

AmeriCorps Member Recruitment Toolkit

Civic Leadership & Engagement Corps



AmeriCorps



WASHINGTON
Campus Coalition
FOR THE PUBLIC GOOD



C L E C



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Part 1: Recruitment Toolkit Introduction

Congratulations for being selected as a Washington Campus Coalition partner for our Civic Leadership & Engagement Corps program! We are so excited to partner with you this coming year. Thank you for your dedication and commitment to service in our communities!

To help get you started, we've created this toolkit to assist you in developing and executing a recruitment plan to find and select your AmeriCorps members. Creating a comprehensive recruitment strategy is key to articulating your program's strengths and reaching quality candidates.

We hope these resources will assist you in discovering great members who will contribute to your program's success. Recruitment can be tricky, but we are committed to supporting you throughout the process.

Key Concepts

AmeriCorps hiring language

Hiring AmeriCorps members is different from hiring employees. Please use language that recognizes key differences. For example, say, "We have an open AmeriCorps position" instead of "We have a job opening;" "Our member will serve at..." instead of "Our members will work at...;" and "If selected for the position..." vs. "If hired..."

Local recruitment is essential!

Regardless of the slot type for the positions you've been awarded, please focus on local recruitment for your positions. From our experience, candidates recruited locally tend to be the most successful and are more representative of the population you are planning to serve.

300 and 450-hour positions are only recruited locally by host sites. Most 300 and 450-hour members are students at [Washington Campus Coalition member institutions](#).

900 and 1700-hour stipend positions are recruited locally by host sites and are also posted nationally on the [AmeriCorps website](#) (Program Type = "AmeriCorps State/National"). WACC staff will send you the direct link for your position(s) once posted and eligible national applications as we receive them. Please review these in addition to any applications you receive from your local recruitment efforts. Note that many ideal 1700-hour candidates are recent graduates! Many half-time 900-hour candidates are part-time students. See [Improving Outreach & Online Presence](#) for more information.

Know your audience

Seek to understand the perspectives, backgrounds, needs, values, and experiences of who you are hoping to recruit. What are your candidates looking for in seeking a position with your organization? What do they hope to gain? How does your opportunity align with where they are in their career? What



incentives are most salient? What barriers might prevent candidates from applying? See [Describing the Benefits of your Program](#) for more information.

Sharpen your elevator speech

Be ready to “sell” your position! Be able to succinctly summarize the position and key benefits, refine talking points, and create template emails and social media posts for sharing widely. Be ready to tailor your message to distinct audiences.

Timing is critical!

Time your recruitment whenever possible for when students or candidates are typically looking for opportunities. For example, most positions that start in August or September should be recruited in spring. Most students looking for summer internships begin their search in early winter. Start early to get the best candidates!

- Note that the earliest members can start for the 24/25 program year is August 1, 2024. Members must begin service by July 31, 2025, at the latest to be part of this program year.
- Start dates for 900 and 1700-hour positions posted nationally will be bumped back two weeks if we are within 2-3 weeks of the listed start date and you have not yet selected a candidate (stipend positions must start on the 1st or 16th of the month).
- Don’t forget that once you have your candidate selected, enrollment typically takes 3-4 weeks, though this can sometimes be completed faster. Members cannot begin their service until they are fully enrolled, including required background checks and fingerprinting.

Create an equitable screening process

Ensure your position description, postings, fliers, and interview questions are culturally competent. Be transparent about each step of the process with candidates about what they can expect. Check for personal bias during interviews (see [this article](#) for resources and suggestions). Use a standardized rubric for assessing applications.

Please explore the rest of the resources available in this toolkit for more information!



Part 2: Steps to Recruitment Success

These are recommended steps for successful recruitment of qualified applicants. Please adjust this process to meet your site's needs and timeline.

1) Review and understand your approved Position Description

Use the Position Description that was approved as part of your proposal. This is your default template for the information you should pull from for all recruiting materials. Check for internal biases and ensure your position description is culturally competent. Every piece of information included has a specific purpose so be sure to understand it thoroughly. See [Describing the Benefits of Your Program](#) for more info.

2) Create a flier

An engaging and captivating flier is a great way to increase visibility for your position. See [Designing Fliers and Graphics](#) for resources on creating promotional materials.

