns for timekeeping and data collection.

Fellows will use the platform to:

- Input service and training hours on a regular basis.
- Submit accurate timesheets to their supervisor for approval.
- Communicate with their supervisor regarding timekeeping issues.
- Participate in surveys to provide feedback and help improve the program.
- Sign documents.

Timesheets from America Learns will be used to demonstrate Fellow's eligibility for education awards and completion of the program.

Partner Campuses will provide training to Fellows on how to access America Learns, complete their Fellow profile, and submit their timesheets. America Learns has produced a number of training videos for this purpose. Fellows who need support using America Learns should first contact the appropriate person on their Partner Campus. If Fellows are not able to resolve their issues with the support of their Partner Campus, they can contact California Volunteers technical assistance through this link: [CaliforniaVolunteers.CA.GOV/ccsupport](https://www.californiavolunteers.ca.gov/ccsupport).

Mighty Networks Overview

Mighty Networks is a virtual community platform that connects College Corps Fellows across the state. California Volunteers is offering this space for Fellows to meet each other, build connections, and reflect on what they are learning through their College Corps experience. While participating in this virtual community, Fellows make a commitment to be kind, demonstrate respect, assume best intentions, and explore a variety of perspectives, with curiosity at the forefront.

Mighty Networks Code of Conduct

1. This is a community of real people who are part of a shared experience. Be respectful by challenging the ideas, not the person.
2. Keep all content relevant and helpful to the discussion.
3. Don't plagiarize content. Sharing from elsewhere is okay but cite the source.
4. For visual content, be sure everyone in the video/photo has consented.
5. No threats of any kind, including doxing.
6. No hate speech, bullying, or misinformation.
7. No political campaigning, including fundraising for or against candidates, ballot measures, and initiatives.
8. Posts containing explicit material such as nudity, injury, hate, and violence will be removed.
9. Don't sell or promote products or services.
10. No illegal activity of any kind, including content that teaches how to break the Terms & Conditions, Privacy Notice of Mighty Networks or your campus' Honor Codes or Rules of Conduct

11. If content was deleted/removed, it should stay deleted.
12. Do not post or repost someone else's personal information or post links to personal information. This includes links to other public social media pages and screenshots of social media pages with the names still legible. Users posting personal info of others are subject to an immediate account suspension.
13. Please be a responsible member of this community and report any content in violation of these expectations.

Fellows can find the full Mighty Networks Principles and Code of Conduct at this link. [Final Mighty Networks Code of Conduct.pdf | Powered by Box](#)

MyAmeriCorps

Fellows who are AmeriCorps members and will be receiving the Segal Education Award will receive an email invitation to register in MyAmeriCorps. Fellows will need to create an account on the My AmeriCorps Portal. Once registered, Fellows will have the ability to complete an Enrollment Form. Fellows will receive an automated email from myamericorps@americorps.gov containing a link to complete enrollment. Fellows must complete this process to be successfully enrolled in the National Service Trust and receive a Segal AmeriCorps Education Award. Upon completion of the program, Fellows can access their Segal Education Award through the MyAmeriCorps portal. [Watch here](#) for a quick tutorial in MyAmeriCorps on how to use the Segal Award.

Computer, Internet Usage, and Social Media

Fellows are expected to follow San Francisco State University's Privacy Notice regarding computer, internet usage, and social media. Fellows can refer to the [Privacy Notice](#).

Community Host Partners will provide the appropriate policy regarding computer, internet usage, and social media to Fellows during orientation/onboarding.

