The Iowa Commission on Volunteer Service, its commissioners, staff, and partner agencies work with organizations and individuals on three main fronts, by:

1. helping agencies develop quality programs that use service as a strategy to fulfill their missions and address Iowa’s greatest areas of need
2. helping engage Iowans in their communities by promoting service and expanding the volunteer base
3. connecting individuals with appropriate service opportunities by building the volunteer infrastructure

**Mission:** To improve lives, strengthen communities, and foster civic engagement through service and volunteering.

**Vision:** To create an Iowa where all citizens are empowered through service to meet community challenges and make lives better.

**Core values for state commissions:**

1. Volunteerism is essential for a healthy society and growth of social capital
2. Commissions are essential state advocates for life long volunteerism
3. The best commissions are learning organizations
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Commission Meeting Schedule

Commissioner attendance and participation in commission meetings is critical to the success of our mission, so please make every effort to attend. State law contains this sentence: “Any commissioner who does not attend three or more consecutive regular meetings or who attends less than one-half of the regular meetings within a 12-month period shall be considered to have resigned from the commission.”

Meeting information and updated schedules are posted on the “Commissioner HOME” section of www.volunteeriowa.org. NOTE: You can only see this section of the website after you log in.

1.1. Meeting Calendar 2014

August 2014:
- 18 – New Commissioner Orientation - Des Moines, Lunch with ICVS staff, 12:00-1:00 PM; orientation session, 1:00-4:00 PM
- 19 – FULL COMMISSION MEETING - Des Moines. Welcome breakfast for new commissioners, 9:30 - 10:00 AM; Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM

September 2014:
- 9 – PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call, 9:00-10:00 AM
- 9 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 23 (NOTE NEW DATE!) – EXECUTIVE COMMITTEE MEETING – conference call, 10:00 AM - 12:00 PM

October 2014:
- 21 – FULL COMMISSION MEETING - Des Moines. Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM

November 2014:
- 4 – TENTATIVE - PROGRAM DEVELOPMENT COMMITTEE MEETING - Des Moines or conference call, 10:30 AM - 12:30 PM
- 18 – EXECUTIVE COMMITTEE MEETING, conference call, 10:00 AM – 12:00 PM.

December 2014:
- 9 – PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 16 – FULL COMMISSION MEETING - conference call, 10:00-11:00 AM
1.2. Meeting Calendar 2015

January 2015:
- 19 - Martin Luther King, Jr. Day (find a project to participate in at www.volunteeriowa.org)
- 21 - Volunteer Hall of Fame Selection Committee Meeting – Des Moines and/or conference call, 10:00 AM – 12:00 PM
- 20 OR 22 (date is not yet confirmed) - Volunteer Iowa Day at the Capitol, 7:00-9:00 AM
- 20 OR 22 (date is not yet confirmed) - FULL COMMISSION MEETING - Des Moines. Committee meetings 9:30-11:30 AM; lunch 11:30 AM - 12:00 PM; full commission meeting 12:00-2:00 PM
- 20 OR 22 (date is not yet confirmed) - Mentoring Day on the Hill, 6th Annual Excellence in Mentoring Awards, state capitol building rotunda, 10:30 AM - 3:30 PM

February 2015:
- 10 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 10 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 24 - Aaron Eilerts Day of Service

March 2015:
- 1-31 - Commissioners are encouraged to participate with staff in AmeriCorps program site visits
- 10 – PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 10 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 10 – TENTATIVE VOLUNTEER ENGAGEMENT COMMITTEE MEETING – conference call, 10:00 AM
- 17 - EXECUTIVE COMMITTEE MEETING - Des Moines or conference call, 10:00 AM - 12:00 PM

April 2015:
- 12-19 - National Volunteer Week
- 14 - Iowa Volunteer Hall of Fame induction ceremony, state capitol building rotunda, time to be determined
- 17-19 - Global Youth Service Day
- 21 - FULL COMMISSION MEETING - Des Moines. Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM

May 2015:
- 12 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 12 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 19 - EXECUTIVE COMMITTEE MEETING - Des Moines or conference call, 10:00 AM - 12:00 PM

June 2015:
- 15-17 - National Conference on Volunteering and Service, location to be announced
- 23 - FULL COMMISSION MEETING - Des Moines. Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM

July 2015:
- 14 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 14 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 21 - EXECUTIVE COMMITTEE MEETING - Des Moines or conference call, 10:00 AM - 12:00 PM

August 2015:
- 17 - New Commissioner Orientation - Des Moines, 11:00 AM - 4:00 PM
- 18 - FULL COMMISSION MEETING - Des Moines. Welcome breakfast for new commissioners, 9:30 - 10:00 AM; Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM
September 2015:
- 8 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 8 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 15 - EXECUTIVE COMMITTEE MEETING - Des Moines, 10:00 AM - 12:00 PM

October 2015:
- 20 - FULL COMMISSION MEETING - Des Moines. Committee meetings, 10:00 AM – 12:00 PM; networking lunch, 12:00-12:30 PM; full commission meeting, 12:30-3:00 PM

November 2015:
- Dates and location to be determined - Iowa Nonprofit Summit
- 10 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 10 – PUBLIC POLICY COMMITTEE MEETING - conference call, 3:30 PM
- 17 - EXECUTIVE COMMITTEE MEETING - conference call, 10:00 AM – 12:00 PM

December 2015:
- 8 - PROGRAM DEVELOPMENT COMMITTEE MEETING - conference call/webinar, 9:00-10:00 AM
- 15 - FULL COMMISSION MEETING - conference call, 10:00-11:00 AM

1.3. Events 2015
- Jan. 19 – Martin Luther King, Jr. national holiday and Day of Service
- Jan. 20 or 22 (date not yet confirmed) – Mentoring Day on the Hill and Volunteer Iowa Day at the Capitol
- Feb. 24 – Aaron Eilerts Day of Service
- March (exact dates to be announced) – AmeriCorps Week
- April 12-18 – National Volunteer Week
- April 14 – Iowa Volunteer Hall of Fame induction ceremony
- April (exact date to be announced) – Mayors Day of Recognition for National Service
- April 17-19 – Global Youth Service Day
- May 2 – Join Hands Day
- May (exact dates to be announced) – Senior Corps Week
- June (exact dates and location to be announced) – National Conference on Volunteering and Service
- Sept. 11 – September 11 National Day of Service and Remembrance
- Oct. 24 – Make a Difference Day
- Nov. (dates not yet confirmed) – Iowa Nonprofit Summit
- Nov. 21 – Family Volunteer Day
SECTION 2

Leadership: Commissioners meet state commission leadership standards to fulfill its mission.

2.1. Commission Competency Standards

The Corporation for National and Community Service works with State Commissions to strengthen their operations and ensure they have the systems in place to adequately subgrant funds and monitor program and financial activities of their subgrantees. The State Commission Competency Standards set the minimum requirements and systems that Commissions must have in place to properly administer federal funds.

In three specific standards, the Corporation delineates the State Commission’s monitoring responsibilities related to its subgrantees. These standards indicate that, among other strategies, the Commissions must employ a risk-based monitoring strategy, conduct monitoring site visits to subgrantees, provide feedback from site visits and assure that subgrantees remedy deficiencies within appropriate timeframes.

The Commissions must also adhere to the federal cost principles and OMB circulars for managing federal grant funds as specified in the Corporation’s grant provisions. The Corporation believes that these federal requirements, OMB Circulars and the State Commission Competency Standards provide a solid foundation for the administration of its grant programs while allowing the commissions the flexibility to efficiently carry out their responsibilities consistent with the differing needs of the each state.

Competency Standards


Standard One: Uses a Planning and Assessment Process

Elements:

a. The commission has a written mission statement that is consistent with the broad goals of national service.
b. If the mission statement was developed or revised within the last three years it had input from the following stakeholders: Commissioners, State Office, Department of Education, Public Forums, Elected Officials, Other
c. The commission widely distributes the mission statement to its stakeholders: On website, In newsletter, In conference material, On letterhead, Other
d. The commission has a state service plan for the state that is consistent with the Corporation’s broad goals of meeting human, educational, environmental and public safety needs and was achieved through an open process with input from a wide base of stakeholders.
e. The plan is being implemented.
f. The plan is updated and submitted to the Corporation as required.
g. The commission assesses its performance and the accomplishment of its goals and objectives against its plan.
h. The commission uses information about its performance in directing and revising goals, strategies, and operations.

Standard Two: Manages Staff and Ensures Effective Board Governance

Elements:

a. The commission clearly communicates job tasks and goals.
b. The commission uses both formal and informal systems to provide regular feedback to employees.
c. The commission has a process for determining staff development needs and provides staff development for its employees.
d. The complement of staff appears appropriate for the commission’s work.
e. A responsible state official or the commission itself periodically confirms in writing that the commission follows the state system of requirements for managing commissions or board activities, if they exist (e.g., Conflict of Interest [COI], sunshine, FOIA, etc.).
f. The state complies with the federal requirements regarding the composition of state commissioners.

g. The board oversees the following commission activities (required by regulations): Administering grants, Monitoring subgrantees, Evaluating and reporting on subgrantee progress, Developing PDAT or Unified State Training Plan, Components; (required by CNCS): Conducting regular commission meetings, Overseeing the work of the executive director, Overseeing the budget

h. The commission ensures a comprehensive and timely orientation for board members and ongoing training and support for board members.

**Standard Three:** Communicates with and Generates Support from Outside Sources

*Elements:*

a. The commission can show efforts on its part to gain support, as well as support received from government agencies and/or state legislatures.

b. The commission can show efforts on its part to gain support, as well as support received from the private sector and foundations.

c. The commission can show efforts on its part to gain support, as well as support received from the community-based organizations and/or organizations supporting volunteerism.

d. The commission regularly provides information to or collaborates with other agencies to provide information to the public and to the service community on Corporation-funded programs and activities as well as activities and events of the state commission and community-based organizations that support service.

**Standard Four:** Utilizes Appropriate Financial and Management Systems

*Elements:*

a. The commission is appropriately established by legislation or Executive Order and has the appropriate authority and organizational structure to carry out its administrative and financial responsibilities.

b. The commission uses a financial management system for its direct award expenditures that adequately segregates costs for the following grants as appropriate: Administrative, PDAT, Disability, LSA, AmeriCorps competitive, and AmeriCorps formula, or other Corporation-funded initiatives.

c. The commission periodically generates and reviews financial reports, which compare budgeted and actual expenditures by line item, for each of its direct grants.

d. The commission uses an adequate system to generate draw-downs and report Federal Cash on the Federal Financial Report (FFR) on Corporation for National and Community Service (CNCS) funds.

e. The commission or other appropriate organization is addressing all outstanding fiscal issues that impact the commission, as identified in the latest applicable A-133 audit report or management letter, any OIG pre-audit survey or audit report, or any CNCS grants/program office/trust notification of fiscal management issues.

f. The commission or its state supporting agency has and follows adequate written financial policies and procedures, including those noted below:

   - General financial management policies, procedures, manuals, guidelines
   - Internal control of grant funds (e.g., approval and documentation of expenses, separation of duties, delegations of authority, check issuance, cash receipts, cash management, bank reconciliation, travel, and payroll)
   - Purchasing or procurement using grant moneys
   - Time and effort distribution of all commission personnel charged to commission direct grants
   - Examples of time records for personnel charged full-time or part-time to commission direct grants
   - Other

**h.** The commission has an adequate system for preparation, review, and timely submission of FFRs or FSRs.
i. The expenditures and match reported on the Admin, PDAT, and Disability FFRs or FSRs correspond to: The financial accounting system; The commission’s internal accounting records.

j. For the most recent completed three-year Administrative grant, the commission met its total match required on the grant as reported on the FSR or FFR and as supported by source documentation.

k. For the commission’s most recent fiscal year or the most recent calendar year, the commission is meeting the required administrative match as reported on the FSR or FFR and as supported by source documentation.

Part II. Commission’s Oversight of Subgrants (Program and Financial Management)

Standard Five: Conducts Proper Subgrant Process

Elements:

a. The commission uses a written RFP for its Corporation subgrants that meets CNCS requirements and contains the information needed by the potential applicant.

b. The commission has an adequate process to assist interested parties in competing for AmeriCorps and appropriate LSA grants (if any).

c. The commission has an adequate competitive selection process that includes using the evaluation and selection criteria and procedures published in the commission’s subgrant process (Source: 45 CFR § 2521.30).

d. The commission has an adequate staff review process that ensures the use of the published selection criteria, adherence to budget guidelines, state average cost per member, and cost effectiveness. Rationale for recommendations differing from the competitive selection process is provided. The staff analysis as appropriate considers distribution of programs across the state, diversity of program models, diversity of issue areas, areas of need, and Corporation and state priorities. An award package is submitted to the board, and board approval is obtained.

Standard Six: Properly Monitors Subgrantees and Ensures Compliance

Elements:

a. In addition to the commission-subgrantee contract, the commission adequately communicates its reporting expectations in regard to periodic and final Financial Status Reports (FSRs) or Federal Financial Reports (FFRs), periodic progress reports, member related forms (enrollment, suspension, transfer, exit) and through the following ways: Training, Orientation, Program Directors’ handbook created by the state commission, Notification as deadlines approach, Other

b. The commission has an adequate process for distributing time sensitive information to its Corporation subgrantees.

c. The commission uses an adequate risk-based monitoring strategy

d. The commission uses a standard site-visit monitoring tool or other written process to adequately document its review of the following:
   • Verify member eligibility (Source: 45 CFR § 2522.200)
   • Verify member service activities (Source: 45 CFR § 2520.20, 2520.25, 2520.30 & 2520.40)
   • Prohibited activities are identified for members and not evident in service activities (Source: 45 CFR § 2520.65)
   • Fund raising not to exceed 10% of contracted service hours per member (Source: 45 CFR §2520.45)
   • Service-hour records signed by member and supervisor (except for Professional Corps programs which have received written Corporation-approved release from maintaining member timesheets)
   • Final Total Hours certified in My AmeriCorps portal or in the prior web-based data system are supported by paper or appropriate electronic documentation
   • Member slots are only refilled when prior member did not receive an education award and completed only 30% or less of term of service (2007 AmeriCorps Grant Special Provisions IV.F)
   • Member contracts
   • Member training is 20% or less of aggregate contracted member service hours (Source: 45 CFR §2520.50)
• Performance reviews
• Support services to members earning a GED, and to those completing their service  
  (Source: 45 CFR § 2522.100 (k) (1) & (2)

e. The commission uses an adequate process for monitoring subgrantees’ member enrollment  
  procedures that includes each of the following required components.
  • Member commitments are entered into the Corporation’s database within 30 calendar  
    days of entering into a commitment with an individual.
  • Completion of a member enrollment in the database within 30 calendar days of the  
    member starting service
  • Completion of changes in a member’s status within 30 calendar days after the change  
    occurs
  • Completion of a member’s exit within 30 calendar days of a member’s exit from the  
    program or completion of his/her term of service
  • This work was not completed due to a malfunction in the system as documented  
    through correspondence with the Corporation

f. The commission uses an adequate process for monitoring subgrantees’ procedures for  
  conducting National Service Criminal History Checks on members, participants, staff, and/or  
  volunteers as required by state law and as required by the Corporation for those participants and  
  staff who receive Corporation grant-funded remuneration and who, on a recurring basis, have  
  access to children, persons age 60 and older, or individuals with disabilities. The State  
  criminal registry search must be conducted on an individual who enrolls in, or is hired by, a program after  
  November 23, 2007. The National Sex Offender Public Registry check must be conducted on an  
  individual who is serving, or applies to serve, in a covered position on or after November 23,  
  2007.

g. The commission uses an adequate process for reviewing subgrantees’ grievance procedures and  
  ensures that they contain the required components.

h. The commission uses an adequate process for establishing and tracking performance measures  
  for the subgrantees it funds and for ensuring documentation of reported outputs, intermediate  
  outcomes, and end outcomes.

i. The commission uses an adequate process to ensure that the subgrantees comply with the  
  requirements listed below.
  • Member living allowance, if charged to the grant as federal or matching funds, is paid on  
    a basis other than hourly. (Source: 2007 IV AmeriCorps Special Provision I. 1)
  • Tax and insurance requirements are followed including general liability, FICA, income  
    tax, unemployment insurance, worker’s compensation (Source: 2007 IV AmeriCorps  
    Special Provision I. 3&4)
  • Subgrantees provide a health care policy to fulltime members not otherwise covered  
    (Source: 2007 IV AmeriCorps Special Provision I. 5)
  • Subgrantees ensure that childcare is provided to full-time members who need such  
    assistance in order to participate. (Source: 2007 IV AmeriCorps Special Provision I. 6)
  • Subgrantees adhere to the drug-free workplace requirements (Source: 45 CFR § 2522,  
    Subpart B)
  • Tutoring programs meet the eligibility, training, supervision, and curriculum  
    requirements (Source: 45 CFR § 2522, Subpart F)
  • Subgrantees meet external and internal evaluation requirements for competitive  
    programs and evaluations for formula programs as determined by the commission  
    (Source: 45 CFR § 2522, Subpart E)

j. The commission identifies, provides timely feedback, and follows up on program, financial,  
  reporting, and other issues that specifically need to be addressed by the subgrantee.