3) Post widely

Use different media, job boards, social media, and other outreach methods to increase your recruitment outreach. See [Improving Outreach & Online Presence](#) for ideas on where to post to improve your outreach.

4) Go to your audience!

Attend college and career fairs. Present in college classrooms. Host information sessions with local university student and volunteer clubs.

5) Leverage your existing networks

Target outreach to specific audiences who might be a good fit, such as current students, alumni, or current volunteers. Specifically reach out to current and past AmeriCorps members – get testimonials! Encourage them to refer candidates from their personal and professional networks. Outreach to your campus career service office with information and brochures about your program. Develop relationships with career counselors and other relevant campus staff and community members. Ask internship coordinators on campus to post your position and share it with students. Consider reaching out to other local colleges/universities.

6) Follow up with all applicants

When managing your hiring process, prioritize communication with all applicants. Keep applicants informed of their status throughout the process. A quick message acknowledging their application can go a long way in starting a positive rapport. Even if you are not considering a candidate for the role, make it a point to reach out and provide closure on their application. This shows respect for their time and effort invested in applying.



7) Selection and interviews

Once you've identified your top candidates, it's important to schedule interviews promptly. During the interviews, be ready to provide detailed information about your program and ask insightful, open-ended questions. For guidance on how to prepare for interviews and select the best applicant, see [Assessing Prospective AmeriCorps Members](#).

8) Check references

When continuing the process with an applicant, check at least two of their references via phone, email, or (if submitted) review any references that came in with their national application. Checking at least two references is an AmeriCorps requirement. National applications generally include two written references and their contact information, but not always. It is up to the hiring manager if you want to contact references on a national application for further information. See [Assessing Prospective AmeriCorps Members](#) for more information.



Part 3: Describing the Benefits of Your Program

This document contains a list of many of the potential benefits for members. Please use this list to improve your pitch and recruitment materials.

Benefits List

- 1) [Segal AmeriCorps Education Award](#) (24/25 Award Amounts):
 - a. 300-hour: \$1,565.08
 - b. 450-hour: \$1,956.35
 - c. 900-hour: \$3,697.50
 - d. 1700-hour: \$7,395.00
- 2) [Loan Forbearance](#)
- 3) Hands-on experience
- 4) Future career opportunities
- 5) Opportunity to be mentored by skilled professionals
- 6) Training and skill enhancement for school and beyond
- 7) Resume building
- 8) Leadership skills development
- 9) References to use for future employment
- 10) Networking and community engagement
- 11) Support and raise awareness for equity and inclusion
- 12) Receive guidance and mentorship from professionals in your focus area
- 13) Meet new people
- 14) Give back to your community
- 15) Be part of a nationally recognized program!

Focus Area-Specific Benefits

This section provides more specific benefits examples based on focus area. These can be copied or adjusted for your promotional materials.

Environmental Stewardship: At-Risk Ecosystems & Environmental Education

- **Career Building:** In the competitive field of environmental careers, the CLEC AmeriCorps program can be a great way to gain essential experience to get your foot in the door and start your journey.
- **Hands-on experience:** Put your passion and knowledge of the environment into action and build your knowledge and skills in real-world situations.
- **Contribution to Conservation:** Make a positive impact on at-risk ecosystems by actively participating in initiatives aimed at their preservation and restoration.
- **Climate Resilience:** Contribute directly to increasing climate resilience and reducing climate impacts through active participation in initiatives aimed at preserving and restoring at-risk



ecosystems. This helps communities and ecosystems become more resilient in the face of environmental challenges.

Academic Engagement: K-12 & College/University Student Success

- Career Building & Hands-On Experience: Work closely with educational professionals, gaining insights into the educational system and building collaborative relationships within the academic community.
- Promote Educational Equity: Contribute to programs that promote educational equity by providing additional support to students who may face barriers to academic success.
- Mentoring and Support: Provide mentorship and support to K-12 and college/university students, assisting them in navigating academic challenges and helping them achieve their higher education goals in an inclusive learning environment.