Section VIII

Program Evaluation and Measurement

The College Corps program is committed to understand and track the impact of this program for the students who participate. The program has identified the following key desired outcomes for Fellows:

- Fellows report finding their experience meaningful and positive
- Fellows experience financial relief and reduced debt burden as a result of their participation
- Fellows persist toward graduation and attain their academic goals
- Fellows' experiences in the program help clarify their career and/or academic goals
- Fellows develop confidence, self-efficacy, and build career readiness competencies
- Fellows have an increased sense of civic responsibility and remain committed to civic engagement
- Fellows feel better prepared to collaborate with people from different backgrounds
- Fellows feel connected to the statewide College Corps cohort

California Volunteers has contracted with WestEd, an independent research organization, to design a program evaluation to track these outcomes from the time Fellows begin the program, through program completion and beyond. The goal is to better understand the benefits Fellows receive, any challenges encountered, and identify potential improvements for future programming. All surveys will be conducted through America Learns and individual responses will be kept confidential.

Fellows will be asked to complete the following:

- **Fellow Profile Information** [in America Learns] to disaggregate program information and survey results to provide insight on the extent the program is reaching the intended student population and whether program benefits are experienced equitably.
- **Fellow Pulse Checks** (administered every other month) consist of two questions used to gauge Fellows' satisfaction in the program. Fellows will be prompted to complete these when submitting their timesheets.
- **Fellow Entrance and Post-Program Surveys** will take no more than 15-20 minutes to complete and are voluntary. The survey data from the first cohort of Fellows will provide California Volunteers with important information needed to improve the program for future participants.

California Volunteers will also work with Partner Campuses and the evaluation partner to collect information on Fellows' contributions to the work of Community Host Partners, including community-level results such as the number of students tutored, number of trees planted, and number of meals served.

Section IX

Administrative Policies

Attendance and Timesheets

Fellows are expected to show up on time for scheduled trainings and shifts. Throughout the year, they should continually progress toward completing their total 450 service hours, with an average target of 15 hours per week. Timekeeping is a critical responsibility, since every Fellow must document the completion of service hours in order to continue receiving their living allowance, complete the program and be eligible to receive their education award. Fellows are responsible for tracking both their training and service hours in America Learns. Timesheets should be completed accurately and submitted on a biweekly basis for approval by site supervisors (service hours) or by the College Corps lead on the Fellow's campus (training hours). This data will help both Fellows and Partner Campuses monitor their progress towards meeting the 450 service hour requirement.

Fellows are expected to respond to communication from College Corps staff and host site supervisors in a timely manner. Fellows are required to complete 450 hours in total through in direct service of 360 hours at host site and attending 90 training hours from SF State and California Volunteers. Please know that these meetings/trainings are a combination of in-person and virtual sessions. Fellows are expected to be completing 10-15 hours of direct service at host site weekly to ensure completion of hours. It is the Fellows' responsibility to report their time on America Learns. All meetings/trainings, including the AU 500 Fellowship course are required and mandatory unless specified.

The final deadline for Fellows to submit timesheets on America Learn is the last day of the month to ensure timely payment of living allowance. If a Fellow has more than 10 unexcused absences at their host site in a pay period and/or fails to submit hours on America Learns for review and approval by the deadline, their living allowance payment for that pay period would be delayed until next pay period and/or until Fellows submit hours.

Breaks

If serving for a period of more than five (5) hours in one (1) day, Fellows must be provided with a meal period of between thirty (30) minutes and sixty (60) minutes, during which time Fellows are to be relieved of all service-related duties. *Exception:* If a period of no more than six (6) hours will complete day, and the meal period has been waived by both the Fellow and the Community Host Partner at the beginning of the shift, then the Fellow does not need to take a meal period. The meal period cannot be taken at the beginning or the end of the service day. Fellows are expected to clock out for meal periods, so this time will not count towards hours served. Fellows are authorized to take a fifteen (15) minute break for every four (4) hours of service.

Community Host Partners will go over any additional policies with Fellows during orientation/onboarding.

Discipline Procedure

If there are continued issues with a Fellow's performance or violations of the Fellow Code of Conduct (see Section Three), there will be consequences. Community Host Partners and Partner Campuses will work together to implement progressive discipline -- a system of incrementally escalating responses in order to correct a Fellow's negative behaviors

or violations of the Code of Conduct. Discipline may take the form of verbal warnings, written warnings, suspension, or termination. The process is designed for Community Host Partner Supervisors to collaborate with their Partner Campus to determine the appropriate response under the circumstances. Because it is based on communication and collaboration, progressive discipline also helps Fellows improve and succeed in the program.

