



## TELESERVICE POLICY

A fundamental assumption of AmeriCorps service is that Members provide direct client services at their host sites. Under limited circumstances, the RARE AmeriCorps Program may approve an AmeriCorps Member's request to perform service under a teleservice agreement where they can perform project-related duties from home.

AmeriCorps State and National's policy is that teleservice should be rare and thus does not specify a maximum number of days that teleservice is allowed.

Requests for episodic teleservice may be considered after a member has been serving satisfactorily at the host site at least two months. Both the Site Supervisor and the RARE AmeriCorps Program Director must agree that the following requirements are fully satisfied:

1. The RARE AmeriCorps Member has a significant need to make up service hours due to circumstances outside of their control, e.g. natural disaster, state of emergency, closure of physical host site office.
2. The RARE AmeriCorps Member has sufficient activities that can be performed remotely to occupy the requested teleservice time, e.g. developing marketing materials, engaging in training, virtual meetings.
3. The RARE AmeriCorps Member has access to reliable internet and phone service to be able to teleserve and be contacted as needed.

A RARE AmeriCorps Member must first receive approval from their Site Supervisor prior to logging teleservice hours. Approval is granted through the completion of the following Teleservice Request Form. After receiving Site Supervisor approval, the Site Supervisor should submit the completed Teleservice Request Form. The request form should be submitted no later than the day teleservice hours are logged. **Each request form can be for a maximum of 40 hours.**

## Procedures for Teleservice

### Member

1. Complete a Teleservice Request Form in writing (electronic is acceptable) and submit to the Site Supervisor.
2. If the request is approved, the completed Form will be sent by Site Supervisor to RARE AmeriCorps Program Director.
3. Document activities using OnCorps notes section. As with general time-keeping, track time served in 15-minute increments.
4. Comply with the provisions of the agreement, additional requirements stated in this policy, and all other procedures and policies.



A RARE AmeriCorps Member cannot engage in teleservice unless the Member gets the written approval of both the Site Supervisor and the RARE AmeriCorps Program Director. At the discretion of the RARE AmeriCorps Program Director and the Oregon Volunteers Program Officer, a teleservice arrangement for a Member can be revoked at any time, without prior notice.

### **Supervisor**

1. Review Teleservice Request Form from RARE AmeriCorps Member and respond in writing (electronic is acceptable).
2. If the request is approved, completed form will be sent to RARE AmeriCorps Program Director to be saved in RARE AmeriCorps Member file and uploaded to OnCorps.
3. If a teleservice arrangement is denied, terminated, or temporarily suspended, work with RARE AmeriCorps Program Director to provide a written explanation to the RARE AmeriCorps Member as to the reason why the Member cannot participate in teleservice going forward.
4. Retain copies of all Teleservice Request Forms for a period of twelve (12) months after the close of the service year in which the member served.

### **RARE AmeriCorps Staff**

1. RARE AmeriCorps Program Director reviews Teleservice Request Forms and follows up with Site Supervisor and Member accordingly.
2. If a teleservice arrangement is denied, terminated or temporarily suspended, RARE AmeriCorps Program Director will work with Site Supervisor to provide a written explanation to the RARE AmeriCorps Member as to the reason why the Member cannot participate in teleservice.
3. Retain copies of all Teleservice Request Forms in compliance with CNCS Document Retention policy.

### **Policy/Procedure Violations**

Violations of this policy are grounds for disciplinary action, up to and including the RARE AmeriCorps Member being exited for cause.



## TELESERVICE REQUEST FORM

Under limited circumstances RARE AmeriCorps Members & Site Supervisors may jointly request teleservice/remote service at the discretion of the RARE AmeriCorps Program Director (temporary site closures due to events such as natural disasters, health epidemics, etc.). RARE AmeriCorps Members, in conjunction with their Site Supervisor, are required to create an outline detailing the work that will be done during this period. In order to count service hours, Members must keep a detailed description of their work, which is to be broken up by 15-minute increments. In addition, at the end of their approved teleservice period, RARE AmeriCorps Members must submit all documents of their work to the Site Supervisor and RARE AmeriCorps Program Director. Submit original form, along with the detailed work outline, to RARE AmeriCorps Program Director for approval after receiving Site Supervisor’s signature.

**Teleservice Hours**– All hours are to be recorded as Service Hours on timesheets.

**Member:**

**Date(s):**

**Host Site:**

**Estimated Teleservice Hours**

(max of 40 hours for each request)

**Reason for Request:**

**Will the member have access to technology?**

(Computer, Wifi, etc.)

Yes

No

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

Service-related activity (to be determined/approved by site supervisor)

Service-related activity with a local partner organization (to be determined/approved by site supervisor)

Member initiated professional development (keep in mind the 20% cap)

Other, please explain



Required attachment with Teleservice Request Form:

- Attach a detailed work outline for all days/times teleservice being requested.

Required to submit after teleservice period is complete:

- An updated work outline reflecting actuals hours served.
- Documentation of completed activities or accompanying reflection forms.

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Member Signature Date

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Supervisor Signature Date

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Program Director Signature Date

*To safeguard Federal CNCS funds from abuse and fraud. RARE AmeriCorps Staff, Members, and Site Supervisors may be subject to CNCS legal sanctions for erroneously certifying that AmeriCorps Members have sufficient valid service hours to complete their terms of service. In addition, there are legal penalties for knowingly submitting false claims to the government.*