Healthy Futures: Food Security & Basic Needs

- Career Building: AmeriCorps service exposes students to a network of professionals and organizations dedicated to addressing food and basic needs insecurity. This network can be instrumental in providing mentorship, guidance, and potential future career opportunities in fields related to public health, social work, or community development.
- Hands-on Experience: This practical experience can enhance your understanding of the challenges faced by individuals and communities in accessing crucial needs.
- Promote Equity: AmeriCorps members serving in these positions work directly with the community. This experience not only benefits the community but also helps students develop empathy and cultural competency.

Healthy Futures: Medical & Mental Health Access

- Career Building: Engage in continuous learning opportunities through serving with experienced staff and participating in meetings and trainings to enhance your knowledge of healthcare practices and community-based interventions.
- Hands-on Experience: This practical experience can enhance your understanding of the challenges faced by individuals and communities in accessing mental and medical health resources.
- Promote Equity: Actively participate in initiatives aimed at improving medical and mental health access for underserved populations.



Part 4: Designing Fliers & Graphics

Designing an attention-grabbing flier or graphic is a high-impact strategy for increasing visibility of your AmeriCorps position. View the resources below to craft an engaging visual representation of your position or download the posters we have provided.

Flier & Graphics Resources

Canva is a well-known website made to create compelling fliers and graphics. It has a free and paid version. View this tutorial by Canva on how to create fliers: [Canva Tutorial](#)

Click here to view Recruitment poster templates on Canva: [Free custom printable recruitment poster templates | Canva](#)

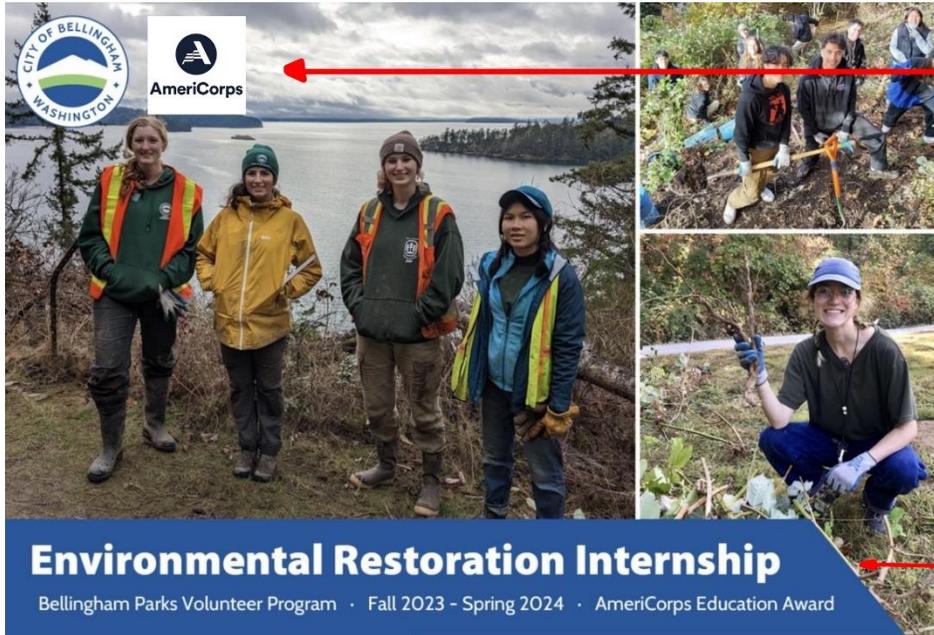
The AmeriCorps logo should be included on all promotional materials, in addition to the WACC logo whenever possible. Click here for downloadable logos for AmeriCorps and WACC: [Logo Gallery](#)

Flier Checklist

- Is your flier eye-catching and easy to read? (Headers, photos, information flows well, etc.)
- Does your flier include the AmeriCorps and WACC logo?
- Is the role clearly defined?
- Are the tasks for the role succinctly described?
- Is it clear where the service will take place?
- Are the benefits and requirements clearly explained, including those unique to your site?
- Is it easy to understand how candidates should apply? (Links, QR code, email, timeline, etc.)
- Is there a link for more information or who to contact if candidates have questions?