Fellows cannot be treated in the same way as “at will” employees. They commit to provide service, and there is no employer/employee relationship. Under no circumstances can a Community Host Partner take action to dismiss a Fellow from their term of service; the decision to exit a Fellow from the College Corps program can only be made by Partner Campus staff. However, when warranted, supervisors may suspend a Fellow from service at this host site; this option can be used when there is a safety concern, or when the severity of a situation is such that it is not appropriate for the Fellow to remain at their current host organization.

Fellows must be aware that if behaviors do not improve to meet program expectations and requirements, they are jeopardizing their position with the College Corps Program, as well as continued payment of their living allowance. It is the goal of the College Corps Program to provide clear communication to Fellows so that each Fellow can correct, and thereby improve, their behavior and/or performance. Refer to Appendix 2 for more details about progressive discipline policies and procedures.

Release for Cause

The Program may release the Fellow for **cause**:

A release for cause encompasses any circumstances *other than* compelling personal circumstances that warrant an individual's release from completing a term of service. **This includes both release for misconduct and for a Fellow deciding to leave the program.**

Programs must release for cause any participant who is convicted of a felony or the sale or distribution of a controlled substance during a term of service.

- A Fellow who is released for cause may not receive any portion of the education award or any other payment from the College Corps Program.
- A Fellow who is released for cause must disclose that fact in any subsequent applications to participate in an AmeriCorps or State service program. Failure to do so disqualifies the individual for an education award, regardless of whether the individual completes a term of service.
- A Fellow who is released for cause may contest the program's decision by filing a grievance in accordance with their institution's Grievance Policy (see below). Pending the resolution of this grievance procedure, the individual's service is considered to be suspended and should not receive any financial benefits.
- An individual's eligibility for a subsequent term of service in AmeriCorps will not be affected by release for cause from a prior term of service so long as the individual received a satisfactory end-of-term performance review as described in § 2522.220(c)(2) for the period served in the prior term.
- For College Corps Fellows who are AmeriCorps members: A term of service from which an individual is released for cause counts as one of the maximum 4 terms of service with AmeriCorps.

Release Due to Compelling Personal Circumstances

The Partner Campus may release a Fellow from their term of service for compelling personal circumstances if the Fellow has completed at least 15% of their required hours and demonstrates circumstances beyond the Fellow's control that prevent them from completing their term of service.

Compelling personal circumstances include those that are beyond the Fellow's control, such as, but not limited to:

- A Fellow's disability or serious illness.
- Disability, serious illness, or death of a Fellow's family member if this makes completing a term unreasonably difficult or impossible.
- Conditions attributable to the program or otherwise unforeseeable and beyond the Fellow's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible.

Additional circumstances may include:

- Military service obligations.

Compelling personal circumstances do not include leaving a program:

- Due to an increased course load.
- To obtain employment.
- Because of dissatisfaction with the program.

Service Abandonment

The term "service abandonment" refers to situations where a Fellow has not reported for service for a period of three (3) days or more without providing an explanation, not returned to service from a leave of absence, or not returned to service from a period of suspension. Service abandonment can be cause for dismissal. If a Partner Campus terminates a Fellow from the College Corps program for service abandonment, the Fellow will not receive any portion of the Education Award for that term of service and will not be eligible to serve any future terms as a College Corps Fellow.

Unscheduled Absences

The Community Host Partner supervisor will report to the appropriate Partner Campus staff, within 24 hours, the unscheduled absence or departure of an assigned Fellow. Repeated absences or early departures will result in disciplinary action. Site supervisors must also keep the Partner Campus informed of changes in Fellow status, such as arrests, medical emergencies, hospitalization. Similarly, Partner Campus staff should keep site supervisors apprised of any changes in the Fellow's status as they become aware.