Standard Seven: Implements a System for Training, Technical and Other Assistance

Elements:
  a. The commission has an adequate written process for regularly assessing the training and  
     technical assistance needs of its CNCS subgrantees. Assessments are made in the following ways:  
     Written/web survey, Meeting topic, During site visits, During telephone conversations, Other
  b. The commission has an adequate process for providing training & technical assistance to its  
     Corporation subgrantees.
c. The commission uses its disability grant to provide reasonable accommodations for members with disabilities and to provide training and technical assistance to subgrantees in the placement and inclusion of applicants with disabilities. Such efforts may include outreach and recruitment, reasonable accommodation and capacity-building.

**Standard Eight: Provides Appropriate Financial Oversight for Subgrants**

**Elements:**

a. The commission has an adequate written pre-award process to ensure adequate financial management by the subgrantee. It assesses the potential subgrantee on the following factors (a commission may choose to fund a high-risk applicant but should do so with adequate assurance and with a plan to ensure adequate management by the subgrantee):
   - Review of any recent performance and compliance history
   - Review of latest A-133 audit
   - Review of other latest audit
   - Review of latest financial statements
   - Review of a Financial Management Survey
   - Onsite review of financial accounting system and policies
   - Other

b. The commission has an adequate process to ensure proper issuance of subgrant awards.

c. The commission or its state supporting agency reviews FSRs or FFRs, periodic expenditure reports (PERs) if obtained, and payment requests (PRs) from its subgrantees. For its programs, the commission compares actual expenditures and matches of the programs on a cumulative basis against the required match for each program and for AmeriCorps against the required commission aggregate match for all AmeriCorps programs.

d. The commission or its state supporting agency, or their agents, periodically review supporting (source) documents for subgrantee expenditures.

e. The commission has an adequate process for controlling advances, if used, and for making payments.

f. The commission can suspend or withhold payments if there are issues or if the payments seem inconsistent with subgrantee performance.

g. The commission has agreed in writing with AmeriCorps subgrantees the number of years that the subgrantee has been operating the program and the required overall minimum match % as defined by the Corporation regulations.

h. The commission has an adequate process for helping ensure AmeriCorps subgrantees meet the required match.

i. The commission, its state supporting agency, or their agents periodically ensures that subgrantees are properly documenting, recording and tracking match.

j. The commission has an adequate written process to deal with audits of its CNCS subgrantees.

k. The commission has an adequate process for closing out CNCS subgrants that also includes considering each program’s required match and the state commission’s aggregate match.

SEC. 178. [42 U.S.C. 12638] State Commissions on National and Community Service

(a) EXISTENCE REQUIRED.—
   (1) STATE COMMISSION.—Except as provided in paragraph (2), to be eligible to receive a grant or allotment under subtitle B or C or to receive a distribution of approved national service positions under subtitle C, a State shall maintain a State Commission on National and Community Service that satisfies the requirements of this section.

   (2) ALTERNATIVE ADMINISTRATIVE ENTITY.—The chief executive officer of a State may apply to the Corporation for approval to use an alternative administrative entity to carry out the duties otherwise entrusted to a State Commission under this Act. The chief executive officer shall ensure that any alternative administrative entity used in lieu of a State Commission provides for the individuals described in paragraph (1), and some of the individuals described in paragraph (2), of subsection (c) to play a significant policymaking role in carrying out the duties otherwise entrusted to a State Commission, including the submission of applications on behalf of the State under section 130.

(b) APPOINTMENT AND SIZE.—Except as provided in subsection (c)(3), the members of a State Commission for a State shall be appointed by the chief executive officer of the State. A State Commission shall consist of not fewer than 15, and not more than 25, voting members, and any ex officio nonvoting members, as described in paragraph (3) or (4) of subsection (c).

(c) COMPOSITION AND MEMBERSHIP.—
   (1) REQUIRED MEMBERS.—The State Commission for a State shall include as voting members at least one of each of the following individuals:
      (A) An individual with expertise in the educational, training, and development needs of youth, particularly disadvantaged youth.
      (B) An individual with experience in promoting the involvement of older adults in service and voluntarism.
      (C) A representative of community-based agencies or community-based organizations within the State.
      (D) The head of the State educational agency.
      (E) A representative of local governments in the State.
      (F) A representative of local labor organizations in the State.
      (G) A representative of business.
      (H) An individual between the ages of 16 and 25 who is a participant or supervisor in a program.
      (I) A representative of a national service program described in subsection (a), (b), or (c) of section 122.
      (J) A representative of the volunteer sector.

   (2) SOURCES OF OTHER MEMBERS.—The State Commission for a State may include as voting members the following individuals:
      (A) Members selected from among local educators.
      (B) Members selected from among experts in the delivery of human, educational, environmental, or public safety services to communities and persons.
      (C) Representatives of Indian tribes.
      (D) Members selected from among out-of-school youth or other at-risk youth.
      (E) Representatives of entities that receive assistance under the Domestic Volunteer Service Act of 1973 (42 U.S.C. 4950 et seq.).
(3) CORPORATION REPRESENTATIVE.—The representative of the Corporation designated under section 195(c) for a State shall be an ex officio nonvoting member of the State Commission or alternative administrative entity for that State.

(4) EX OFFICIO STATE REPRESENTATIVES.—The chief executive officer of a State may appoint, as ex officio nonvoting members of the State Commission for the State, representatives selected from among officers and employees of State agencies operating community service, youth service, education, social service, senior service, and job training programs.

(5) LIMITATION ON NUMBER OF STATE EMPLOYEES AS MEMBERS.—The number of voting members of a State Commission selected under paragraph (1) or (2) who are officers or employees of the State may not exceed 25 percent (reduced to the nearest whole number) of the total membership of the State Commission.

(d) MISCELLANEOUS MATTERS.—
(1) MEMBERSHIP BALANCE.—The chief executive officer of a State shall ensure, to the maximum extent practicable, that the membership of the State Commission for the State is diverse with respect to race, ethnicity, age, gender, and disability characteristics. Not more than 50 percent of the voting members of a State Commission, plus one additional member, may be from the same political party.

(2) TERMS.—Each member of the State Commission for a State shall serve for a term of 3 years, except that the chief executive officer of a State shall initially appoint a portion of the members to terms of 1 year and 2 years.

(3) VACANCIES.—If a vacancy occurs on a State Commission, a new member shall be appointed by the chief executive officer of the State and serve for the remainder of the term for which the predecessor of such member was appointed. The vacancy shall not affect the power of the remaining members to execute the duties of the State Commission.

(4) COMPENSATION.—A member of a State Commission or alternative administrative entity shall not receive any additional compensation by reason of service on the State Commission or alternative administrative entity, except that the State may authorize the reimbursement of travel expenses, including a per diem in lieu of subsistence, in the same manner as other employees serving intermittently in the service of the State.

(5) CHAIRPERSON.—The voting members of a State Commission shall elect one of the voting members to serve as chairperson of the State Commission.

(6) LIMITATION ON MEMBER PARTICIPATION.—
(A) GENERAL LIMITATION.—Except as provided in subparagraph (B), a voting member of the State Commission (or of an alternative administrative entity) shall not participate in the administration of the grant program (including any discussion or decision regarding the provision of assistance or approved national service positions, or the continuation, suspension, or termination of such assistance or such positions, to any program or entity) described in subsection (e)(9) if—
   (i) a grant application relating to such program is pending before the Commission (or such entity); and
   (ii) the application was submitted by a program or entity of which such member is, or in the 1-year period before the submission of such application was, an officer, director, trustee, full-time volunteer, or employee.

(B) EXCEPTION.—If, as a result of the operation of subparagraph (A), the number of voting members of the Commission (or of such entity) is insufficient to establish a quorum for the purpose of administering such program, then voting members excluded from participation by subparagraph (A) may participate in the administration of such program, notwithstanding the limitation in subparagraph (A), to the extent permitted by regulations issued under section 193A(b)(12) by the Corporation.
(C) RULE OF CONSTRUCTION.—Subparagraph (A) shall not be construed to limit the authority of any voting member of the Commission (or of such entity) to participate in—
   (i) discussion of, and hearing and forums on—
      (I) the general duties, policies, and operations of the Commission (or of such entity); or
      (II) the general administration of such program; or
   (ii) similar general matters relating to the Commission (or such entity).

(e) DUTIES OF A STATE COMMISSION.—The State Commission or alternative administrative entity for a State shall be responsible for the following duties:
   (1) Preparation of a national service plan for the State that—
      (A) is developed, through an open and public process (such as through regional forums, hearings, and other means) that provides for maximum participation and input from the private sector, organizations, and public agencies, using service and volunteerism as strategies to meet critical community needs, including service through programs funded under the national service laws;
      (B) covers a 3-year period, the beginning of which may be set by the State;
      (C) is subject to approval by the chief executive officer of the State;
      (D) includes measurable goals and outcomes for the State national service programs in the State consistent with the performance levels for national service programs as described in section 179(k);
      (E) ensures outreach to diverse community-based agencies that serve underrepresented populations, through established networks and registries at the State level, or through the development of such networks and registries;
      (F) provides for effective coordination of funding applications submitted by the State and other organizations within the State under the national service laws;
      (G) is updated annually, reflecting changes in practices and policies that will improve the coordination and effectiveness of Federal, State, and local resources for service and volunteerism within the State;
      (H) ensures outreach to, and coordination with, municipalities (including large cities) and county governments regarding the national service laws; and
      (I) contains such information as the State Commission considers to be appropriate or as the Corporation may require.
   (2) Preparation of the applications of the State under section 130 for financial assistance.
   (3) Assistance in the preparation of the application of the State educational agency for assistance under section 113.
   (4) Preparation of the application of the State under section 130 for the approval of service positions that include the national service educational award described in subtitle D.
   (5) Make recommendations to the Corporation with respect to priorities for programs receiving assistance under the Domestic Volunteer Service Act of 1973 (42 U.S.C. 4950 et seq.).
   (6) Make technical assistance available to enable applicants for assistance under section 121—
      (A) to plan and implement service programs; and
      (B) to apply for assistance under the national service laws using, if appropriate, information and materials available through a clearinghouse established under section 198A.
   (7) Assistance in the provision of health care and child care benefits under section 140 to participants in national service programs that receive assistance under section 121.
(8) Development of a State system for the recruitment and placement of participants in programs that receive assistance under the national service laws and dissemination of information concerning national service programs that receive such assistance or approved national service positions.

(9) Administration of the grant program in support of national service programs that is conducted by the State using assistance provided to the State under section 121, including selection, oversight, and evaluation of grant recipients.

(10) Development of projects, training methods, curriculum materials, and other materials and activities related to national service programs that receive assistance directly from the Corporation (to be made available in a case in which such a program requests such a project, method, material, or activity) or from the State using assistance provided under section 121, for use by programs that request such projects, methods, materials, and activities.

(f) RELIEF FROM ADMINISTRATIVE REQUIREMENTS.—Upon approval of a State plan submitted under subsection (e)(1), the Chief Executive Officer may waive for the State, or specify alternatives for the State to, administrative requirements (other than statutory provisions) otherwise applicable to grants made to States under the national service laws, including those requirements identified by the State as impeding the coordination and effectiveness of Federal, State, and local resources for service and volunteerism within the State.

(g) STATE SERVICE PLAN FOR ADULTS AGE 55 OR OLDER.—

(1) IN GENERAL.—Notwithstanding any other provision of this section, to be eligible to receive a grant or allotment under subtitle B or C or to receive a distribution of approved national service positions under subtitle C, a State shall work with appropriate State agencies and private entities to develop a comprehensive State service plan for service by adults age 55 or older.

(2) MATTERS INCLUDED.—The State service plan shall include—

(A) recommendations for policies to increase service for adults age 55 or older, including how to best use such adults as sources of social capital, and how to utilize their skills and experience to address community needs;

(B) recommendations to the State agency (as defined in section 102 of the Older Americans Act of 1965 (42 U.S.C. 3002)) on—

(i) a marketing outreach plan to businesses; and

(ii) outreach to—

(I) nonprofit organizations;

(II) the State educational agency;

(III) institutions of higher education; and

(IV) other State agencies;

(C) recommendations for civic engagement and multigenerational activities, such as—

(i) early childhood education and care, family literacy, and after school programs;

(ii) respite services for adults age 55 or older and caregivers; and

(iii) transitions for older adults age 55 or older to purposeful work in their post-career lives; and

(D) recommendations for encouraging the development of Encore service programs in the State.

(3) KNOWLEDGE BASE.—The State service plan shall incorporate the current knowledge base (as of the time of the plan) regarding—

(A) the economic impact of the roles of workers age 55 or older in the economy;

(B) the social impact of the roles of such workers in the community; and

(C) the health and social benefits of active engagement for adults age 55 or older.
(4) PUBLICATION.—The State service plan shall be made available to the public and be transmitted to the Chief Executive Officer.

(h) ACTIVITY INELIGIBLE FOR ASSISTANCE.—A State Commission or alternative administrative entity may not directly carry out any national service program that receives assistance under section 121.

(i) DELEGATION.—Subject to such requirements as the Corporation may prescribe, a State Commission may delegate non policymaking duties to a State agency or public or private nonprofit organization.

(j) APPROVAL OF STATE COMMISSION OR ALTERNATIVE.—
   (1) SUBMISSION TO CORPORATION.—The chief executive officer for a State shall notify the Corporation of the establishment or designation of the State Commission or use of an alternative administrative entity for the State. The notification shall include a description of—
   (A) the composition and membership of the State Commission or alternative administrative entity; and
   (B) the authority of the State Commission or alternative administrative entity regarding national service activities carried out by the State.

   (2) APPROVAL OF ALTERNATIVE ADMINISTRATIVE ENTITY.—Any designation of a State Commission or use of an alternative administrative entity to carry out the duties of a State Commission shall be subject to the approval of the Corporation, which shall not be unreasonably withheld. The Corporation shall approve an alternative administrative entity if such entity provides for individuals described in paragraph (1), and some of the individuals described in paragraph (2), of subsection (c) to play a significant policymaking role in carrying out the duties otherwise entrusted to a State Commission, including the duties described in paragraphs (1) through (4) of subsection (e).

   (3) REJECTION.—The Corporation may reject a State Commission if the Corporation determines that the composition, membership, or duties of the State Commission do not comply with the requirements of this section. The Corporation may reject a request to use an alternative administrative entity in lieu of a State Commission if the Corporation determines that the entity does not provide for the individuals described in paragraph (1), and some of the individuals described in paragraph (2), of subsection (c) to play a significant policymaking role as described in paragraph (2). If the Corporation rejects a State Commission or alternative administrative entity under this paragraph, the Corporation shall promptly notify the State of the reasons for the rejection.

   (4) RESUBMISSION AND RECONSIDERATION.—The Corporation shall provide a State notified under paragraph (3) with a reasonable opportunity to revise the rejected State Commission or alternative administrative entity. At the request of the State, the Corporation shall provide technical assistance to the State as part of the revision process. The Corporation shall promptly reconsider any resubmission of a notification under paragraph (1) or application to use an alternative administrative entity under paragraph (2).

   (5) SUBSEQUENT CHANGES.—This subsection shall also apply to any change in the composition or duties of a State Commission or an alternative administrative entity made after approval of the State Commission or the alternative administrative entity.

   (6) RIGHTS.—An alternative administrative entity approved by the Corporation under this subsection shall have the same rights as a State Commission.