Flier Example



AmeriCorps Logo

In Action Photos

Eye-catching title

Specific Benefits

Role is Clearly Defined

Next steps outlined

Internship Details:

Our restoration interns work with our team to plan, prep, and lead some of the programs that the Parks Volunteer Program offers. Our interns lead groups at our Saturday Work Parties, guiding and educating volunteers of all ages and backgrounds on various restoration tasks with a focus on safety and effectiveness. Other opportunities can include working with our school stewardship programs, managing restoration sites, and maintaining the City's native plant nursery.

Time commitment: Friday afternoon and all-day Saturday with other (flexible) weekly hours. September 2023–June 2024

Interns who commit to serve 300 hours will receive an **Education Award of \$1,459.26** upon completion of the term through the Civic Leadership & Engagement Corps (CLEC) AmeriCorps program from the Washington Campus Coalition for the Public Good (WACC)

Gain skills and experience in:

- Plant identification of native and invasive species
- Methods and planning of ecosystem restoration
- Volunteer management and engagement
- Collaborating with many community partners
- Communication and leadership skills
- Environmental outreach & education
- Making positive community impacts
- Getting your hands dirty in the field
- Learning how volunteer programs run
- Having fun exploring your local parks

Interested?

Send cover letter, resume, and references by **Monday, Sept. 4th** to the Parks Volunteer Program team at: pkvolunteers@cob.org



Downloadable Fliers

We've done some of the work for you and created some fliers you can adjust to your site or program. Below is an example of one of the fliers annotated with some of its key features.



Focus area is stated

Color and Photos are used

Award amounts

Listed lengths of service

Contact info

As an AmeriCorps Student Fellow, you will support K-12 and college/university students across Washington and Idaho through academic coaching, support services, student navigation, workforce development, service learning opportunities, and more!

Your service must primarily benefit underrepresented, low-income, and/or marginalized students, their families, or community members. 300 and 450-hour terms of service available. 20% can be professional development and training.

Contact: Lainie Juhl at Lainie.Juhl@wwu.edu
Website: wacampuscoalition.org

EARN A
\$1,565.08 OR
\$1,956.35
EDUCATION
AWARD



Download fliers for each focus area [HERE](#).



Part 5: Improving Outreach & Online Presence

Use these tips to improve your recruitment outreach by using different media, job boards, and outreach methods. With these strategies, you can effectively expand your reach and attract qualified candidates to your service opportunity.

Essential Places to Post

Consider posting in the following locations:

- Campus job boards and other platforms
- Your organization's website
- Newsletters
- Social media
- Service learning and student activities offices on campus
- Send an email to your staff, board, current and past students, and volunteers asking them to outreach to their own professional and personal networks about the opportunity

Outreach Methods

Handshake:

Handshake is a recruiting website designed specifically for college students and recent graduates. It is free to use, and you can post jobs as well as sign up for career fairs. Click here to view the help center for getting started as an employer: [Handshake Employer Support](#)

See the Handshake Blog for tips on recruiting college students and recent graduates: [Handshake Blog](#)

Campus Job Boards:

Most higher education institutions offer a job board where both school-affiliated and external employers can post job opportunities. To use these boards, you typically must register your organization's profile with the institution's career services or employment center.

Additional Strategies:

- Network with campus staff and professors
- Table at virtual and in-person career and club fairs
- Advertise at your local community agency or volunteer center
- Present to classes
- Post on electronic and physical bulletin boards
- Consider posting on LinkedIn, Indeed, Craigslist, Idealist, local newspapers, or parent portals



Social Media

Whether you are using LinkedIn, Facebook, Instagram, or other social media sites, try to keep at least one social media profile updated and point applicants to it. This page could include photos, updated projects your organization is working on, benefits of your program, blog posts, videos, and links to current openings.

Suggestions of what to include in social media postings:

- Testimonials: Include testimonials from current members to improve credibility, demonstrate personal and program-wide impacts, and enhance relatability by highlighting real-life experiences and success stories.
- Day-in-the-life video: Make a video about what a typical day in your program is like. This will encourage candidates to envision themselves in the service position.
- Interview a program expert: This will help answer potential questions directly by a credible source at your organization.
- Write a project summary: To demonstrate your program's successes, create a summary of your program's work and significant impacts to post and share.
- Other ideas: Surveys and polls, trivia, guided digital tour, behind the scenes, clearing misconceptions. Get creative – the possibilities are endless!