Resignation

A Fellow may choose to resign from the College Corps program for personal reasons. Resignations must always be in writing. When practicable, written notice of resignation should be given at least two weeks in advance to ensure that the departure will be minimally disruptive to the Community Host Partner. Fellows who intend to resign early from

College Corps service should notify the appropriate staff at their Partner Campus, who will contact the Community Host Partner site supervisor.

Grievance Procedure

Fellows can contact the University's Institute for Civic and Community Engagement (ICCE) Executive Director at (415) 338-6419 or icce@sfsu.edu if they believe they have been discriminated against, harassed, or injured while engaged in this program. Note: If any time you feel uncomfortable and/or harassed, immediately report any inappropriate situations to your direct site supervisor, course instructor, and/or ICCE. Fellows can bring issues and concerns to College Corps program staff. In addition, Fellows can also contact [Title IX office](#) and/or follow the [University's formal grievance process](#).

Prohibition on Nepotism

To avoid actual or apparent favoritism in the operation, the College Corps program prohibits certain Fellow placement and assignment arrangements, as follows below.

A Fellow cannot be placed or assigned to a Community Host Partner, if the Fellow is:

- In the immediate family (e.g., spouse, domestic partner, parent or guardian whether by blood or adoption, child whether by blood or adoption) of a Community Host Partner staff member or a member of its Board of Directors.
- A close relative, whether by blood or adoption, (e.g., grandparent, grandchild, aunt, uncle, niece, nephew, first cousin) of a Community Host Partner staff member or a member of its Board of Directors.

Fraternization

To maintain a standard of professionalism and responsibility in leadership, it is necessary to establish guidelines for personal relationships between Fellows, program staff, and service recipients.

Fellows have a responsibility to notify their Community Host Partner supervisor of any family or social relationship with staff, co-members, and service recipients who they interact with during their College Corps position. It is at the discretion of the Partner Campus staff as to what action will be taken. Actions include discussing confidentiality and clearly setting expectations, or possibly transferring the Fellow to an alternate Community Host Partner. The actions taken are intended to best support the Fellow's success in their service position. Every effort must be made for the potential service recipient to receive service through another avenue, while simultaneously providing the Fellow with the opportunity to successfully complete their term of service.

Jury Duty

Partner Campuses must allow the Fellows to serve on a jury without being penalized for doing so. During the time Fellows serve as jurors, they will continue to receive credit for their normal service hours and a living allowance.

Dress Code

Community Partner Host Sites will go over any dress code policies required for their sites.

Fellow Safety

Fellows are expected to follow the [Health and Safety guidelines](#) from the Centers for Disease Control and Prevention (CDC). All information regarding COVID-19 for University can be found in the [Campus Comeback](#).

In addition, Community Partner Host Sites will go over any COVID-19 policies required for their sites.

Travel/Mileage Reimbursement

San Francisco State University will cover travel expenses for physical trainings/meetings required from California Volunteers, for example: mid-year/end of year learning conference.

Section X

Human Resource Policies

To protect their students, all College Corps Partner Campuses must have and clearly communicate their institutional policies in the following areas with their Fellows as part of this College Corps Fellow Handbook:

- Civil Rights and Equal Opportunity
- Nondiscrimination
- Sexual Harassment
- Reasonable Accommodation
- Drug-Free Workplace
- Grievance Procedure

The Partner Campus / institutional policies in these areas must at least meet the minimum standards of the federal policies that are attached here as Appendix 1.

Appendix 1: AmeriCorps Human Resource Policies

Many of the required policies and procedures can be found in the [AmeriCorps General Terms and Conditions \(FY 2022\)](#). Below includes a sampling of the policies that College Corps requires to be documented in this handbook and made available to all Fellows.