(k) COORDINATION.—
   (1) COORDINATION WITH OTHER STATE AGENCIES.—The State Commission or alternative administrative entity for a State shall coordinate the activities of the Commission or entity under this Act with the activities of other State agencies that administer Federal financial assistance programs under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.) or other appropriate Federal financial assistance programs.
(2) COORDINATION WITH VOLUNTEER SERVICE PROGRAMS.—
   (A) IN GENERAL.—The State Commission or alternative administrative entity for a State shall coordinate functions of the Commission or entity (including recruitment, public awareness, and training activities) with such functions of any division of the Corporation, that carries out volunteer service programs in the State.

   (B) AGREEMENT.—In coordinating functions under this paragraph, such Commission or entity, and such division, may enter into an agreement to—
   (i) carry out such a function jointly;
   (ii) to assign responsibility for such a function to the Commission or entity; or
   (iii) to assign responsibility for such a function to the division.

   (C) INFORMATION.—The State Commission or alternative entity for a State, and the head of any such division, shall exchange information about—
   (i) the programs carried out in the State by the Commission, entity, or division, as appropriate; and
   (ii) opportunities to coordinate activities.

   (I) LIABILITY.—
   (1) LIABILITY OF STATE.—Except as provided in paragraph (2)(B), a State shall agree to assume liability with respect to any claim arising out of or resulting from any act or omission by a member of the State Commission or alternative administrative entity of the State, within the scope of the service of the member on the State Commission or alternative administrative entity.

   (2) OTHER CLAIMS.—
   (A) IN GENERAL.—A member of the State Commission or alternative administrative entity shall have no personal liability with respect to any claim arising out of or resulting from any act or omission by such person, within the scope of the service of the member on the State Commission or alternative administrative entity.

   (B) LIMITATION.—This paragraph shall not be construed to limit personal liability for criminal acts or omissions, willful or malicious misconduct, acts or omissions for private gain, or any other act or omission outside the scope of the service of such member on the State Commission or alternative administrative entity.

   (3) EFFECT ON OTHER LAW.—This subsection shall not be construed—
   (A) to affect any other immunities and protections that may be available to such member under applicable law with respect to such service;

   (B) to affect any other right or remedy against the State under applicable law, or against any person other than a member of the State Commission or alternative administrative entity; or

   (C) to limit or alter in any way the immunities that are available under applicable law for State officials and employees not described in this subsection.
2.3. Constituencies and Stakeholders

The first column lists all of the positions mandated by the National Service Act of 1990, and the stakeholder column lists those positions that are optional. Each commission may create other designations in addition to those required or optional.

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<th>NOT MANDATED</th>
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2.4. Roles of Commissioners and Staff Members

![Diagram showing roles of commissioners and staff members]

**Commissioner and Staff Roles**

- **Core Work**, **Roles, and** **Activities**
**SECTION 3**

*Administration:* Roles of the commission itself and its commissioners as related to governance and best practices; policies, procedures and structures needed for the effective operation of state commissions.

### 3.1. Differences between General Volunteerism and National Service

The following information is from an online post: [http://thenewservice.org/2009/02/07/notpaidvolunteering](http://thenewservice.org/2009/02/07/notpaidvolunteering).

To the uninitiated, a term of national service can seem to be “paid volunteering” because participants earn a basic living allowance. However, real differences exist, and local communities throughout the United States feel the direct impact of those differences.

**Community Volunteers**

Community volunteers donate their time through a nonprofit or school. They improve their communities because they can extend the human resource capacity of the places where they volunteer. The amount of time they donate is up to them, but it’s usually part time. Some volunteers join a service project for a few hours on a single day, achieve greatness, feel good, and move on.

An organization’s part-time, longer term community volunteers may help out on sustained projects, or they may tackle shorter tasks that change from day to day.

Finally, as long as their duties are within the bounds of labor laws, the specific assignments are between community volunteers and their supervisors. Community volunteer service rarely comes under strict scrutiny for effectiveness, sustainability, and performance measures the way national service corps member positions do.

In sum, in the United States millions of community volunteers collectively devote billions of hours of their time to causes they believe in. Their contributions to social services are crucial to the operation of most nonprofit organizations and schools. Most serve on a part-time basis, often while in school, gainfully employed, or retired.

**National Service Corps Members**

Full-time national service is different in that participants — often called members or corps members — really dedicate all their work-day time to their service. In fact in at least two programs, members cannot hold down any work outside of their service.

National service programs in the United States include AmeriCorps, AmeriCorps*VISTA, AmeriCorps*NCCC, Teach For America, City Year, and many others, not all of which receive funds from the Corporation for National and Community Service (CNCS).

CNCS funds—in part—most of these domestic service corps. It invests money through states, national organizations, and local communities, and that funding is leveraged through host service site matching contributions and other private donations.

Each service program is evaluated and approved at the state or federal government level before funding comes through and corps member recruitment begins. Grant proposals requesting funding for members must show performance outcomes, goals, and measurements. Corps members and their supervisors track the effectiveness of their service regularly, and supervisors write grant reports detailing corps member achievements.

Corps members initiate and lead hefty projects, on critical issues, like disaster preparedness and response, education, poverty, environment, and public safety.
Because corps members serve for a period of 10 to 12 months (or longer, if they commit to a second term) they have a chance to affect lasting, positive change in their organizations — through developing new programs, identifying and going after new sources of funding, and leveraging the efforts of millions of community volunteers.

Corps members also change their communities in permanent ways — by serving in schools, tutoring struggling kids throughout their term, consistently mentoring children of incarcerated parents, increasing the job skills of recent immigrants or high school dropouts, rebuilding communities in the wake of natural disasters, and creating access to affordable health care through local clinics and health organizations and more.

Finally national service is an investment in the corps members themselves, developing the future of public service leadership in the United States. National service corps members receive hours of targeted technical skill-building training throughout their terms. Two-thirds of AmeriCorps members followed in a longitudinal study go on to public service careers. The Eli Segal AmeriCorps Education Award has made further education possible for thousands of alumni.

The achievements of community volunteers are many and great. The service of AmeriCorps members is closer to the equivalent of the federal government offering human resource grants to local communities to contribute in crucial capacities. It’s not paid volunteering.
3.2. History of National Service and Volunteerism

When faced with challenges, our nation has always relied on the dedication and action of citizens. The Corporation for National and Community Service carries on a long tradition of citizen involvement by providing opportunities for Americans of all ages to improve their communities through service. Following is a brief history of national service, including Iowa-specific information.

1903 — The Cooperative Education Movement is founded at the University of Cincinnati.

Circa 1905 — American philosophers William James and John Dewey develop intellectual foundations for service-based learning.

1910 — American philosopher William James envisions non-military national service in his essay "The Moral Equivalent of War." "...instead of military conscription, a conscription of the whole youthful population to form for a certain number of years as a part of the army enlisted against Nature, the injustice would tend to be evened out and numerous other goods of the commonwealth would follow."

1933-1942 — Through the Civilian Conservation Corps (CCC), created by Franklin D. Roosevelt, millions of young people serve terms of 6 to 18 months to help restore the nation's parks, revitalize the economy, and support their families and themselves. The GI Bill links service and education, offering Americans educational opportunity in return for service to their country.

1944 — The GI Bill, officially known as the Servicemen's Readjustment Act of 1944, is created, linking service and education and offering Americans educational opportunity in return for service to their country.

1960s — The Retired and Senior Volunteer Program (RSVP), the Foster Grandparent Program, and the Senior Companion Program (which today comprise National Senior Service Corps) are developed to engage older Americans in the work of improving the nation.

1961 — President John F. Kennedy established the Peace Corps, with authorizing legislation approved by Congress on September 22, 1961. President Kennedy says, "The wisdom of this idea is that someday we'll bring it home to America."

The White House Conference on Aging is held, drawing attention to the continuing opportunity and need to engage older adults in meaningful service activities.

1964 — As part of the "War on Poverty," President Lyndon B. Johnson creates VISTA (Volunteers in Service to America), a National Teacher Corps, the Job Corps, and University Year of Action. VISTA provides opportunities for Americans to serve full-time to help thousands of low-income communities.

1965 — College work-study programs are established to harness the energy and enthusiasm of young people in communities.

The Older Americans Act of 1965 is passed (an outcome of the 1961 White House Conference on Aging). The Act sparked interest in creating programs for older adults and insuring their continued contribution to society.

The Foster Grandparent Program begins as a national demonstration effort to show how low-income persons aged 60 and over can establish meaningful relationships with children in need.

The Community Service Society of New York launches a pilot project involving a group of older adults in volunteer service to their communities. The project demonstrates the value of senior volunteers and serves as a precursor to the Retired Senior Volunteer Program.

1966 — Urban Corps emerges, funded with federal work-study dollars. By this time, 3,600 VISTA members are serving throughout the country, helping to develop the first Head Start programs and Job Corps sites, and starting agricultural cooperatives, community groups, and small businesses.

1966-1967 — The phrase "service-learning" is first used to describe a project in East Tennessee that links students and faculty with area development organizations.

1968 — The National Service Secretariat Conference on National Service is held in Washington, D.C.

Foster Grandparent projects grow to 40 states and Puerto Rico, enrolling 4,100 Foster Grandparents and assisting more than 10,000 children in health, education, welfare, and related settings.

1969 — Retired Senior Volunteer Program was authorized under Title VI of the Older Americans Act.

1970s — In 1970, the Youth Conservation Corps engages 38,000 people ages 14 to 18 in summer environmental programs. VISTA merges with the Peace Corps and senior service programs to form the ACTION agency.

1971 — The White House Conference on Youth Report calls for linking service and learning. The National Center for Public Service Internships, the Society for Field Experience Education, and the National Student Volunteer Program are established.

The Retired Senior Volunteer Program (RSVP) is launched in the spring and 11 projects begin by summer.

1972 — More than 10,000 Foster Grandparents are enrolled in 133 projects in all 50 states, the District of Columbia, Puerto Rico, and the Virgin Islands.

1973 — The Foster Grandparent Program, the Retired Senior Volunteer Program, and the Senior Companion Program are authorized under the Domestic Volunteer Service Act of 1973.

The Retired Senior Volunteer Program grows to 590 projects nationwide.

1974 — The Retired Senior Volunteer Program grows to 666 projects nationwide.

Eighteen model Senior Companion projects are funded.

1975 — More than 1,000 Senior Companions are serving in projects. More than 60 percent serve in private homes.

1976 — California Governor Jerry Brown establishes the California Conservation Corps, the first non-federal youth corps at the state level.

1977-1978 — Existing Senior Companions projects are expanded, and 28 new projects are funded, creating opportunities for 3,000 Senior Companions to assist 9,500 clients in 39 states. In-home assignments grow to 65 percent.

1978 — The Young Adult Conservation Corps creates small conservation corps in the states with 22,500 participants age 16 to 23.

November 1978 — The Iowa Office for Volunteerism was established by Governor Robert Ray with Executive Order #33.

1979 — National Student Volunteer Program becomes the National Center for Service-Learning.

1980s — National service efforts are launched at the grassroots level, including the Campus Outreach Opportunity League (1984) and Campus Compact (1985), which help mobilize service programs in higher education; the National Association of Service and Conservation Corps (1985), which helps replicate youth corps in states and cities; and Youth Service America (1985), through which many young people are given a chance to serve.

VISTA’s focus changes to encourage citizen participation and community self-help.

1980-1987 — Forty-two new Senior Companion projects are funded, and approximately 81 percent of placements are in-home assignments.

1981 — National Center for Service-Learning for Early Adolescents is established.

1986 — The VISTA Literacy Corps is developed to create literacy councils and expand adult education.

1988 — The Retired Senior Volunteer Program grows to 750 projects nationwide, with approximately 400,000 senior volunteers participating.

The Senior Companion Program grows to 173 projects nationwide, with more than 8,000 senior volunteers participating.


1990 — President Bush signs the National and Community Service Act of 1990 into law. The legislation authorizes grants to schools to support service-learning through Serve America (later changed to Learn and Serve America) and demonstration grants for national service programs to youth corps, nonprofits, and colleges and universities. Governor-appointed state service commissions are created in the new Act to coordinate national service recruitment, administer community based service learning and develop a state service plan.
1992 — A bipartisan group of Senators drafts legislation to create the National Civilian Community Corps as a way to explore how to use post-Cold War military resources to help solve problems here at home.

The Maryland State Board of Education adopts a mandatory service requirement to graduate from high school.

1993 — The Association of Supervision and Curriculum Development endorses the importance of linking service with learning.

September 1993 — President Bill Clinton signs the National and Community Service Trust Act of 1993, creating AmeriCorps and the Corporation for National and Community Service to expand opportunities for Americans to serve their communities. VISTA and the National Civilian Community Corps become part of AmeriCorps, and the Foster Grandparent Program, the Retired and Senior Volunteer Program, and the Senior Companion Program are combined to create Senior Corps.

With passage of the National and Community Service Act, Congress changes Retired Senior Volunteer Program to Retired "and" Senior Volunteer program to reflect that not all volunteers were retired.

Governor appointed Service Commissions were designated to administer AmeriCorps funding at the state level.

1994 — The Corporation for National and Community Service officially begins operation.

Congress passes the King Holiday and Service Act of 1994, charging the Corporation for National and Community Service with establishing Martin Luther King Day as a day of service.

The Sanford Service-Learning Institute is created.

The Ford Foundation/United Negro College Fund Community Service Partnership Project (a 10-college program linking direct service and learning) begins.

Four National Civilian Community Corps campuses open in Aberdeen, MD; Charleston, SC; Denver, CO; and San Diego, CA.

“Iowa Commission for National and Community Service” replaces/added to Iowa Office for Volunteerism with the passage of the National and Community Service Act of 1990.

September 1994 — The first class of AmeriCorps members - 20,000 strong - begins serving in more than 1,000 communities. In swearing in these Americans, President Clinton says: "Service is a spark to rekindle the spirit of democracy in an age of uncertainty. When it is all said and done, it comes down to three simple questions: What is right? What is wrong? And what are we going to do about it? Today you are doing what is right - turning your words into deeds."

1995 — ICVS staff moved to Iowa Workforce Development

A study commissioned by the IBM Foundation, the Charles A. Dana Foundation, and the James Irvine Foundation finds that every federal dollar invested in AmeriCorps results in $1.60 to $2.60 or more in direct, measurable benefits to AmeriCorps members and the communities they serve.

The Service-Learning network is established on the Internet, via the University of Colorado Peace Studies Center.

The National Civilian Community Corps is included under AmeriCorps, becoming AmeriCorps*NCCC. The Aberdeen, MD, campus moves to Perry Point, MD.

April 1997 — The Presidents' Summit for America's Future, chaired by General Colin Powell, brings together President Clinton, former Presidents Bush, Ford, and Carter, and Nancy Reagan representing President Reagan to recognize and expand the role of AmeriCorps and other service programs in meeting the needs of America's youth.

1997 — AmeriCorps expands by introducing the Education Awards Program, which allows more organizations to join the service network -- nonprofits, faith-based organizations, colleges and universities, welfare-to-work programs, and other groups.

The Fourth of July Declaration on the Civic Responsibility of Higher Education and the Wingspread Declaration Renewing the Civic Mission of the American University are published.

President Clinton and former President George Bush announce the resumption of the Daily Points of Light Award.

A fifth AmeriCorps*NCCC campus opens in Washington, D.C.

American Association of State Service Commissions (ASC) was launched.
1998 — Iowa Commission for National and Community Service officially changed name to “Iowa Commission on Volunteer Service” (ICVS)

ICVS staff moved to the Iowa Department of Economic Development and the Executive Director remained in the Governor’s Office.

September 1998 – The fifth class of AmeriCorps members is sworn in, bringing in the total number of current and former members to more than 100,000.

1999 — Marked the accomplishment that since the program began, more than 100,000 AmeriCorps members served 33 million people in 4,000 communities

October 1999 — AmeriCorps celebrates five years and 150,000 members. General Colin Powell, Utah’s Governor Mike Leavitt, Coretta Scott King, and Sargent Shriver join President Clinton at the White House to honor the winners of the first All*AmeriCorps awards.

June 2000 — The Foster Grandparent Program commemorates its 35th anniversary. As the Senior Companion Program enters its 26th year of service, and RSVP looks ahead to its 30th birthday in 2001, the three National Senior Service Corps programs engage more than 500,000 adults age 55 and older in sharing their time and talents to help meet local community needs.