Other ideas?

Do you have other suggestions for how to improve outreach and online presence for member recruitment? We'd love to hear about it! Please contact any [WACC staff](#) to share. Thank you!



Part 6: Assessing & Interviewing Prospective Members

Once you have successfully recruited for your position and have a pool of candidates, the process of screening, interviewing, and selection begins! Below are resources to build an equitable and efficient process to select your next AmeriCorps team member.

Create an Equitable Screening Process

1. Ensure your position description, postings, fliers, and interview questions are culturally competent and free of gendered language, jargon, unexplained abbreviations, and idioms.
2. Create a diverse selection and interview team to provide different perspectives and richer assessments of candidates. If you have a current AmeriCorps member, we encourage you to include them on the hiring team for their replacement!
3. Use a hiring rubric to evaluate applicants in an objective and consistent way (example below).
4. Be transparent about each step of the process with candidates about what they can expect.
5. Offer inclusive video interviews by including video call instructions and best practices in advance of the interview. This guidance can level the playing field if candidates are not used to video calls. Alternatively, consider conducting first-round interviews by phone.
6. Check for personal bias during interviews (see [this article](#) for resources and suggestions).
7. Use a standardized and purposeful set of interview questions for all candidates to ensure consistency and fairness in the evaluation process (examples below).

Hiring Rubric

Below is a sample hiring rubric you can use to assess candidates. Using a hire rubric reduces the risk of internal bias in assessing candidates. Click [here](#) to download a rubric example in excel format.

Scale: 5=Expectational, 4= Above Average, 3= Average, 2= Below Average, 1=Unsatisfactory

Applicant Name	Applicant 1	Applicant 2
Communication/Interpersonal Skills		
Coordination/Experience/Problem Solver		
Training/Teaching/Leadership Experience		
Motivation/Interest/Career Fit		
Racial Justice/ Equity/ Diversity/ Inclusion Experience & Commitment		
Average:		
Notes:		



Interview Tips

- Create a comfortable, welcoming environment. Introduce yourself and any other panel members and share preferred personal pronouns. Consider asking icebreaker questions to make your candidates more comfortable.
- Whenever possible, send interview questions in advance to candidates, or provide their own copy to look at during the interview.
- Provide a brief overview of your program including program goals and what the day-to-day is like. Give the applicant room to ask questions about it.
- Ask interview questions that focus on capabilities rather than direct experience. For example, ask “How would you *approach* x,” instead of “How you ever done x.”
- If there are specific skills an applicant needs to have (e.g., software or equipment knowledge) make sure to clarify the applicant's experience level with those skills.
- Generally, it is illegal to ask candidates questions associated with the following categories: Race, disabilities, marital status, religion, height and weight, non-professional affiliations, personal life such as spouse, children, or financial situation.

Example Short Interview Questions

If you have a large pool of qualified candidates, we recommend using a short interview format (15-30 minutes) to reduce the size of your pool for longer interviews. Limit questions to 4-5 total. These examples can be tailored to your specific site and the qualifications you are seeking in candidates.

1. Availability & Eligibility: Are you available to start on (expected start date)? How many hours per week do you anticipate being available? Will you be a student during your service? Class schedule? Have you completed any previous terms of AmeriCorps service? (Review other eligibility requirements.)
2. Communication Skills: We are looking for a candidate who has exceptional communication skills since you'll be (describe position and who they'll be serving). Please describe your skill set in this area and provide examples of when you have shown exceptional interpersonal, team building, written, and verbal communication skills.
3. Coordination Experience: Please describe your coordination experience and skills in organizing and problem-solving complex projects. Which of your attributes do you think would be most beneficial in this role?
4. Training/Teaching/ Leadership Development: A large part of this position is training and teaching (describe). What is your teaching and leadership style? Describe your experience teaching, training, and mentoring others.



5. Motivation/Interest /Maturity/Career Fit/Self-Starter/Professionalism: Why are you interested in this position? Why do you think you are the best candidate?

Example Long Interview Questions

If your pool of candidates is 3-5 individuals, we suggest you skip the short interview format above and go right to longer interviews (45-60 minutes). Like the short interview questions, please tailor these for your specific site and qualifications you are seeking. Adjust any questions that have already been asked if you did short interviews.