Non-Discrimination Public Notice and Records Compliance

1. Public Notice of Non-discrimination. The recipient must notify members, community beneficiaries, applicants, program staff, and the public, including those with impaired vision or hearing, that it operates its program or activity subject to the non-discrimination requirements applicable to their program found at §§ 175 and 176(f) of the NCSA or § 417 of the DVSA, and relevant program regulations found at 45 CFR Parts 2540 (AmeriCorps State and National), 2551 (Senior Companion Program), 2552 (Foster Grandparent Program), 2553 (RSVP), and 2556 (AmeriCorps VISTA). The notice must summarize the requirements, note the availability of compliance information from the recipient and AmeriCorps, and briefly explain procedures for filing discrimination complaints with AmeriCorps.

Sample language is: *Any benefits and terms and conditions of this program, are available to all without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information and military service. [Grantee's name] policy and federal law prohibits reprisal for engaging in protected activity (reporting discrimination or harassment, participating in investigations of such allegations, or intervening to assist those who are subjected to prohibited behaviors), and it will not be tolerated. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want to seek advice, contact:*

- (Name, address, phone number – both voice and TTY, and preferably toll free – FAX number and email address of the recipient) or Equal Employment Opportunity Office (EEOC)
- AmeriCorps 250 E Street, SW Washington, DC 20525
- (202) 606-7503
- eo@cns.gov (email)

The recipient must include information on civil rights requirements, complaint procedures and the rights of beneficiaries in member or volunteer service agreements, handbooks, manuals, pamphlets, and post in prominent locations, as appropriate. The recipient must also notify the public in recruitment material and application forms that it operates its program or activity subject to the nondiscrimination requirements. Sample language, in bold print, is: This program is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information and military service. Where a significant portion of the population eligible to be served needs services or information in a language other than English, the recipient shall take reasonable steps to provide written material of the type ordinarily available to the public in appropriate languages.

2. Prohibition Against National Origin Discrimination Affecting Limited English Proficient (LEP) Persons. Pursuant to Executive Order (EO) 13166 – Improving Access to Services for Persons with Limited English Proficiency, recipients are required to provide meaningful access to their programs and activities by LEP persons. For more information, please see the policy guidance at 67 FR 64604.

[Program Civil Rights and Non-Harassment Policy \(AmeriCorps Policy linked here\)](#)

Affirmatively advancing equity, civil rights, racial justice, and equal opportunity is the responsibility of the whole of government, and AmeriCorps is committed to these principles, including treating all persons who participate in our programs with dignity and respect. The maintenance of diverse, equitable, inclusive, and accessible service environments demands that AmeriCorps maintains zero tolerance for unlawful harassment or discrimination against any individual or groups engaged in national service.

AmeriCorps expects the same commitment from all recipients (Recipients) of its financial or service member/volunteer assistance, including associated individuals, organizations, programs, and projects. This policy is incorporated by reference into the terms and conditions for receiving AmeriCorps financial and service member/volunteer assistance, inclusive of sub-grantees. Recipients are expected to notify service members and volunteers of their rights under this policy.

In accordance with applicable laws and regulations, AmeriCorps prohibits all forms of discrimination and harassment based on the protected categories of race, color, national origin, sex, age, religion, sexual orientation, disability (mental or physical), gender identity or expression, political affiliation, marital or parental status, pregnancy, reprisal, genetic information (including family medical history), or military service. All programs administered by, or receiving, federal financial or service member/volunteer assistance from, AmeriCorps must be free from all forms of discrimination and harassment. Harassment is any unwelcome conduct that is based on any of the protected categories or done in reprisal for opposing discrimination or participating in the discrimination complaint process, when such behavior has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment.