October 2000 — AmeriCorps*VISTA commemorates 35 years of fighting poverty in America. Since 1965, more than 130,000 VISTA members have used a hands-on, grassroots approach to empower individuals and communities throughout the country. With this year’s AmeriCorps class, funded with 2000 appropriations, more than 200,000 individuals will have served in AmeriCorps since 1994.

2001 — President George W. Bush calls for a “nation of citizens, not spectators” in his inaugural address and launches faith-based and community initiatives to expand support for grassroots organizations meeting local needs.

The first International Conference on Service-Learning Research is held.

The Wingspread conference on student civic engagement is held.

AmeriCorps*NCCC’s San Diego, CA campus moves to Sacramento, CA.

September 11, 2001 — Terrorist attacks spark a surge of patriotism and volunteer service by Americans.

January 2002 — In response to the September 11, 2001 terrorist attacks in New York and Washington, D.C., President George W. Bush created the USA Freedom Corps. During his State of the Union address, he called upon every American to commit to at least two years of their lives—the equivalent of 4,000 hours—to the service of others. Through the USA Freedom Corps, President Bush wants to help every American to answer the call to service by strengthening and expanding service opportunities for them to protect our homeland, to support our communities and to extend American compassion around the world. The USA Freedom Corps includes AmeriCorps, Peace Corps, Senior Corps, Learn and Serve America, Citizen Corps, and nationwide local volunteer opportunities.

July 2002 — CNCS awards first Homeland Security grants to engage citizens in public health, public safety, and disaster relief and preparedness.

2003 — President Bush creates the President’s Council on Service and Civic Participation to find ways to recognize the valuable contributions volunteers are making in the nation. The Council creates the President’s Volunteer Service Award program as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service.

December 2003 — The Bureau of Labor Statistics of the U.S. Department of Labor reports that both the number of volunteers and the volunteer rate rose over the year ended in September 2003. About 63.8 million people did volunteer work at some point from September 2002 to September 2003, up from 59.8 million for the similar period ended in September 2002.

January 2004 — AmeriCorps receives record funding increase to allow programs to grow to 75,000 members.

2004 — AmeriCorps*NCCC recognizes 10,000 alumni, 15.3 million service hours, 4,500 projects and 10 years of service during Legacy Weekends at all five campuses.

In recognition of its 40th anniversary, AmeriCorps*VISTA commences a study of its alumni and the impact national service had on their lives.

More than 330,000 individuals have served through AmeriCorps.
During the past decade, more than 1 billion volunteer service hours have been generated by Senior Corps volunteers. Senior Companion Program celebrates its 30th anniversary.

More than 1.8 billion high school students participate annually in service-learning initiatives funded by Learn and Serve America.

2005 — Legislature Codifies ICVS and adds administration of RSVP state funding to responsibilities of ICVS.

2006 — Iowa Mentoring Partnership added to ICVS; Iowa’s Promise and IMP receive first state appropriation from the Legislature.

President’s Higher Education Community Service Honor Roll launched by CNCS to honor the nation’s top college and universities for their commitment to community service, civic engagement, and service-learning.

May 2007 — AmeriCorps celebrates its 500,000 member. First annual AmeriCorps Week launched.

2008 — A new NCCC campus opens in Vinton, Iowa, replacing the campus located in Charleston, South Carolina.

The ICVS plays a major role in coordinating volunteers in the aftermath of the 2008 statewide floods.

Governor Culver issues an order declaring February 24 Aaron Eilerts Iowa Day of Service in honor of Aaron Eilerts, a Boy Scout killed in a tornado at Camp Little Sioux on June 11, 2008.

First Lady Mary Culver begins Shelter Awareness Day on May 2nd to mobilize volunteers and raise awareness of the needs of Iowa shelters.

2009 — Legislation unanimously passes and Governor Chet Culver signs legislation creating Iowa Green Corps, Iowa Summer Youth Corps, and state income tax exemption for AmeriCorps Education Awards.

President Barack Obama signed the Edward M. Kennedy Serve America Act. The Serve America Act reauthorizes and expands national service programs administered by the Corporation for National and Community Service, a federal agency created in 1993. The Corporation engages four million Americans in result-driven service each year, including 75,000 AmeriCorps members, 492,000 Senior Corps volunteers, 1.1 million Learn and Serve America students, and 2.2 million additional community volunteers mobilized and managed through the agency’s programs.

Four years after Hurricane Katrina brought teams of AmeriCorps National Civilian Community Corps (NCCC) teams to the Gulf Coast to join in recovery efforts, the Corporation for National and Community Service opened the NCCC campus in Vicksburg, MS.

2010 — CNCS launches the Social Innovation Fund (SIF) and Volunteer Generation Fund (VGF). SIF ensures that high-impact nonprofits are able to attract the resources they need to grow and improve the economic, education and health prospects of low-income communities.

VGF, a program authorized by the Edward M. Kennedy Serve America Act, is designed to increase the number of people who serve in meaningful roles as volunteers dedicated to addressing important needs in communities across America. VGF supports efforts that expand the capacity of volunteer connector organizations to recruit, manage support and retain individuals to serve in high quality volunteer assignments.

2011 — Funding compromise eliminates funding for Learn and Serve

Governor Terry E. Branstad includes a renewed commitment to volunteerism in his inaugural speech: “... a new covenant between Iowans and their government. It is a covenant that is founded upon principles of limited government, service above self, transparency and integrity, world class schools and celebrating the success of Iowans.”

ICVS incorporated into new Iowa Economic Development Authority. Legislation officially houses the commission administratively within the Authority.

2012 — At the Aspen Ideas Festival, General (Ret.) Stanley McChrystal, Former Commander of U.S. Forces Afghanistan, called for large-scale national service, either military or civilian. Aspen Institute creates the “Franklin Project,” after Ben Franklin, who believed service by citizens was central to our democracy.

2013 — CNCS and the Federal Emergency Management Agency (FEMA) launched FEMA Corps. FEMA Corps is an innovative new partnership designed to strengthen the nation’s ability to respond to and recover from disasters while expanding career opportunities for young people.

Leaders from all sectors and relevant issue areas convened during a summit in Aspen, CO, to unveil and plan the implementation of the Franklin Project to democratize national service. The Franklin Project envisions a future in which all
young Americans are asked, “Where did you serve?” and can answer with pride. National service would be voluntary, but expected, in the military or as a civilian for a full year or more at modest pay, and a rite of passage for every young American.

3.3. History of Iowa Commission on Volunteer Service (ICVS)

1978 – The Iowa Office for Volunteerism was established by Governor Robert Ray with Executive Order #33 on November 2.

1994 – The newly created Corporation for National Service in Washington invited governors to create state commissions to guide and oversee national service programs in the states.

The Iowa Commission for National and Community Service was established by Governor Terry E. Branstad with Executive Order #48 in February; the Governor’s Office was designated as the lead agency for administration. Additional support was to be provided by the Department of Education, the Board of Regents, the Department of Employment Services, and the Department of Economic Development. The purpose was “to assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation in Iowa, as well as serve as the state’s liaison to national and state organizations which support the Commission’s mission”.

1998 – Executive Order #64 in May 1998 officially changed the name from “Iowa Commission for National and Community Service” to “Iowa Commission on Volunteer Service”.

2008 – The Iowa Legislature codifies the Iowa Commission on Volunteer Service (Iowa Code, section 15H).

2011 – The Legislature updated the 2008 legislation (House File 590) and officially makes the ICVS part of the new Iowa Economic Development Authority.

2014 – Iowa Administrative Bulletin Volume XXVI, Number 15, published on Jan. 22, 2014 formed a Stakeholder Group to streamline and improve the background check process for volunteers in organizations and schools throughout Iowa. The group was tasked with developing a strategy for establishing a volunteer background check network and providing guidance on appropriate levels of screening for different types of volunteers, in order to improve the efficiency and utility of volunteer screening while reducing redundant background checks.

Service Enterprise Initiative (SEI) – ICVS began participation in an intense process to lead to the commission becoming certified as a Service Enterprise, which engages volunteers at all levels of an organization, resulting in more efficient and effective organizations. SEI is a national pilot supporting local nonprofits in completing a comprehensive assessment, training, and consulting model that leads to nonprofits reimagining the way they strategically engage volunteers as well as earning certification as a Service Enterprise.

Executive Order #84 in Aug. 2014 established the Governor’s Council on National Service in Iowa with the purpose of making recommendations on how to expand volunteer opportunities and national service for Iowans both here in Iowa and across the country. Iowa was the first state in the nation to put to action the mission and vision of the Franklin Project.

You can review Iowa Code section 15H and Executive Orders and in Sections 3.5.b. and 3.5.c. of this handbook.
3.4. Types of National Service Programs

The Corporation for National and Community Service connects Americans of all ages and backgrounds with opportunities to give back to their communities and their nation through voluntary service. More than 2 million Americans serve their fellow citizens each year through the Corporation’s two main national service programs: AmeriCorps and Senior Corps.

In partnership with nonprofit groups, faith-based organizations, schools, and other public agencies, participants in these programs tutor children, build and renovate homes, provide immunizations and health screenings, clean up and preserve the environment, serve on neighborhood crime-prevention patrols, and respond to disasters. They also recruit and manage volunteers and otherwise help to build the strength and effectiveness of nonprofit organizations.

AmeriCorps

More than 50,000 Americans are serving their communities 20 to 40 hours a week through AmeriCorps. Most AmeriCorps members are selected by and serve with local and national organizations like Habitat for Humanity, the American Red Cross, City Year, Teach for America, Big Brothers/Big Sisters, and Boys and Girls Clubs, as well as with a host of smaller community-based organizations, both secular and faith-based. In exchange for a year of service, AmeriCorps members earn an education award that can be used to pay for college or to pay back student loans. About half the members also receive a small living allowance and health benefits.

AmeriCorps operates in a decentralized manner that gives a significant amount of responsibility to states and local nonprofits. Roughly three-quarters of all AmeriCorps grant funding goes to Governor-appointed State Commissions, which respond to local needs and select nonprofit groups to receive the funding. Most of the remainder of the grant funding is distributed by the Corporation directly to multi-state and national organizations through a competitive grants process.

AmeriCorps also administers two programs that operate somewhat differently but are still designed to assist and increase the effectiveness of nonprofit organizations and public agencies.

- **AmeriCorps*VISTA**, which has approximately 6,000 members, focuses on eradicating poverty and helping to meet the needs of people living in low-income communities nationwide.

- **AmeriCorps*NCCC (National Civilian Community Corps)** is a residential program for approximately 1,000 members ages 18 to 24. Based on a military model, the program sends members in teams of 10 to 14 to help nonprofit groups provide disaster relief, preserve the environment, build homes for low-income families, and meet other challenges. Because members are trained in CPR, first aid, and mass care, and because they can be assigned to new duties on short notice, they are particularly well suited to meeting the emerging homeland security needs of the nation.

Senior Corps provides nearly half a million Americans age 55 and older with ways to share their time and talents to help solve local problems. Through its three programs, Senior Corps taps the skills, talents, and experience of more than half a million Americans age 55 and over to meet a wide range of community challenges, including homeland security:

- RSVP volunteers help local police departments conduct safety patrols, participate in environmental projects, provide intensive educational services to children and adults, and respond to natural disasters, among other activities.

- Foster Grandparents serve one-on-one as tutors and mentors to young people with special needs.

- Senior Companions help homebound seniors and other adults maintain independence in their own homes.
3.5 Legal Documents

3.5.a. Federal Legislation


UNITED STATES CODE ANNOTATED TITLE 42. THE PUBLIC HEALTH AND WELFARE
CHAPTER 129--NATIONAL AND COMMUNITY SERVICE

Current through P.L. 106-170, approved 12-17-99

SEC. 2. [42 U.S.C. 12501] Findings and purpose

(a) Findings

The Congress finds the following:

1. Throughout the United States, there are pressing unmet human, educational, environmental, and public safety needs.

2. Americans desire to affirm common responsibilities and shared values, and join together in positive experiences, that transcend race, religion, gender, age, disability, region, income, and education.

3. The rising costs of postsecondary education are putting higher education out of reach for an increasing number of citizens.

4. Americans of all ages can improve their communities and become better citizens through service to the United States.

5. Nonprofit organizations, local governments, States, and the Federal Government are already supporting a wide variety of national service programs that deliver needed services in a cost-effective manner.

6. Residents of low-income communities, especially youth and young adults, can be empowered through their service, and can help provide future community leadership.

(b) Purpose

It is the purpose of this Act to--

1. meet the unmet human, educational, environmental, and public safety needs of the United States, without displacing existing workers;

2. renew the ethic of civic responsibility and the spirit of community and service throughout the varied and diverse communities of the United States;

3. expand educational opportunity by rewarding individuals who participate in national service with an increased ability to pursue higher education or job training;

4. encourage citizens of the United States, regardless of age, income, geographic location, or disability, to engage in full-time or part-time national service;

5. reinvent government to eliminate duplication, support locally established initiatives, require measurable goals for performance, and offer flexibility in meeting those goals;

6. expand and strengthen existing national service programs with demonstrated experience in providing structured service opportunities with visible benefits to the participants and community;

7. build on the existing organizational service infrastructure of Federal, State, and local programs, agencies, and communities to expand full-time and part-time service opportunities for all citizens;

8. provide tangible benefits to the communities in which national service is performed;

9. expand and strengthen service-learning programs through year-round opportunities, including opportunities during the summer months, to improve the education of children and youth and to maximize the benefits of national and community service, in order to renew the ethic of civic responsibility and the spirit of community for children and youth throughout the United States;

10. assist in coordinating and strengthening Federal and other service opportunities, including opportunities for participation in emergency and disaster preparedness, relief, and recovery;

11. increase service opportunities for the Nation’s retiring professionals, including such opportunities for those retiring from the science, technical, engineering, and mathematics professions, to improve the education of the Nation’s youth and keep America competitive in the global knowledge economy, and to further utilize the experience, knowledge, and skills of older individuals;

12. encourage the continued service of the alumni of the national service programs, including service in times of national need;

13. encourage individuals age 55 or older to partake of service opportunities;
focus national service on the areas of national need such service has the capacity to address, such as improving education, increasing energy conservation, improving the health status of economically disadvantaged individuals, and improving economic opportunity for economically disadvantaged individuals;
(15) recognize and increase the impact of social entrepreneurs and other nonprofit community organizations in addressing national and local challenges;
(16) increase public and private investment in nonprofit community organizations that are effectively addressing national and local challenges and encourage such organizations to replicate and expand successful initiatives;
(17) leverage Federal investments to increase State, local, business, and philanthropic resources to address national and local challenges;
(18) support institutions of higher education that engage students in community service activities and provide high quality service-learning opportunities; and
(19) recognize the expertise veterans can offer to national service programs, expand the participation of the veterans in the national service programs, and assist the families of veterans and members of the Armed Forces on active duty.

Highlights Of The Edward M. Kennedy Serve America Act


Reauthorizes and Expands the Mission of the Corporation for National and Community Service, by:

**Increasing Opportunities for Americans of All Ages to Serve** — Puts young people onto a path of national service by establishing a Summer of Service program to provide $500 education awards for rising 6th-12th graders, a Semester of Service program for high school students to engage in service-learning, and Youth Empowerment Zones for secondary students and out-of-school youth.

Dramatically increases intensive service opportunities by setting AmeriCorps on a path from 75,000 positions annually to 250,000 by 2017, and focusing that service on education, health, clean energy, veterans, economic opportunity and other national priorities. Ties the Segal AmeriCorps Education Award to the maximum Pell Grant level (now $5,350, but set to increase over time).

Improves service options for experienced Americans by expanding age and income eligibility for Foster Grandparents and Senior Companions, authorizing a Silver Scholars program, under which individuals 55 and older who perform 350 hours of service receive a $1,000 education award, and establishing Serve America Fellowships and Encore Fellowships allowing individuals to choose from among registered service sponsors where to perform service. Also permits individuals age 55 and older to transfer their education award to a child or grandchild.

Enables millions of working Americans to serve by establishing a nationwide Call to Service Campaign and a September 11 national day of service, and investing in the nonprofit sector’s capacity to recruit and manage volunteers.