1. Availability & Eligibility: Are you available to start on (expected start date)? How many hours per week do you anticipate being available? Will you be a student during your service? Class schedule? Have you completed any previous terms of AmeriCorps service? (Review other eligibility requirements.)
2. Motivation/Interest /Maturity/Career Fit/Self-Starter/Professionalism: Why are you interested in this position? Why do you think you are the best candidate?
3. Communication Skills: We are looking for a candidate who has exceptional communication skills since you'll be (describe position and who they'll be serving). Please describe your skill set in this area and provide examples of when you have shown exceptional interpersonal, team building, written, and verbal communication skills.
4. Coordination Experience/Organized/Problem Solver: Please describe your coordination experience and skills in organizing and problem-solving complex projects. Which of your attributes do you think would be most beneficial in this role?
5. Training/Teaching/ Leadership Development: A large part of this position is training and teaching (describe). What is your teaching and leadership style? Describe your experience teaching, training, and mentoring others.
6. Racial Justice/Equity/Diversity/Inclusion: One of the goals of our program is to increase educational equity and help students from marginalized backgrounds succeed. Tell us about your experience working in social justice, equity, diversity, and inclusion work. What are the most important aspects of your experience that you will bring to this service to help us achieve our goals?
7. Community Engagement/Volunteer Experience: Describe any community engagement or volunteer service you've completed. What did you learn from these experiences?



8. Project Work: Describe an example of a project or initiative you led or contributed to that resulted in a positive impact. What was your role? What did you learn?
9. Communication: Describe how you would handle working with someone you struggle to communicate with. Provide an example if you have one. How would you overcome this challenge?
10. Challenges: Tell us about one of the biggest challenges you have ever faced and how you overcame it (please only share what you are comfortable sharing).
11. Fun Question: If you could have any superpower, what would you want and why? -OR- If you could be any animal, what would you want to be and why?
12. Open Ended/Candidate Questions: Is there anything we haven't asked you that we wished we had, or anything else you would like to share? Alternatively, what questions do you have for us?

Reference Checks

WACC and AmeriCorps require that you check at least two of a candidate's references via phone or email, or (if submitted) review any references that came in with their national application. National applications generally include two written references and their contact information, but not always. It is up to the hiring manager if you want to contact references on a national application for further information.

It is good practice to let the applicant know ahead of time you will be contacting references. Before contacting references, prepare a strong set of open-ended questions that encourage detailed responses. Lastly, respect the confidentiality of the information the reference shares.

Example Reference Check Questions

1. How long have you known the applicant and in what capacity?
2. How would you describe the candidate's reliability and dependability? What was it like to work with them?
3. What are the candidate's greatest strengths?
4. What are their primary areas for growth?
5. If you could hire this candidate again, would you? Why or why not?
6. Anything else we should know about the candidate?

Hooray, I've selected my member(s)! Now what?

Congratulations! Please see the [Enrollment Process Overview](#) document for next steps.



Part 7: Enrollment Process Overview

Congratulations on selecting your member(s)! Please review the steps outlined below for a picture of the enrollment process for CLEC AmeriCorps members.

Note that the full enrollment process typically takes 3-4 weeks, sometimes longer but sometimes faster. Members may not begin counting service hours until they are fully enrolled. Please reach out to [WACC staff](#) if you have any questions about enrolling your member(s).

Member Nomination

Once you have your member selected, including reviewing or contacting at least two references, please complete a [Member Nomination Form](#) and email it to your WACC Program Coordinator. If you are ready to enroll a large number of members, please fill out our [Nomination Spreadsheet](#).

Once WACC staff have received your nomination(s), they will reach out to your candidate(s) to begin the enrollment process.

WACC staff will also check in with supervisor(s) to confirm if they have completed the required *Program Orientation & Training* on Canvas (online, self-directed, typically takes ~1 hour). If they have not received it yet, WACC staff will email supervisors the training link. This training must be completed by supervisors prior to member enrollment.