Harassment may include slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation, or any other legally protected category. Examples of harassing conduct include but are not limited to: explicit or implicit demands for sexual favors; pressure to engage in a romantic relationship or for dates; deliberate touching of another person without consent, leaning over, or cornering a person; repeated offensive teasing, jokes, remarks, or questions; unwanted letters, text messages, emails, or phone calls; distribution or display of offensive materials, including on social media; offensive looks or gestures; gender, racial, ethnic, or religious baiting. Harassment can also include physical assault or other threatening behavior; and demeaning, debasing, or abusive comments or actions that intimidate. AmeriCorps does not tolerate discrimination and harassment from anyone, including Recipients, AmeriCorps employees or supervisors; project or site employees and supervisors; project or site non-employees (e.g., contractors or clients of a project or site); or national service participants. Harassment is unacceptable in AmeriCorps' offices or campuses, and in other service-related settings such as convenings, training sessions, service sites, and at service-related social events, whether in person or online.

Any discrimination or harassment, when substantiated, will result in corrective action, up to and including, removal or termination of any individual engaging in such misconduct. AmeriCorps Recipients permitting discrimination or harassment in violation of this policy will be subject to a finding of non-compliance, which may result in termination of federal financial assistance.

Recipients are expected to take prompt action to effectively address service member and volunteer complaints. Recipients must immediately investigate complaints of discrimination or harassment and take appropriate measures to remedy the situation. Supervisors and managers of AmeriCorps programs and projects, when made aware of alleged discrimination or harassment by employees, service members and volunteers, or any other associated individuals, must report the matter to the personnel in the Recipient's organization who are responsible for investigating such claims or AmeriCorps' Office of Civil Rights (OCR). OCR conducts service member and volunteer discrimination and harassment

inquiries. AmeriCorps prohibits any retaliatory action against a person who raises discrimination or harassment concerns.

Service members and volunteers who believe they have been subjected to treatment in violation of any civil rights laws, regulations, or this policy, or have been subject to retaliation for opposing discrimination or participating in discrimination complaint proceedings (e.g., filing a complainant or acting as a witness) in any AmeriCorps program or project, may contact the OCR at (202) 606-7503 or eo@cns.gov. Service members and volunteers must contact OCR within 45 calendar days of an occurrence of discrimination or harassing conduct to initiate an inquiry.

Service members and volunteers are not required to use a program, project, or sponsor dispute resolution process before contacting OCR. While Recipients are expected to take prompt action to effectively address service member and volunteer complaints, Recipients cannot institute policies requiring any such matters be handled “in house.” If a service member or volunteer chooses to pursue another dispute resolution or complaint procedure, it does not suspend the 45 calendar-day time limit for contacting OCR. Discrimination and harassment claims not brought to the attention of OCR within 45 calendar days of the occurrence may not be accepted for investigation if a formal complaint of discrimination is filed. Service members, volunteers, and Recipients may contact OCR at eo@cns.gov for information or assistance.

Reasonable Accommodation

No qualified individual with a disability shall, by reason of disability, be excluded from participation in or be denied the benefits of the program, services, or activities of the program, or be subjected to discrimination by the program. Nor shall the program exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association. According to the Americans with Disabilities Act (ADA), the term “disability” means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the individual’s major life activities, a record of having such an impairment, or being regarded as having such an impairment. “Major life activities” means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

A “qualified individual with a disability” is an individual with a disability who with or without reasonable accommodations meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the program. Reasonable accommodations may include modifying rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services.

As part of the College Corps program, the Partner Campus and Community Host Partner shall make reasonable accommodations in policies, practices, or procedures when the accommodations are necessary to avoid discrimination on the basis of disability, unless the program can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity, and/or impose an “undue hardship”. A reasonable accommodation may include: making facilities readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified schedules; acquisition or modification of equipment or devices, training materials, or policies; etc.

Fellows may request reasonable accommodations by completing the **Reasonable Accommodation Request Form**. Fellows may request reasonable accommodations based on disability to receive access to meet the needs of site placement. To request reasonable accommodations, Fellows must contact the [SF State Disability Programs and Resource Center](#) (DPRC) at (415) 338-2472/VP (415) 335-7210 or dprc@sfsu.edu to facilitate this request. Fellows can also directly submit a request for accommodation [here](#). Fellows will make this request as soon as possible and prior to the start of placement; however, requests may be made at any time. SF State University is responsible for ensuring approved reasonable accommodations are available at site placement. Host sites may directly provide reasonable accommodations with appropriate verification from the DPRC.