**Supporting Innovation and Strengthening the Nonprofit Sector** — Creates a Social Innovation Fund to expand proven initiatives and provide seed funding for experimental initiatives, leveraging Federal dollars to identify and grow ideas that are addressing our most intractable community problems.

Establishes a Volunteer Generation Fund to award grants to states and nonprofits to recruit, manage, and support volunteers and strengthen the nation’s volunteer infrastructure.

Authorizes Nonprofit Capacity Building grants to provide organizational development assistance to small and mid-size nonprofit organizations.

Creates a National Service Reserve Corps of former national service participants and veterans who will be trained to deploy, in coordination with FEMA, in the event of disasters.

**Strengthening Management, Cost-Effectiveness, and Accountability** — Merges funding streams, expands the use of simplified, fixed amount grants, and gives the Corporation flexibility to consolidate application and reporting requirements. Increases support for State Commissions on national and community service. Bolsters the capacity and duties of the Corporation’s Board of Directors.
Ensures that programs receiving assistance under national service laws are continuously evaluated for effectiveness in achieving performance and cost goals.

Introduces responsible and balanced competition to the RSVP program.

Authorizes a Civic Health Assessment comprised of indicators relating to volunteering, voting, charitable giving, and interest in public service in order to evaluate and compare the civic health of communities.
3.5.b. State Legislation

IOWA CODE ESTABLISHING ICVS

CHAPTER 15H
IOWA COMMISSION ON VOLUNTEER SERVICE

15H.1 Findings.
15H.1A Definitions.
15H.2 Iowa commission on volunteer service established.
15H.3 Volunteer service commission membership.
15H.4 Administration — funding.
15H.5 Iowa summer youth corps.
15H.6 Iowa green corps program.

15H.1 Findings.
The general assembly finds:
1. There is a compelling need for more civic participation to solve community and state problems, and to address many of the country’s unmet social, environmental, educational, and public safety needs.
2. Promoting the capability of Iowa’s people, communities, and enterprises to work collaboratively is vital to the long-term prosperity of this state.
3. Building and encouraging community services and volunteerism is an integral part of the state’s future well-being, and requires cooperative efforts by the public and private sectors.
4. The development of a volunteer service program in Iowa requires an administrative vehicle which conforms with federal guidelines detailed in the federal National and Community Service Trust Act of 1993.

15H.1A Definitions.
For purposes of this chapter, unless the context otherwise requires:
1. “Authority” means the economic development authority created in section 15.105.
2. “Director” means the director of the authority.

15H.2 Iowa commission on volunteer service established.
1. The Iowa commission on volunteer service is created within the authority. The governor shall appoint the commission’s members. The director may employ personnel as necessary to carry out the duties and responsibilities of the commission.
2. The mission of the commission is to advise and assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation in Iowa, as well as to serve as the state’s liaison to national and state organizations which support the commission’s mission. The commission shall also carry out any duties and responsibilities described in the National Community Service Trust Act of 1993 or any related state or federal legislation.
3. The commission shall do all of the following:
   a. Prepare a three-year national service plan as called for under the federal National and Community Service Trust Act of 1993.
   b. Fulfill federal program administration requirements, including provision of health care and child care for program participants.
   c. Submit annual state applications for federal funding of commission-selected AmeriCorps programs.
   d. Integrate AmeriCorps programs, the corporation for national and community service program, and the older American volunteer program into the state strategic service plan.
   e. Conduct local outreach to develop a comprehensive and inclusive state service plan and coordinate with existing programs in order to prevent unnecessary competition for private sources of funding.
   f. Provide technical assistance to service programs, including the development of training methods and curriculum materials.
   g. Develop a statewide recruitment and placement system for individuals interested in community service opportunities.
   h. Prepare quarterly reports on progress for submission to the governor and the general assembly.
   i. Administer the retired senior volunteer program.
15H.3 Volunteer service commission membership.
   1. The Iowa commission on volunteer service shall consist of the following members:
      a. An individual with expertise in the educational training and developmental needs of youth.
      b. An individual with experience in promoting the involvement of older adults in service and volunteerism.
      c. A representative of community-based agencies within the state.
      d. The director of the department of education, or the director’s designee.
      e. The executive director of the state board of regents, or the executive director’s designee.
      f. A representative of local government.
      g. A representative of a local labor organization.
      h. A representative of a for-profit business.
      i. An individual between the ages of sixteen and twenty-five who is or has been a participant or supervisor in a
         volunteer or service program.
      j. A representative of the corporation for national and community service who shall serve as a nonvoting, ex officio
         member.
      k. Additional ex officio members selected by the commission to the extent that they are not in conflict with the
         provisions of the National Community Service Trust Act of 1993 or any related state or federal legislation.
   2. No more than twenty-five percent of the commission members shall be employees of the state, though additional
      state agency representatives may sit on the commission as nonvoting, ex officio members.
   3. A commission member shall not vote on issues affecting organizations for which the member has served as a staff
      person or as a volunteer at any time during the preceding twelve-month period.
   4. The membership of the commission shall comply with sections 69.16 and 69.16A. The membership of the
      commission shall also reflect the diversity of the state’s population.
   5. Members shall serve staggered terms of three years beginning July 1. Members of the commission shall serve no
      more than two three-year terms. Any vacancy shall be filled in the same manner as the original appointment.
   6. The chairperson of the commission shall be selected by the members of the commission.

15H.4 Administration — funding.
   1. The authority shall serve as the lead agency for administration of the commission. The authority may consult with
      the department of education, the state board of regents, and the department of workforce development for any additional
      administrative support as necessary to fulfill the duties of the commission. All other state agencies, at the request of the
      authority, shall provide assistance to the commission to ensure a fully coordinated state effort for promoting national and
      community service.
   2. The commission may accept funds and in-kind services from other state, federal, and private entities.

15H.5 Iowa summer youth corps.
   1. For the purposes of this section, “service-learning” means a teaching and learning strategy that integrates
      meaningful community service with instruction and reflection to enrich the learning experience, teach civic responsibility,
      and strengthen communities.
   2. The Iowa summer youth corps program is established to provide meaningful summer enrichment programming to
      Iowa youth. The program shall be administered by the Iowa commission on volunteer service using a competitive grant
      process to implement projects in accordance with program requirements. The commission shall adopt administrative rules
      for the program, including but not limited to incentives, grant criteria, and grantee selection processes. A percentage of the
      grants shall be designated by the commission to address the needs of city enterprise zones that meet the distress criteria
      outlined in section 15E.194.
   3. The program shall provide grants for projects that utilize a service-learning approach during the summer months to
      enhance student achievement and summer learning retention, teach meaningful job skills to Iowa youth, engage Iowa
      youth in their communities, provide positive youth development experiences, and address the needs of youth from families
      with low income. The service-learning approach shall be integrated into the program using science, technology,
      engineering, mathematics, social studies, civic literacy, or other appropriate curricula identified by the department of
      education.
   4. The program shall involve the youth participating in the program in service-learning activities with one or more of
      the following focuses:
      a. Energy conservation in the youth’s community, including conducting educational outreach on energy conservation
         and working to improve energy efficiency in low-income housing and public spaces.
      b. Emergency and disaster preparedness.
      c. Improving access to and obtaining the benefits from providing computers and other emerging technologies in
         underserved and other appropriate areas of counties and cities, including but not limited to low-income communities,
         senior centers and communities, schools, libraries, and other public settings.
d. Mentoring of middle school youth while involving all participants in service-learning to address unmet human, educational, environmental, public safety, or emergency disaster preparedness needs in the participants’ community.

e. Establishing or implementing summer of service projects during the summer months. Budgeting for a summer of service project shall include the cost of recruitment, training, and placement of service-learning coordinators. A summer of service project shall comply with all of the following requirements:

(1) Youth participating in a project will be enrolled in grades six through twelve in the school year which begins immediately following the end of a project.

(2) The focus of each project shall be community-based, service-learning activities that address unmet human, educational, environmental, emergency and disaster preparedness, and public service needs. Environmental needs addressed may include energy conservation, water quality, and land stewardship.

(3) The activities for each project shall be intensive, structured, supervised, and designed to produce identifiable improvements to the community. The activities may include the extension of school year service-learning programs into the summer months.

f. Performing community improvement projects, which may include but are not limited to a green corps program activity under section 15H.6 or other youth training program.

5. a. Funding for the Iowa summer youth corps program and the Iowa green corps program established pursuant to section 15H.6 shall be obtained from private sector, and local, state, and federal government sources, or from other available funds credited to the community programs account, which shall be created within the economic development authority under the authority of the commission. Moneys available in the account for a fiscal year are appropriated to the commission to be used for the programs.

b. The commission shall manage the program in a manner to maximize the leveraging of federal, local, and private funding opportunities that increase or amplify program impact and service-learning opportunities. The commission shall also encourage collaboration with, and utilization of, other national, local, and nonprofit programs engaged in community service or addressing the needs of youth from families with low income.

c. The commission shall give priority consideration to approving those projects that target communities that have disproportionately high rates of juvenile crime or low rates of high school graduation or that have been designated as city enterprise zones that meet the distress criteria outlined in section 15E.194.

d. The commission shall include progress information concerning implementation of the program in the quarterly reports made to the governor and the general assembly in accordance with section 15H.2.

6. a. Notwithstanding any contrary provision of chapter 8A, subchapter IV, or chapter 96, a person participating in the Iowa summer youth corps program shall be exempt from merit system requirements and shall not be eligible to receive unemployment compensation benefits.

b. If a stipend is provided to a youth participating in the program, the youth shall be age fourteen through eighteen.

c. A youth participating in a summer of service project that either has an education award or no compensation shall comply with the grade level requirements specified for summer of service project participation.

d. A project that uses funding for an AmeriCorps young adult component within the project design shall limit participation in the component to young persons who are age sixteen through twenty-four at the time of enrollment in the project.

15H.6 Iowa green corps program.

1. The Iowa commission on volunteer service, in collaboration with the department of natural resources, the department of workforce development, and the utilities board of the department of commerce, shall establish an Iowa green corps program. The commission shall work with the collaborating agencies and nonprofit agencies in developing a strategy for attracting additional financial resources for the program from other sources which may include but are not limited to utilities, private sector, and local, state, and federal government funding sources. The financial resources received shall be credited to the community programs account created pursuant to section 15H.5.

2. The program shall utilize AmeriCorps or Iowa summer youth corps program volunteers to provide capacity building activities, training, and implementation of major transformative projects in communities. The project selection shall emphasize energy efficiency, historic preservation, neighborhood development, and storm water reduction and management.

3. The capacity building activities shall be targeted in communities that are already working with existing community improvement programs, including but not limited to the Iowa great places program established under section 303.3C, the green streets and main street Iowa programs administered by the economic development authority, and disaster remediation activities by communities located within an area declared to be a disaster area in a declaration issued by the president of the United States or the governor.
WHEREAS, volunteering and citizen action must be regarded as prime resources in our society; and

WHEREAS, Iowa state government encourages its citizens to offer their time and skills for the improvement of the quality of life and the betterment of society; and

WHEREAS, the development and expansion of volunteer programs enhance the work of state agencies and institutions; and

WHEREAS, organizations need assistance to make effective use of such voluntary services.

NOW, THEREFORE, I, Robert D. Ray, Governor of the State of Iowa, do hereby formally establish the Iowa Office for Volunteerism composed of a Director and an Advisory Council which will be responsible to the Governor.

THE VOLUNTEER ADVISORY COUNCIL shall be composed of not less than eight nor more than fifteen citizens with a broad representation of skills and interests in volunteerism, in order to guide, review, promote, and monitor the work of the State Office for Volunteerism.

The members of the Council shall be appointed by and serve at the will of the Governor with designated terms of two years; however, one-half of the initial members shall serve for one-year terms. The chairperson and the director shall also be appointed by the Governor to serve at his discretion.

The Iowa Office for Volunteerism shall:

1. Determine the dimensions, effectiveness, strengths, and weaknesses of volunteer programs in state agencies and institutions.

2. Provide greater recognition and visibility to volunteer efforts.
3. Serve as an information resource center on subjects related to volunteerism.

4. Provide technical assistance and consultation to the voluntary sector.

5. Identify areas in the public and private sector in which volunteers could make a contribution and encourage same.

IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Iowa to be affixed. Done at Des Moines this 24th day of November in the year of our Lord one thousand nine hundred and seventy-eight.

[Signature]
GOVERNOR

[Signature]
Secretary of State
WHEREAS, there is a compelling need for more civic participation to solve community and state problems, and address many of the country's unmet social, environmental, educational and public safety needs; and

WHEREAS, promoting the capability of Iowa's people, communities, and enterprises to work collaboratively is vital to the long-term prosperity of this state; and

WHEREAS, building and encouraging community services and volunteerism is an integral part of the state's future well-being, and requires cooperative efforts by the public and private sectors; and

WHEREAS, the development of a National Service Program in Iowa requires an administrative vehicle which conforms with federal guidelines detailed in the recently enacted National and Community Service Trust Act of 1993.

NOW, THEREFORE, I, Terry E. Branstad, Governor of the State of Iowa, by the power and authority vested in me by the Constitution and the Laws of Iowa, do hereby order as follows:

1. The Iowa Commission for National and Community Services is hereby established to advise and assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation in Iowa, as well as to serve as the state's liaison to national and state organizations which support the Commission's mission.

2. The Commission will be composed of no fewer than 15 and no more than 25 voting members to be appointed by the Governor in compliance with federal guidelines as described in the National Community Service Trust Act of 1993 and as detailed below:

   a. The Commission's membership will include an individual with expertise in the educational training and developmental needs of youth; an individual with experience in promoting the involvement of older adults in service and volunteerism; a representative of community-based agencies within the state; the Director of the Department of Education or his/her designee; the Executive Secretary of the Board of Regents or his/her designee; a representative of local government; a representative of a local labor organization; a representative of a for-profit
business; an individual between the ages of 16 and 25 who is, or has been, a participant or supervisor in a volunteer or service program; a representative of the Corporation for National and Community Service who shall serve as a non-voting, ex officio member.

b. Not more than 25 percent of the Commission members may be employees of state government, though additional state agency representatives may sit on the Commission as non-voting ex officio members. Members may not vote on issues affecting organizations for which they have served as a staff person or as a volunteer at any time during the preceding twelve months.

c. Not more than 50 percent of the Commission plus one member may be from the same political party. To the extent possible, the composition of the Commission will reflect the diversity of the state's population. Members will serve no more than two three-year terms; however, one-third shall serve for one year, one-third for two years, until such time as all members are on a three-year term.

d. The Commission chair will be selected by the Governor and serve at his discretion.

3. The Iowa Commission for National and Community Service and designated staff will have the following duties and responsibilities:

a. Prepare a three-year national service plan as called for under the National and Community Service Trust Act of 1993.

b. Fulfill federal program administration requirements, including provision of health care and child care for program participants.

c. Submit annual state applications for federal funding of Commission selected AmeriCorps programs.

d. Integrate AmeriCorps programs and existing ACTION and Older American Volunteer Programs into the state strategic service plan.

e. Conduct local outreach to develop a comprehensive and inclusive state service plan; and coordinate with existing programs in order to prevent unnecessary competition for private sources of funding.

f. Provide technical assistance to service programs, including the development of training methods and curriculum materials.

g. Develop a statewide recruitment and placement system for individuals interested in community service opportunities.

h. Prepare quarterly reports on progress for submission to the Governor.
4. The Governor's Office shall serve as the lead agency for administration of the Commission, and as is deemed appropriate and necessary to fulfill the objectives of this order, additional support will be provided by the Department of Education, the Board of Regents, the Department of Employment Services, and the Department of Economic Development. Furthermore, all state agencies will provide assistance to the Commission in order to ensure a fully coordinated state effort for promoting National and Community Service. The Commission is authorized to accept funds and in-kind services from other state, federal and private entities.

5. This Executive Order rescinds Executive Order Number 33 under Governor Robert D. Ray, that created the Iowa Office for Volunteerism.

IN TESTIMONY WHEREOF, I have hereunto subscribed by name and caused the Great Seal of Iowa to be affixed. Done at Des Moines this 14th day of February in the year of Lord, one thousand nine hundred ninety-four.