CLEC AmeriCorps Enrollment Steps

1) **Background Check Authorization**

WACC staff will email each candidate an introduction and overview of the enrollment process. They will then email via Adobe Sign a background check authorization form that includes directions for scheduling fingerprinting and an upload of the candidate's unexpired government-issued current photo ID. The member must complete and return this form before next steps can be completed.

2) **Fingerprinting**

The member will schedule and complete fingerprinting at a FieldPrint office.

3) **Criminal History Check**

WACC staff will submit a TrueScreen Criminal History Check Request based on the member's legal name on their submitted ID. The request includes checks on the National Sex Offender Public Website, the member's state of residence (or state of postsecondary enrollment), and state of service (if different).



4) **Additional Steps for Stipend Members**

WACC staff will email stipend members the following additional steps:

Stipend payment setup through WWU's Payroll Department:

- a) Complete and return W-4 form - So WWU can withhold the correct federal income tax from the member's pay.
- b) HR Proxy Appointment – Members must participate in this online meeting with a WACC Program Specialist and a member-selected witness. During this meeting, the member will complete their I-9 form (to confirm their eligibility to receive payments) and staff will verify the member's identity. The member must bring required original identification documents and their witness must be physically in the same space for the meeting.

Additional benefits setup for full-time 1700-hour stipend members:

- a) Health insurance form (1700-hour stipend members can sign up for health insurance if they don't already have coverage; if already covered, members must submit proof of insurance)
- b) Childcare form (1700-hour stipend members can sign up for childcare support, if qualified)

5) **Invitation to Enroll via MyAmeriCorps**

WACC staff will email an invitation to the member to enroll in MyAmeriCorps through eGrants. The member will log into their AmeriCorps account to accept the invitation (they may need to create a new account if it's their first time logging in). 1700 and 900hr members who have a national application in process through MyAmeriCorps will need to confirm their selection for enrollment. Note that national applications must be complete before acceptance, including two submitted references.

6) **Signing of Member Service Agreement & Required Forms**

WACC staff will email the member via Adobe Sign to sign the following documents:

- a) Member Service Agreement (includes the member's Position Description; the MSA will also be signed by the member's supervisor)
- b) Teleservice Agreement (also signed by the supervisor)
- c) WWU Drug Free Workplace Agreement

7) **Member File Review**

WACC staff will review all submitted forms and background checks and confirm the member can be enrolled.

8) **Enrollment!**

WACC staff will officially enroll the new member via eGrants, AmeriCorps' system for tracking members. WACC staff will email the member confirming their enrollment and welcome them to the program.



Post-Enrollment Tasks

Once the member is enrolled, the following additional tasks must be completed in the first two weeks of the member's service:

1) **Canvas Orientation & Training**

WACC staff will email the member an invitation to the CLEC Orientation & Training on Canvas (online, self-directed). This training must be completed within two weeks of the member's start.

WACC staff will confirm that the supervisor has completed their required Canvas training (should be completed one week prior to enrollment). Completion of these trainings is required by all members and supervisors.

2) **Timesheet & Progress Report Setup**

WACC staff will set up the member and supervisor in America Learns for timesheet and progress report completion. The member and supervisor will receive an email to complete the setup and a training on how to use the system.

3) **Additional Benefits Setup**

Members may request a letter from WACC to check for eligibility for SNAP or Apple Health benefits. For 900 and 1700-hour members, WACC staff will email confirmation of health insurance and childcare benefits enrollment (if applicable).

4) **Member Service Agreement (MSA) Review**

After they start service, members must complete another full read-through of their MSA and address any questions or concerns with their supervisor or WACC staff.

5) **Data Tracking Training**

Members must receive training from their supervisor on how to track and report on required program data. (See the Canvas Orientation & Training or the CLEC program website for training materials.)

6) **Program Welcome**

After required training has been completed, members and their supervisors participate in an online Program Welcome with WACC staff and our AmeriCorps Team Leaders to review key concepts, get any questions answered, and provide additional support. If supervisors are not able to attend the Program Welcome, Team leaders and WACC staff will schedule a separate check-in meeting.



7) **Member SWAG**

WACC staff will mail the supervisor a package of swag for members to wear during their service. This typically includes a t-shirt, AmeriCorps Serving Here poster, AmeriCorps pin, and lanyard.