Self-Identification

A potential Fellow or a Fellow with a disability is not required to disclose information about any physical or mental limitations, whether or not they believe it will interfere with their capability to perform the essential functions of the position sought or held. If a Fellow would like, however, for the program, to consider any special arrangements to accommodate a physical or mental impairment, they may identify that impairment, describe the functional limitations that result from that impairment, and suggest the type of accommodation that they believe would be appropriate. Medical verification of the condition may be requested for the Fellow to be protected under Section 504 of the Rehabilitation Act.

Confidentiality

Information provided regarding a Fellow's disability, by a potential Fellow or a Fellow shall be kept confidential, except that appropriate supervisors, managers, and safety and health personnel may be informed regarding any restrictions in service duties or necessary accommodations. Government personnel may be provided information in compliance with various laws and regulations.

V. BREACHES OF PERSONALLY IDENTIFIABLE INFORMATION (PII) All recipients and subrecipients need to be prepared for potential breaches of Personally Identifiable Information (PII). OMB defines PII as any information about an individual, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. All recipients and subrecipients must ensure that they have procedures in place to prepare for and respond to breaches of PII, and notify the Federal awarding agency in the event of a breach.

If your AmeriCorps grant-funded program or project creates, collects, uses, processes, stores, maintains, disseminates, discloses, or disposes of PII within the scope of that Federal grant award, or uses or operates a Federal information system, you must establish procedures to prepare for and respond to a potential breach of PII, including notice of a breach of PII to AmeriCorps. Grantees experiencing a breach should immediately notify AmeriCorps' Office of Information Technology, and the AmeriCorps Portfolio Manager.

Grievance Procedures

CNCS requirements for grievance policies.

Text of § 2540.230 For use in creating a policy:

State and local applicants that receive assistance from the Corporation must establish and maintain a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from the Corporation. A grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general.

a) Alternative dispute resolution.

1. **The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be** initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the

party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

2. If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.
- b) Grievance procedure for unresolved complaints. If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral may not participate in the formal complaint process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.
- c) Time limitations. Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such grievance must be made no later than 60 calendar days after the filing of the grievance.
- d) Arbitration
 - Arbitrator
 - 1. Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.
 - 2. Appointment by Corporation. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporations Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.
 - 3. Time Limits
 - a. Proceedings. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.
 - b. (Decision. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.
 - c. The cost. The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.
- e) Suspension of placement. If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.
- f) Remedies. Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include—
 1. Prohibition of a placement of a participant; and
 2. In grievance cases where there is a violation of non-duplication or non-displacement requirements and the employer of the displaced employee is the recipient of Corporation assistance—

- a) Reinstatement of the employee to the position he or she held prior to the displacement;
 - b) Payment of lost wages and benefits;
 - c) Re-establishment of other relevant terms, conditions and privileges of employment; and
 - d) Any other equitable relief that is necessary to correct any violation of the nonduplication or non-displacement requirements or to make the displaced employee whole.
- g) Suspension or termination of assistance. The Corporation may suspend or terminate payments for assistance under this chapter.
- h) Effect of noncompliance with arbitration. A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

Drug-Free Workplace

In accordance with the Drug-Free Workplace Act (41 U.S.C. 701 et seq.) and in recognition of the fact that drug abuse may cause poor service performance and/or attendance, the program shall provide a drug-free workplace for Fellows and:

- The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in any site wherein service is performed for the College Corps program.
- Any Fellow who unlawfully manufactures, distributes, dispenses, or uses a controlled substance in service shall be subject to disciplinary action, up to and including termination from service.
- Any Fellow who is arrested, charged, detained, or convicted of a drug-related violation must inform their supervisor and their Partner Campus in writing immediately following such an incident. Failure to notify the supervisor in writing within the specified period of time shall be regarded as grounds for immediate termination.
- Any Fellow who is convicted of a drug-related violation at their Community Host Partner shall be subject to disciplinary action, up to and including termination from service.