[Signature]
GOVERNOR

[Signature]
SECRETARY OF STATE
EXECUTIVE ORDER NUMBER 64

WHEREAS, Executive Order Number 48 established the Iowa Commission for National and Community Service; and

WHEREAS, the Commission has provided a valuable service to the people of Iowa by providing awareness, recognition, training, and technical assistance to volunteer and community service efforts and activities, and there remains a compelling need for civic participation by all Iowans; and

WHEREAS, the name Iowa Commission for National and Community Service does not clearly portray to the general public the mission and vision of the Commission.

NOW, THEREFORE, I, Terry E. Branstad, Governor of the State of Iowa, by the virtue of the authority vested in me by the Laws and Constitution of the State of Iowa, do hereby order that:

I. As of May 18, 1998, the name of the Iowa Commission for National and Community Service be changed to the Iowa Commission on Volunteer Service, and in the future shall be known as the Iowa Commission on Volunteer Service.

II. All other provisions of Executive Order Number 48, dated February 14, 1994, shall remain in effect and that the Iowa Commission on Volunteer Service conforms with the federal guidelines detailed in the National and Community Service Trust Act of 1993.
III. This Executive Order amends Executive Order Number 48 that establishes the Iowa Commission for National and Community Service.

IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Iowa to be affixed. Done at Des Moines this eighteenth day of May in the year of our Lord one thousand nine hundred and ninety-eight.

[Signature]
GOVERNOR

ATTEST:
[Signature]
SECRETARY OF STATE
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PUBLIC SAFETY DEPARTMENT

Notice of Stakeholder Group
Criminal History Data – Fees

Pursuant to Executive Order 80, the Executive Director of the Iowa Commission on Volunteer Service in conjunction with the Iowa Department of Public Safety hereby gives Notice as to the formation of a Stakeholder Group to review rule 661—82.109(692) regarding Criminal History Data – Fees, Iowa Administrative Code.

The purpose of the stakeholder group is to streamline and improve the background check process for volunteers in organizations and schools throughout Iowa. The stakeholder group will develop a strategy for establishing a volunteer background check network and will provide guidance on appropriate levels of screening for different types of volunteers, in order to improve the efficiency and utility of volunteer screening while reducing redundant background checks.

All interested stakeholders who represent the varying interests impacted by the issue mentioned above should contact the Iowa Commission on Volunteer Service’s Executive Director, Adam Lovinbury, 200 East Grand Avenue, Des Moines, Iowa 50309. The Director will determine which stakeholders should make up the group in order to represent the varied interests. Information may be sent by e-mail to ivcs@iowa.gov no later than February 5, 2014. All stakeholders are asked to provide the following information:
1. Name;
2. Telephone number;
3. E-mail address;
4. City;
5. Profession;
6. General availability to meet;
7. Explanation of stakeholder interest and how the rule impacts the stakeholder; and
8. Description of how the stakeholder can add to the resolution of the fees for background checks for volunteers in Iowa.

TRANSPORTATION DEPARTMENT[761]

Notice of Intended Action

Notice is also given to the public that the Administrative Rule Review Committee may, on its own motion or on written request by any individual or group, review this proposed action under section 17A.8(6) at a regular or special meeting where the public or interested person may be heard.

Pursuant to the authority of Iowa Code sections 307.10 and 307.12, the Iowa Department of Transportation hereby gives Notice of Intended Action to rescind Chapter 162, “Bridge Safety Fund,” Iowa Administrative Code.

2010 Iowa Acts, chapter 1184, section 95, rescinded Iowa Code section 313.68, which created the bridge safety fund. The Department’s rules concerning the bridge safety fund are no longer necessary since all of the funds have been used for the identified projects. These bridge projects were designed, constructed and paid for within the prescribed time period.

Any person or agency may submit written comments concerning this proposed amendment or may submit a written request to make an oral presentation. The comments or request shall:
1. Include the name, address, and telephone number of the person or agency authoring the comments or request.
2. Reference the number and title of the proposed rule, as given in this Notice, that is the subject of the comments or request.
3. Indicate the general content of a requested oral presentation.
EXECUTIVE ORDER NUMBER EIGHTY-FOUR

WHEREAS, volunteerism and service is an integral part to Iowa’s future and well-being; and

WHEREAS, Iowans are dedicated to making a difference in both their local communities and throughout the country through service and volunteering as demonstrated by the more than 79.8 million hours volunteered in 2012; and

WHEREAS, applications from individuals seeking to participate in national service programs far exceed the number of available positions and by creating new partnerships that expand national service opportunities in areas aligned with agency missions, volunteers can both impact those they serve and develop skills that will enable the volunteers to help prepare them for long-term careers and build a pipeline to employment; and

WHEREAS, the demand for young people to serve our country is strong.

NOW, THEREFORE, I, Terry E. Branstad, Governor of the State of Iowa, declare that volunteerism is an integral part to Iowa’s future and well-being. I hereby order the creation of the Governor’s Council on National Service in Iowa (“Council”).

1. **Purpose:** The Council shall make recommendations on how to expand volunteer opportunities and national service for Iowans both here in Iowa and across the country.

2. **Organization:** The Council shall be composed of members appointed by the Governor. Each member will serve at the pleasure of the Governor without compensation and in an advisory capacity. The Governor shall select the chair and co-chair from the council members.

3. **Council:** Members of the Council shall include the following members appointed by the Governor:
   a. Executive Director of the Iowa Commission on Volunteer Service
   b. Representatives from private businesses
   c. Representatives from private foundations or charities
   d. Representatives from State Government
   e. Representatives from local government
   f. Representatives from preschool, elementary, secondary, or post-secondary education
   g. Representatives of private employers who hire job candidates with Science, Technology, Engineering, and Mathematics (STEM) skills
   h. Representatives from the faith community
   i. A representative from the Corporation for National and Community Service
   j. Any other individuals that the Governor may appoint.

4. **Goals:** The Council shall have the following objectives:
a. Identify existing and new policies or practices that support the expansion of national service opportunities in Iowa; and

b. Facilitate and identify opportunities for interagency agreements between the Iowa Commission on Volunteer Service and other State departments, local governments, school districts or other subdivisions of the State to support the expansion of national service in Iowa and help agencies meet their mission efficiently and effectively; and

c. Develop new public/private partnerships to support the expansion of national service in Iowa and help agencies meet their mission; and

d. Use technology to facilitate the certification of qualified nonprofits, public agencies, and social enterprises to create national service opportunities, recruit and retain service members; and

e. Reach other goals and objectives as requested by the Office of the Governor.

The Iowa Commission on Volunteer Service shall provide staff support to the Council, as needed, to enable the Council to fulfill its responsibilities. The Council’s meeting shall be open pursuant to Iowa Code chapter 21.

All agencies, departments and boards of the State of Iowa shall cooperate fully with the Council. The Council may seek the expertise and services of individuals and entities outside its membership for research, advice and other needs, as required to accomplish its mission. The Council shall report its preliminary findings and make them available to the public no later than July 1, 2014. The Council shall report its final recommendations and findings no later than February 1, 2015 and dissolve on February 1, 2015 or upon the date of completion of the work described herein, whichever is sooner.

IN TESTIMONY WHEREOF, I HAVE HEREUNTO SUBSCRIBED MY NAME AND CAUSED THE GREAT SEAL OF THE STATE OF IOWA TO BE AFFIXED. DONE AT DES MOINES THIS 17TH DAY OF FEBRUARY IN THE YEAR OF OUR LORD TWO THOUSAND FOURTEEN.

TERRY E. BRANSTAD
GOVERNOR OF IOWA

ATTEST: __________________________
MATT SCHULTZ
SECRETARY OF STATE
3.5.d. Administrative Rules

VOLUNTEER SERVICE, IOWA COMMISSION ON [817]
[Created by Executive Order 48 on 2/14/94]
[Prior to 3/31/04, see Iowa Commission on National and Community Service[555];
renamed Iowa Commission on Volunteer Service by Executive Order 64 on 5/18/98]

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CHAPTER 1
ORGANIZATION AND OPERATION

817—1.1(ExecOrd48) Purpose. This chapter describes the organization and operation of the Iowa commission on volunteer service (herein generally referred to as the commission), including the offices where and the means by which any interested person may obtain information and make submittals or requests.

817—1.2(ExecOrd48) Organization and operation.

1.2(1) Location. The commission is located at 200 East Grand, Des Moines, Iowa 50309; telephone (515)242-4799. Office hours are 8 a.m. to 4:30 p.m., Monday to Friday. Offices are closed on Saturdays and Sundays and on official state holidays designated in accordance with state law.

1.2(2) The commission. The commission consists of 15 to 25 voting members and functions under the leadership of a chairperson. Each member, appointed in accordance with federal and state guidelines, serves a three-year term scheduled so that no more than one-third of the appointments will expire in the same year.

1.2(3) Meetings. The commission shall meet at regular intervals at least four times annually. Additional meetings may be called at the discretion of the chairperson. All meetings are open to the public in accordance with the open meetings law, Iowa Code chapter 21.

a. Chairperson. The chairperson of the commission presides at each meeting. Members of the public may be recognized at the discretion of the chairperson.

b. Public notice. The commission shall give advance public notice of the time and place of each commission meeting. The notice will include the specific date, time, and place of the meeting.

c. Quorum. A quorum shall consist of half of the current voting members of the commission plus one. When a quorum is present, a position is carried by an affirmative vote of the majority of commission members eligible to vote. A commissioner is eligible to vote in person, by telephone hook-up, or by proxy executed in writing to the chairperson prior to the meeting. A proxy shall be valid only for one meeting.

d. Termination. Any commissioner who does not attend three or more consecutive regular meetings or who attends less than one-half of the regular meetings within a 12-month period shall be considered to have resigned from the commission.

e. Resignations. A commissioner wishing to resign may do so by submitting a letter of resignation to the governor and sending a copy to the commission chairperson.

f. Public presentations. A specific time is set aside at each meeting for the public to address the board. As a general guideline, a limit of five minutes will be allocated for each of these presentations. If a large group seeks to address a specific issue, the chairperson may limit the number of speakers. To address the board, individuals are encouraged to notify the commission staff at least 72 hours in advance of the meeting.

1.2(4) Minutes. The minutes of all commission meetings shall be recorded and kept by the administrative assistant in the commission office.

1.2(5) Records. The records of all of the business transacted and other information with respect to the operation of the commission are public records and shall be kept on file in the commission office. All records, except statements specified as confidential under these rules, are available for inspection during regular business hours. (Copies of up to ten pages of records may be obtained without charge. The cost of reproduction will be charged for pages in excess of ten. The charge may be waived by the executive director.)

1.2(6) Submission and requests. Inquiries, submissions, petitions, and other requests directed to the commission shall be made by letter addressed to the executive director at the address listed in subrule 1.2(1). Any person may petition for a written or oral hearing before the commission. All requests for a hearing must be in writing and state the specific subject to be discussed and the reasons why a personal appearance is necessary if one is requested.

1.2(7) Committees. The chairperson may establish committees including an executive committee that may conduct commission business as necessary between scheduled meetings. The chairperson may appoint commissioners and noncommissioners to serve on the committees. Noncommissioners shall not serve on the executive committee.

These rules are intended to implement Executive Order Number 48.

[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]
[Filed 3/11/04, Notice 1/21/04—published 3/31/04, effective 5/5/04]
CHAPTER 2
RULE MAKING

817—2.1(ExecOrd48) Initiation of rule-making procedures.
   2.1(1) Any person may request the commission to adopt, amend, or rescind a rule by making the request in writing to the commission coordinator clearly stating the intent, purposes, and general language of the desired rules.
   2.1(2) The commission shall act upon the request within 60 days after its submission in accordance with Iowa Code section 17A.7.
   2.1(3) The commission may initiate rule-making procedures upon its own motion in accordance with Iowa Code section 17A.4.

817—2.2(ExecOrd48) Procedures for oral or written presentations.
   2.2(1) Except where oral or written presentations are deemed unnecessary by the commission in accordance with Iowa Code section 17A.4(2), the commission shall allow for the submission of oral or written presentations or both prior to its adoption of any rules.
   2.2(2) Interested persons shall have at least 20 days from the date of publication of notice in the Iowa Administrative Bulletin to submit written requests for oral presentations or to submit written presentations.
   2.2(3) Notice of date, time, and place of oral presentations by requesting parties will be published in the Iowa Administrative Bulletin at least 20 days in advance of the hearing.
   2.2(4) Interested parties may be requested to supplement oral presentations with written presentations at the discretion of the commission.

These rules are intended to implement Executive Order Number 48.
[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

CHAPTER 3
DECLARATORY RULINGS

817—3.1(ExecOrd48) Declaratory rulings. The commission shall provide declaratory rulings as to applicability of any statutory provision, rule, or other written statement of law or policy, decision or order when petitioned to do so by the public where, in the judgment of the commission, it is necessary or helpful for them to conduct their affairs in accordance with the law.
   Requests for declaratory rulings shall be made to the commission coordinator in writing.
   Within 30 days after submission of a request for declaratory ruling, the commission shall issue a ruling on the rule, statute, or policy in question. The ruling shall be in writing.
   The commission may decline to rule when, in the judgment of the commission, the ruling would be beyond the commission’s realm of authority, when no clear answer is determinable, or when the issue presented is pending resolution by a court of Iowa or by the attorney general.

817—3.2(ExecOrd48) Procedure for informal settlements in contested cases. Unless precluded by statute, informal settlement of disputes over rules of the commission that may otherwise result in contested case proceedings as prescribed in Iowa Code section 17A.12 shall be encouraged. All informal settlements shall be made by the commission coordinator subject to ratification by the commission and by the parties contesting the rule in question. The settlement shall be expressed in a written stipulation representing an informed mutual consent.

These rules are intended to implement Executive Order Number 48.
[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

CHAPTER 4
Reserved
CHAPTER 5
DUE PROCESS

817—5.1(ExecOrd48) Appeals.

5.1(1) Commission staff decisions. Administrative staff of the commission shall make all decisions in accordance with established policies and administrative rules of the Iowa commission on volunteer service and published policies from the Corporation for National Service.

a. Appeal of commission staff decision. If an individual, agency, or reasonable representative of commission business disagrees with a staff decision, that party has the right to appeal to the full commission. The appeal shall be in the form of a public hearing. The appellant must request the hearing in writing to the executive director within 14 calendar days of receiving the written notice of the staff decision. The written request shall clearly set forth the issues being contested and provide evidence supporting the claims. In order to be considered by the full commission, the request shall be based upon one or more of the following grounds:

(1) The staff’s decision was in violation of federal law.
(2) The staff’s decision was in violation of Iowa state law.
(3) The staff’s decision was in violation of published Corporation for National Service guidelines or published Iowa commission on volunteer service rules.
(4) The staff’s decision was made in an unreasonable and arbitrary or capricious manner.

All written evidence provided by the appellant will be distributed to commission members no later than 7 calendar days before the scheduled hearing for the commissioners’ consideration. Commission staff will also be afforded the right to present a written explanation of the staff decision. This explanation shall be distributed at the same time as the appellant’s materials.

b. Hearing.

(1) The executive director shall set a date for the hearing within 30 calendar days from the date the request was received. The hearing date will be set as soon as reasonable, and in no event later than 60 calendar days from the date the request was received.
(2) The executive director shall establish the procedural guidelines of the hearing in accordance with the uniform rules on contested cases as published in the Iowa Administrative Code. The executive director will notify the appellant and commission members of the hearing procedures no later than 14 calendar days before the designated hearing date.
(3) The commission chairperson shall preside at the hearing. If the chairperson is not able to preside, the commission vice-chairperson shall be the designated substitute. The commission chairperson shall appoint a representative of the commission to preside if neither the chairperson or vice-chairperson is able to preside.
(4) After commission consideration of all evidence presented, the presiding officer shall call for a roll-call vote of the commission members. A quorum must be present to take an official vote of the commission on the appeal. A simple majority vote of the eligible voting members of the commission is required for a decision. The presiding officer shall announce the result of the roll-call vote. The commission’s decision is final and binding on all parties.
(5) Written notice of the commission’s decision on the appeal shall be mailed to the appellant within 10 days of the hearing.

5.1(2) Committee decisions. Committees of the commission shall make all decisions in accordance with established policies and administrative rules of the Iowa commission on volunteer service and published policies from the Corporation for National Service.

a. Appeal of committee decision. If an individual, agency, or representative of commission business disagrees with a committee decision, that party has the right to appeal to the full commission. The appeal shall be in the form of a public hearing. The appellant must request the hearing in writing to the executive director within 14 calendar days of receiving the written notice of the committee decision. The written notice shall clearly set forth the issues being contested and provide evidence supporting the claims. In order to be considered by the full commission, the request shall be based upon one or more of the following grounds:

(1) The committee’s decision was in violation of federal law.
(2) The committee’s decision was in violation of Iowa state law.
(3) The committee’s decision was in violation of published Corporation for National Service guidelines or published Iowa commission on volunteer service rules.
(4) The committee’s decision was made in an unreasonable and arbitrary or capricious manner.

All written evidence provided by the appellant will be mailed to commission members no later than 7 calendar days before the scheduled hearing for the commissioners’ consideration. The committee chairperson will also be afforded the right to present a written explanation of the committee’s decision. This explanation shall be mailed at the same time as the appellant’s materials.
b. Hearing.

(1) The executive director shall set a date for the hearing within 30 calendar days from the date the request was received. The hearing date will be set as soon as reasonable, and in no event later than 60 calendar days from the date the request was received.

(2) The executive director shall establish the procedural guidelines of the hearing in accordance with the uniform rules on contested cases as published in the Iowa Administrative Code. The executive director will notify the appellant and commission members of the hearing procedures no later than 14 calendar days before the designated hearing date.

(3) The commission chairperson shall preside at the hearing. If the chairperson is not able to preside, the commission vice-chairperson shall be the designated substitute. The commission chairperson shall appoint a representative of the commission to preside if neither the chairperson or vice-chairperson is able to preside.

(4) After commission consideration of all evidence presented, the presiding officer shall call for a roll-call vote of the commission members. A quorum must be present to take an official vote of the commission on the appeal. A simple majority vote of the eligible voting members of the commission is required for a decision. The presiding officer shall announce the result of the roll-call vote. The commission’s decision is final and binding on all parties.

(5) Written notice of the commission’s decision on the appeal shall be mailed to the appellant within 10 days of the hearing.

This rule is intended to implement Executive Order Number 48.
[Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]
[Filed 3/11/04, Notice 1/21/04—published 3/31/04, effective 5/5/04]

CHAPTER 6
PUBLIC RECORDS AND FAIR INFORMATION PRACTICES

The Iowa commission on volunteer service hereby adopts, with the following exceptions and amendments, rules of the Governor’s Task Force on Uniform Rules Agency Procedures relating to public records and fair information practices which are printed in the first Volume of the Iowa Administrative Code.

817—6.1(17A,22) Definitions. As used in this chapter:
“Agency.” In lieu of “(official or body issuing these rules)” insert “Iowa Commission on Volunteer Service”.

817—6.3(17A,22) Requests for access to records.

6.3(1) Location of record. In lieu of “(insert agency head)”, insert “Commission coordinator”; and in lieu of “(insert agency name and address)”, insert “Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309”.

6.3(2) Office hours. In lieu of “(insert customary office hours and, if agency does not have customary office hours of at least thirty hours per week, insert hours specified in Iowa Code section 22.4)”, insert “8 a.m. to 4:30 p.m., Monday through Friday, except holidays”.

6.3(7) Fees.

c. Supervisory fee. In lieu of “(specify time period)” insert “one hour”.

817—6.6(17A,22) Procedure by which additions, dissents, or objections may be entered in certain records. In lieu of “(designate official)”, insert “the Iowa commission on volunteer service”.

817—6.9(17A,22) Routine use.

6.9(1) Defined. “Routine use” means the disclosure of a record without the consent the subject or subjects, for a purpose which is compatible with the purpose for which the record was collected. It includes disclosures required to be made by statute other than the public records law, Iowa Code chapter 22.

6.9(2) To the extent allowed by law, the following are considered routine uses of all agency records:

a. Disclosure of officers, employees, and agents of the agency who have a need for the record in the performance of their duties. The custodian of the record may, upon request of an officer or employee, or on the custodian’s own initiative, determine what constitutes legitimate need to use confidential records.

b. Disclosure of information indicating an apparent violation of the law to appropriate law enforcement authorities for investigation and possible prosecution, civil court action, or regulatory order.

c. Disclosure to the department of inspections and appeals regarding matters in which performs services or functions on behalf of the agency.

d. Transfers of information within the agency, to other state agencies, or to local units government, as
appropriate, to administer the program for which the information is collected.

e. Information released to staff of federal and state entities for audit purposes or to determine whether the agency is operating a program lawfully.

f. Any disclosure specifically authorized by the statute under which the record is collected or maintained.

817—6.10(17A,22) Consensual disclosure of confidential records.

6.10(1) Consent to disclosure by a subject. The subject may consent in writing to agency disclosure of confidential records as provided in rule 6.7(17A,22).

6.10(2) Complaints to public officials. A letter from a subject of a confidential record to a public official which seeks the official’s intervention on behalf of the subject in a matter that involves the agency may be treated as an authorization to release sufficient information about the subject to the official to resolve the matter.

817—6.11(17A,22) Release to subject. The subject of a confidential record may file a written request to review the subject’s confidential records. However, the agency need not release the following records to the subject:

1. The identity of a person providing information to the agency when the information is authorized as confidential pursuant to Iowa Code subsection 22.7(18).
2. The work product of an attorney or otherwise privileged information.
3. Peace officers’ investigative reports, except as required by Iowa Code subsection 22.7(5).
4. Those otherwise authorized by law.

817—6.12(17A,22) Availability of records. This rule lists the agency records which are open to the public, those which are confidential, and those which are partially open and partially confidential.

Agency records are listed by category, according to the legal basis for confidential treatment (if any). The commission administers federally funded programs to enforce confidentiality standards for federal law and regulations as are required for receipt of the funds. A single record may contain information from several categories.

The chart indicates whether the record contains personally identifiable information and indicates the legal authority for confidentiality and for the collection of personally identifiable information.

Abbreviations used in the chart are defined as follows:

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
<th>Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Open for public inspection</td>
<td>O/C</td>
<td>Partially open and partially confidential</td>
</tr>
<tr>
<td>C</td>
<td>Confidential/Not open to the public</td>
<td>O/E</td>
<td>Partially open to members of the public and partially exempt from disclosure</td>
</tr>
<tr>
<td>E</td>
<td>Exempt from mandatory disclosure</td>
<td>NA</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>
### Description of Record

<table>
<thead>
<tr>
<th>Description of Record</th>
<th>Type of Record</th>
<th>Legal Authority For Confidentiality</th>
<th>Personally Identifiable Information</th>
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<tbody>
<tr>
<td>Records of Commission and Committees</td>
<td>O/E</td>
<td>Iowa Code 21.5</td>
<td>No</td>
</tr>
<tr>
<td>Rule Making</td>
<td>O</td>
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These rules are intended to implement Iowa Code chapters 17A and 22 and Executive Order No. 48. [Filed 11/16/94, Notice 6/22/94—published 12/7/94, effective 1/11/95]

### CHAPTER 7

**RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)**

**817—7.1(15H) Purpose and program description.** The purpose of the retired and senior volunteer program (RSVP) is to identify and address priority community needs through the mobilization of adult volunteers aged 55 and over, thereby recognizing and using the competence, wisdom and experience of this age group for the benefit of all Iowans. RSVP grants will give support to each RSVP project serving Iowa and provide discretionary grants on a competitive basis for RSVP project expansion. The commission administers two types of RSVP grants:

**7.1(1) RSVP grant.** Each RSVP project which has a current memorandum of agreement to operate an RSVP project from the Corporation for National and Community Service (the federal domestic volunteer agency) is to be allocated a share of state funds appropriated for distribution. Each RSVP project shall submit to the commission a budget outlining the method by which the project will expend the grant allotted to the project and other information as requested by the commission.

**7.1(2) State-developed RSVP project grants.** From state funds appropriated by the legislature, RSVP projects will be developed that are consistent with the goals of the Corporation for National and Community Service, RSVP and the commission. After a review by the grant review committee pursuant to subrule 7.4(3), grants will be awarded on a competitive basis by the commission and the Corporation for National and Community Service to local organizations or groups to initiate new RSVP projects. Decisions to make state funding available for new state-developed programs or existing program expansions must be approved by the commission.

**817—7.2(15H) Applications.** Appropriate forms and applications for each grant are available from the commission or the Corporation for National and Community Service.

**817—7.3(15H) Grant criteria.** To respond to funding priorities, as funds are made available, the executive director of the commission and the state director of the Corporation for National and Community Service will coordinate in
establishing criteria for the awarding of state-developed projects. At a minimum, the criteria will contain the following:

1. Goals and objectives of the project;
2. The qualifications of the applicant to manage funds;
3. Letters of local support verifying coordination and cooperation and the need for volunteers;
4. Total project budget;
5. Evidence of ability to submit timely and accurate reports;
6. Description and time line of planned activities;
7. Agreement to develop for the project a community partnership group whose membership should include a cross section of the community served;
8. Description of the applicant organization, including staffing pattern; and
9. Documentation of the applicant’s ability to provide the required local match.

817—7.4(15H) Application process for new state-developed project grants.

7.4(1) The commission and the Corporation for National and Community Service shall issue a request for proposals containing project criteria and application forms for the appropriate fiscal year.

7.4(2) The applicant shall submit the completed application to the commission according to the time line identified in the request for proposals.

7.4(3) Applications submitted will be reviewed by a grant review committee, which is composed of up to two representatives of each of the following: the Corporation for National and Community Service, the Iowa commission on volunteer service, and the citizens of Iowa. Using the criteria in rule 7.3(15H), the committee will review the applications for appropriateness and to determine the merit of the project.

7.4(4) Applicants whose projects have been selected for funding shall be notified by the commission.

7.4(5) The commission will contract with the approved applicant(s) for the appropriate fiscal year, July 1 to June 30.

817—7.5(15H) Administration of grants. The commission shall prepare contractual agreements for the grants.

7.5(1) Execution of contract. The contract shall be executed by the executive director of the commission and the duly authorized official of the local RSVP project.

7.5(2) Contract requirements. The contract shall include due dates and the process for the submission of project reports and financial reports.

7.5(3) Reporting. All grant recipients shall submit biannual progress and financial reports to the Corporation for National and Community Service and provide these reports to the commission.

7.5(4) Distribution of funds. The base-level formula for distribution of funds will be based on the 2001 state funding levels. When applicable, any relinquished funds will be distributed based on the existing formula. New programs that are not state-developed will begin at the minimum funding level.

7.5(5) Training. Up to 1.5 percent of funds designated for RSVP grants may be retained by the commission for training and technical assistance for RSVP project directors and members.

7.5(6) Administrative funds. The commission or any other state agency may not retain RSVP grant funds for administration or any other purpose not designated pursuant to this chapter.

817—7.6(15H) Reversion of funds. Grant funds not expended by the project by June 30 shall revert to the commission.

These rules are intended to implement Iowa Code section 15H.2(3)“i.”

[Filed emergency 6/24/05 after Notice 5/11/05—published 7/20/05, effective 7/1/05]

[Filed 9/7/07, Notice 5/9/07—published 9/26/07, effective 10/31/07]

CHAPTER 8

IOWA YOUTH MENTORING PROGRAM CERTIFICATION

The purpose of the Iowa mentoring partnership is to certify mentoring programs that meet standards outlined in the Elements of Effective Practice for Mentoring™, published by the National Mentoring Partnership, that have been established for youth mentoring programs. The Iowa mentoring partnership also provides training, resources and support services to local mentoring programs. In partnership with certified programs, the Iowa mentoring partnership strives to increase the capacity of mentoring programs, raise statewide awareness of the positive benefits of mentoring children and youth, and enhance the quality of mentoring relationships in Iowa.
**817—8.1(15H) Definitions.**

"Certification" means the process for identifying youth mentoring programs as meeting the criteria for effective practice in order to become eligible for financial and technical assistance.

"Commission" means the Iowa commission on volunteer service.

"Conditional certification" means a temporary certification identifying a youth mentoring program before the program is fully operational in order for the program to apply for financial and technical assistance.

"Mentoring certification application" means the application, which was developed by the Iowa mentoring partnership and Iowa commission on volunteer service and which can be adopted by all agencies and departments of state government to determine an applicant’s designation as a certified mentoring program. The application contains information that can be used to determine an applicant’s designation as a certified mentoring program.

"Mentoring program" or "youth mentoring program" means a program that provides older mentors to youth, provided that the program meets all of the following requirements:

1. The program is located in this state;
2. The program is operated as a public or private not-for-profit entity, part of a school or area education agency, or part of a faith-based community;
3. Youth served by the program are between the ages of 5 and 23.

**817—8.2(15H) Certification.** Based on each mentoring program’s self-assessment (completed via the mentoring certification application), the commission is responsible for ascertaining whether a youth mentoring program is qualified to be designated as a certified mentoring program.

8.2(1) Full certification. Before a mentoring program can participate in the Iowa mentoring partnership, it must be certified by the commission.

a. A review team shall review applications from youth mentoring programs to determine whether the mentoring programs are eligible to participate in the program.

b. Full certification means the commission has determined that the youth mentoring program has met the established standards.

c. Applications for mentoring program certification are available from the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309 and the Iowa mentoring partnership’s Web site (www.iowamentoring.org).

d. Applicants shall receive written notification of the commission’s decision.

e. To remain in good standing as a program with full certification, mentoring programs must verify continued certification by submitting required reports.

8.2(2) Conditional certification. Some mentoring programs are temporarily certified before the program becomes fully operational or before the program has met the standards for full certification.

a. Conditional certification may be in effect for six months and may be used for the purpose of applying for financial and technical assistance available to certified mentoring programs. The commission may grant an extension of conditional certification if it is determined that significant progress is being made toward meeting the requirements for full certification.

b. The mentoring program name will not be included on the Iowa mentoring partnership Web site, nor will the program be referred potential mentors, until the mentoring program has been fully certified. The Web site of the Iowa mentoring partnership is www.iowamentoring.org.

c. It shall be the responsibility of the mentoring program to notify the commission when the program believes it has met the certification criteria.

d. Additional documentation may be required of new mentoring programs to verify elements of the application. Mentoring programs may be requested to provide documentation of continued eligibility at any time during and after conditional certification.

8.2(3) Recertification. Certified youth mentoring programs shall submit verification of continued eligibility to the commission at least every two years.

a. The form for recertification shall be provided by the commission.

b. Other documents and regular reporting will be requested throughout the certification period to verify the continuing eligibility of the mentoring program.

8.2(4) Documentation. Various and specific documentation may be required by the commission during the certification process. Each program shall provide relevant information upon the commission’s request in order to be considered for certification.

Applications shall be signed by an authorized representative of the organization.
8.2(5) Reapplication. A mentoring program may reapply upon proof of compliance with Iowa youth mentoring program certification standards. Any program that is denied certification or decertified for any reason bears the burden of proving that all deficiencies previously cited have been corrected. Corrections shall be in accordance with requirements of the Iowa mentoring partnership. Applications may be requested from the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309, or the Iowa mentoring partnership’s Web site (www.iowamentoring.org).

8.2(6) Notification. The commission shall be notified within 30 days following a change in the mentoring program director or authorized representative of the certified mentoring program.

817—8.3 (15H) Description of application. The Iowa mentoring partnership application requires information about individuals who manage and administer the local mentoring program.

8.3(1) Specific questions are included on the application regarding mentoring program operations, training, number of mentors and mentees, structure of the program, and other information to determine whether the program meets the certification standards established in rules 817—8.4(15H) and 817—8.5(15H).

8.3(2) Information contained in the application may be reviewed by the applicant upon request to the Iowa Commission on Volunteer Service, 200 East Grand Avenue, Des Moines, Iowa 50309. Material to be added to a file may be sent to the commission at the above address.

817—8.4(15H) Basis for certification standards. The commission has established standards to certify youth mentoring programs. These standards are based on the Elements of Effective Practice for Mentoring™, published by the National Mentoring Partnership. These elements are based on the work of a panel of experts convened by the National Mentoring Partnership to produce a set of rigorous mentoring guidelines, providing the gold standard for quality mentoring for more than a decade.

8.4(1) Statement of purpose. The mentoring program should have a statement of purpose and long-range plan that include:
   a. Who, what, where, when, why, and how activities will be performed.
   b. Input from originators, staff, funders, potential volunteers, and participants.
   c. Assessment of community need.
   d. Realistic, attainable, and easy-to-understand operational plan.
   e. Funding and resource development plan.