More specific details about the actions programs must take for drug violations can be found in 45 CFR §2522.230 and must be included in the "Consequences" section of the member service agreement.

Appendix 2: Progressive Discipline Policies

Verbal Warning

A verbal warning may be appropriate for a first-time, minor infraction of a College Corps Program policy or procedure, rules of the Community Host Partner/Partner Campus, or certain performance deficiencies. A verbal warning is typically delivered in a meeting between a Fellow and their Community Host Partner supervisor, as soon as possible after observation of the issue. The verbal warning may be accompanied by a performance improvement plan to guide the conversation and set clear expectations. During the meeting, the site supervisor will:

- Provide specific examples of the unacceptable behavior or situation.
- Specifically state how the behavior or situation is to be corrected and provide a time frame for improvement; complete a Performance Improvement Plan as necessary.
- State the consequences if the behavior or situation is not corrected.

Written Warning Action Plan

If the unacceptable behavior persists after a verbal warning, or if the severity of an action or situation cannot be corrected by a verbal warning, a Written Warning Action Plan may be appropriate. The Community Host Partner should consult with the Partner Campus to identify next steps. A Written Warning Action Plan is typically delivered in a meeting between a Fellow and the Community Host Partner supervisor, as soon as possible following observation of the Fellow's performance, conduct, or attendance issue. It is recommended that a Partner Campus representative also join this meeting. During the meeting, the Community Host Partner supervisor and Partner Campus staff person will:

- Establish the seriousness of the behavior or situation.
- Review the Written Warning Action Plan and any accompanying documentation with the Fellow.
- Provide specific examples of the unacceptable behavior or situation.
- Specifically state how the behavior or situation is to be corrected and provide a time frame for improvement.
- State the consequences if the behavior or situation is not corrected.
- Obtain the Fellow's signature on the Written Warning Action Plan. If the Fellow refuses to sign, this will be noted on the form.
- The Written Warning Action Plan must be sent to the Partner Campus staff for review, signature, and record.

Suspension

There may be performance, conduct, or safety incidents so problematic or harmful that the most effective action may be the temporary removal of the Fellow from the Community Host Partner. Community Host Partner supervisors may suspend Fellows pending the results of an investigation for reasons including, but not limited to, when: immediate action is necessary to ensure the safety of the Fellow or others; the Fellow has falsified documentation (including time sheets); or the Fellow has intentionally violated a policy or procedure. Community Host Partner supervisors must immediately inform Partner Campus staff if they are recommending the suspension of a Fellow. Fellows may not receive a living allowance or other benefits during a period of suspension if the suspension encompasses an entire living allowance period.

Unless an immediate suspension is appropriate, the Community Host Partner supervisor and Partner Campus representative will schedule a meeting with the Fellow as soon as possible following observation of the Fellow's performance, conduct, or attendance issue. During the meeting, the site supervisor and Partner campus staff lead will:

- Establish the seriousness of the behavior or situation.
- Provide verbal and written communication directly to the Fellow.
- Provide specific examples of the unacceptable behavior or situation.
- State the consequences of the outcome of the pending investigation.
- Provide the Fellow with information regarding the length of the suspension, if known, and any items with which they are required to comply during the suspension period.

Following the initiation of the suspension, the Community Host Partner supervisor will communicate any changes in the suspension period with the Fellow as quickly as possible. For example, if a required investigation has been completed earlier than expected, the Community Host Partner supervisor may ask the Fellow to return to service to begin the next steps in the discipline process, if any. If a Written Warning Action Plan is completed as part of the suspension process, the steps above for Written Warning Action Plans will be followed. A Partner Campus representative should be informed and consulted throughout all stages of the progressive discipline process.