8.4(2) Recruitment plan. The mentoring program shall have recruitment plans for both mentors and participants that include:
   a. Strategies that portray accurate expectations and benefits.
   b. Year-round marketing and public relations strategies.
   c. Targeted outreach based on participants’ needs.
   d. Volunteer opportunities beyond mentoring.
   e. A goal of serving at least 12 youth, computed as an average of the number of youth served over the preceding three program years.

8.4(3) Orientation. The mentoring program shall have an orientation for mentors and mentees that includes:
   a. Program overview.
   b. Description of eligibility, screening process, and suitability requirements.
   c. Level of commitment expected (time, energy, flexibility).
   d. Expectations and restrictions (accountability).
   e. Expected benefits and rewards of the program.
   f. A separate focus for potential mentors and participants.
   g. A summary of program policies, including but not limited to policies on written reports, interviews, evaluations, and reimbursement.

8.4(4) Eligibility. The mentoring program shall have eligibility screening for mentors and participants that includes:
   a. A written application and review process.
   b. A face-to-face interview and, for community-based programs, a home visit.
   c. Reference checks for mentors, which may include character references, a child abuse registry check, a driving record check, and a criminal record check as legally permissible.
   d. Suitability criteria that relate to the program’s statement of purpose and needs of the target population. Criteria may include some or all of the following: personality profile, skills identification, gender, age, language, racial requirements, level of education, career interests, motivation for volunteering, and academic standing.
   e. Successful completion of prematch training and orientation.
8.4(5) Training curriculum. The mentoring program shall have a readiness and training curriculum for all mentors and participants that includes:
   a. Knowledgeable trainers.
   b. Orientation to the program and resource network, including information and referral, other support services, and schools.
   c. Skills development as appropriate.
   d. Cultural/heritage sensitivity and appreciation training.
   e. Guidelines for participants on how to get the most out of the mentoring relationship.
   f. Dos and don’ts of relationship management.
   g. Job and role descriptions.
   h. Confidentiality and liability information.
   i. Crisis management/problem-solving resources.
   j. Communications skills development.
   k. Ongoing sessions as necessary.

8.4(6) Matching strategy. The mentoring program should have a matching strategy that includes:
   a. A commitment to consistency.
   b. A grounding in the program’s eligibility criteria.
   c. Appropriate criteria for matches, including some or all of the following: gender, age, language requirements, availability, needs, interests, preferences of volunteer and participant, life experience, and temperament.
   d. Staff assistance with the first meeting.

8.4(7) Monitoring process. The mentoring program should have a monitoring process that includes:
   a. Consistent, scheduled meetings with staff, mentors, and participants.
   b. A tracking system for ongoing assessment.
   c. Written records.
   d. Input from community partners, family, and significant others.
   e. A process for managing grievances, praise, rematching, interpersonal problem solving, and premature relationship closure.

8.4(8) Mentor support and recognition. The mentoring program should have a support, recognition, and retention component that includes:
   a. Ongoing peer support groups for volunteers, participants, and others.
   b. Ongoing training and development.
   c. Relevant discussion of issues and dissemination of information.
   d. Regular mentor recognition and appreciation.

8.4(9) Closure. The mentoring program should have closure steps that include:
   a. Private and confidential exit interviews regarding the mentoring relationship between:
      (1) Participant and staff;
      (2) Mentor and staff; and
      (3) Program staff and teachers or parents or both, as appropriate.
   b. Clearly stated policy for future contacts.
   c. Assistance to participants in defining future steps for achieving personal goals.

8.4(10) Evaluation. The mentoring program should have an evaluation process based on:
   a. Outcome analysis of the program and mentoring relationships.
   b. Program criteria and statement of purpose.
   c. Informational needs of board, funders, community partners, and other supporters of the program.

8.4(11) Additional certification standards. The commission also utilizes the Elements of Effective Practice for Mentoring™, published by the National Mentoring Partnership, to determine the primary areas of review for mentoring program certification. These areas are intended to indicate whether programs are operating under the quality policies and procedures established by a national panel of mentoring program experts, researchers and others.
   a. History of operation. Mentoring programs shall have an established history of operation of two years (24 months). Programs that have been operating less than 24 months may be granted full certification but will be required to provide quarterly updates to the Iowa mentoring partnership.
   b. Length of match. Mentoring programs shall meet minimum requirements for length of match based on program type.
      (1) Community-based programs, including E-mentoring programs, shall establish an initial commitment of one year with new or potential mentors.
(2) School-based programs, including E-mentoring programs, shall establish an initial commitment of nine months with new or potential mentors.

c. Minimum monthly contact. Mentoring programs shall meet minimum requirements for monthly contact based on program type.

(1) Matches in community-based programs shall meet for a minimum of four hours per month with a consistent schedule.

(2) School-based programs shall meet for a minimum of two hours per month with a consistent schedule.

(3) E-mentoring programs shall have contact via E-mail a minimum of once per week.

d. Background checks. Mentoring programs shall meet minimum requirements for checking the background of mentor applicants.

(1) Criminal background and sex offender registry checks for mentors over the age of 18.

(2) Reference checks for mentors under the age of 18.

e. Pre-match mentor training. Mentoring programs shall meet minimum requirements for training of mentors. At least two hours of pre-match training and preparation activities shall be provided to new mentors.

817—8.5(15H) Special consideration. In addition to the standards set forth in rule 817—8.4(15H), the commission may give consideration to other factors to determine certification status in order to ensure that only high-quality youth mentoring programs are certified.

8.5(1) On-site audits. At the discretion of the commission, on-site audits may be conducted to determine certification.

8.5(2) Reporting. Programs that fail to submit required documentation are at risk of decertification and may be deemed ineligible to receive the benefits of certification, including complimentary training registration and inclusion on the Iowa mentoring partnership Web site.

817—8.6(15H) Decertification. A youth mentoring program shall be decertified by the commission if it is determined that the program no longer meets the certification standards identified herein for a high-quality mentoring program, if program personnel cannot be contacted by the commission, if the program fails to provide documents requested by the commission or if the program fails to complete the required Iowa mentoring partnership quarterly reports.

8.6(1) Written notice of the intent to revoke certification shall be provided to a youth mentoring program when the commission determines that there is reasonable cause to believe the program does not comply with the rules contained herein. Notice shall be sent by United States mail at least 20 days before decertification becomes effective.

8.6(2) If the commission sends a letter by first-class mail to the last-known address provided to the commission by the youth mentoring program and the letter is returned as undeliverable, this may be considered grounds for decertification.

8.6(3) Decertification procedures may be initiated by the commission or following investigation of a complaint filed by the general public. A request for an investigation from the public must be in written form and shall specify the reason(s) why the certified youth mentoring program no longer meets the certification standards. Supporting documentation may be attached to the request. The identity of the complainant is confidential pursuant to Iowa Code section 22.7(18).

8.6(4) Benefits and designation as a certified mentoring program will continue until the final decision is issued by the commission.

817—8.7(15H) Fraudulent practices in connection with certified mentoring programs. A person is considered to be guilty of a fraudulent practice if the person knowingly falsifies information on an application for the purpose of obtaining certification and any other potential benefits, including those offered through the Iowa mentoring partnership or other state contracts and grants available only to certified mentoring programs.

The commission may investigate allegations or complaints of fraudulent practices and will take action to decertify a youth mentoring program upon concluding that a violation has occurred.

A violation under this rule is grounds for decertification of the youth mentoring program responsible for the violation. Decertification shall be in addition to any penalty otherwise authorized.
817—8.8(15H) Appeal procedure. Commission decisions regarding certified mentoring programs may be contested by an adversely affected party as detailed in 817—Chapter 5. These rules are intended to implement Iowa Code chapter 15H.
[Filed 9/7/07, Notice 5/9/07—published 9/26/07, effective 10/31/07]
[Filed ARC 9574B (Notice ARC 9341B, IAB 1/26/11), IAB 6/29/11, effective 8/3/11]

CHAPTER 9
IOWA SUMMER YOUTH CORPS

817—9.1(83GA,SF482) Purpose and program description. The purpose of the Iowa summer youth corps is to provide youth with meaningful community service opportunities along with instruction and reflection activities to enrich the learning experience, teach civic responsibility, and strengthen communities. On a competitive basis, Iowa summer youth corps grants will give support to summer youth corps projects in Iowa. The program is established under the authority of the Iowa commission on volunteer service, pursuant to Iowa Code chapter 15H as amended by 2009 Iowa Acts, Senate File 482.

817—9.2(83GA,SF482) Applications. Appropriate forms and applications for grants are available from the commission at www.volunteeriowa.org.

817—9.3(83GA,SF482) Incentives. Incentives will be determined by federal funding guidelines or restrictions depending on the source of funds utilized for the Iowa summer youth corps in a given grant year. Types of incentives may include:
1. Education awards that may be used to further educational attainment and that may be earned upon completion of a defined number of hours;
2. Living allowances that are not considered wages but are paid evenly over the course of a service period; or
3. Wages that are based on the hours worked.
Types of incentives or combinations of incentives that may be used for a program design will be described in the application instructions.

817—9.4(83GA,SF482) Grant criteria. To respond to funding priorities, as funds are made available, the executive director of the commission will establish criteria consistent with federal regulations. If federal funds are being offered, applicants will be considered on a competitive basis. At a minimum, the criteria will contain the following:
1. Goals and objectives of the project;
2. Qualifications of the applicant to manage funds;
3. For new and recompeting applicants, letters of local support verifying coordination and communitywide cooperation;
4. Total project budget;
5. For previous grantees, evidence of ability to submit timely and accurate reports;
6. Description and time line of planned activities;
7. Agreement to develop for the project a community partnership group whose membership should include a cross section of the community served;
8. Description of the applicant organization, including staffing pattern; and
9. Documentation of the applicant’s ability to provide the required local match.

817—9.5(83GA,SF482) Designated funds. A percentage of the grants will be designated by the commission to address the needs of the city enterprise zones that meet the distress criteria outlined in Iowa Code section 15E.194.

817—9.6(83GA,SF482) Application process for new grants.
9.6(1) The commission shall issue a request for proposals containing project criteria and application forms for the appropriate fiscal year.
9.6(2) The applicant shall submit the completed application to the commission according to the time line identified in the request for proposals.
9.6(3) Applications submitted will be reviewed by a grant review committee, which is composed of members of the commission grant review committee, individuals with expertise in youth programming, and the citizens of Iowa. Using the criteria in rule 817—9.4(83GA,SF482), the committee will review the applications for
appropriateness and to determine the merit of the project.

9.6(4) Applicants whose projects have been selected for funding shall be notified by the commission.

817—9.7(83GA, SF482) Administration of grants.

9.7(1) Contracts. The commission shall prepare contractual agreements for the grants.
   a. The contract shall be executed by the executive director of the commission and the duly authorized
      official of the project.
   b. The contract shall include due dates and the process for the submission of project reports and financial
      reports.

9.7(2) Reporting. All grant recipients shall submit progress and financial reports to the commission as outlined
      in the contract.

9.7(3) Availability of funds. Separate request for proposals will only be issued when there are funds available
      for this program. To the extent allowable by federal regulations, summer youth corps will always be an acceptable
      program model for annual AmeriCorps grants and will be listed in the annual AmeriCorps program request for
      proposals.

817—9.8(83GA, SF482) Reversion of funds. Grant funds not expended by the project closeout date shall revert to
      the commission.

These rules are intended to implement 2009 Iowa Acts, Senate File 482, section 1.
[Filed Emergency ARC 8158B, IAB 9/23/09, effective 9/2/09]
[Filed ARC 8315B (Notice ARC 8159B, IAB 9/23/09), IAB 12/2/09, effective 1/6/10]

CHAPTER 10
IOWA GREEN CORPS

817—10.1(83GA, SF482) Purpose and program description. The purpose of the Iowa green corps is to provide
      youth with meaningful community service opportunities in addition to providing capacity-building activities,
      training, and implementation of major transformative projects in communities, which emphasize energy efficiency,
      historic preservation, neighborhood development, and stormwater reduction and management. On a competitive
      basis, Iowa green corps grants will give support to AmeriCorps or summer youth corps projects in Iowa. The
      program is established under the authority of the Iowa commission on volunteer service, pursuant to Iowa Code
      chapter 15H as amended by 2009 Iowa Acts, Senate File 482.

817—10.2(83GA, SF482) Applications. Appropriate forms and applications for grants are available from the
      commission at www.volunteeriowa.org.

817—10.3(83GA, SF482) Incentives. Incentives will be determined by federal funding guidelines or restrictions
      depending on the source of funds utilized for the Iowa green corps in a given grant year. Types of incentives may
      include:
      1. Education awards that may be used to further educational attainment and that may be earned upon
         completion of a defined number of hours;
      2. Living allowances that are not considered wages but are paid evenly over the course of a service period;
      or
      3. Wages that are based on the hours worked.
      Types of incentives or combinations of incentives that may be used for a program design will be described in
      the application instructions.

817—10.4(83GA, SF482) Grant criteria. To respond to funding priorities, as funds are made available, the executive
      director of the commission will establish criteria consistent with federal regulations. If federal funds are being
      offered, applicants will be considered on a competitive basis. At a minimum, the criteria will contain the following:
      1. Goals and objectives of the project;
      2. Qualifications of the applicant to manage funds;
      3. For new and recompeting applicants, letters of local support verifying coordination and communitywide
         cooperation;
      4. Total project budget;
      5. For previous grantees, evidence of ability to submit timely and accurate reports;
      6. Description and time line of planned activities;
7. Agreement to develop for the project a community partnership group whose membership should include a cross section of the community served;
8. Description of the applicant organization, including staffing pattern; and
9. Documentation of the applicant’s ability to provide the required local match.

817—10.5(83GA,SF482) Designated funds. A percentage of the grants may be designated by the commission to address capacity-building activities that target communities that are already working with existing community improvement programs, including but not limited to the Iowa great places program established under Iowa Code section 303.3C, the green streets and main street Iowa programs administered by the Iowa department of economic development, and disaster remediation activities by communities located within an area declared to be a disaster area by the President of the United States or the governor of the state of Iowa.

817—10.6(83GA,SF482) Application process for new grants.
10.6(1) The commission shall issue a request for proposals containing project criteria and application forms for the applicable fiscal year.
10.6(2) The applicant shall submit the completed application to the commission according to the time line identified in the request for proposals.
10.6(3) Applications submitted will be reviewed by a grant review committee, which is composed of members of the commission grant review committee, individuals with expertise in youth programming, and the citizens of Iowa. Using the criteria in rule 817—10.4(83GA,SF482), the committee will review the applications for appropriateness and to determine the merit of the project.
10.6(4) Applicants whose projects have been selected for funding shall be notified by the commission.

817—10.7(83GA,SF482) Administration of grants.
10.7(1) Contracts. The commission shall prepare contractual agreements for the grants.
   a. The contract shall be executed by the executive director of the commission and the duly authorized official of the project.
   b. The contract shall include due dates and the process for the submission of project reports and financial reports.
10.7(2) Reporting. All grant recipients shall submit progress and financial reports to the commission.
10.7(3) Availability of funds. Separate request for proposals will only be issued when there are available funds for this program. To the extent allowable by federal regulations, Iowa green corps will always be an acceptable program model for annual AmeriCorps grants and will be listed in the annual AmeriCorps program request for proposals.

817—10.8(83GA,SF482) Reversion of funds. Grant funds not expended by the project closeout date shall revert to the commission.

These rules are intended to implement 2009 Iowa Acts, Senate File 482, section 2.
[Filed Emergency ARC 8158B, IAB 9/23/09, effective 9/2/09]
[Filed ARC 8315B (Notice ARC 8159B, IAB 9/23/09), IAB 12/2/09, effective 1/6/10]
3.5.e. Open Meetings

CHAPTER 21
OFFICIAL MEETINGS OPEN TO PUBLIC
(OPEN MEETINGS)


21.1 Intent — declaration of policy.
21.2 Definitions.
21.3 Meetings of governmental bodies.
21.4 Public notice.
21.5 Closed session.
21.6 Enforcement.
21.7 Rules of conduct at meetings.
21.8 Electronic meetings.
21.9 Employment conditions discussed.
21.10 Information to be provided.
21.11 Applicability to nonprofit corporations.

### 21.1 Intent — declaration of policy.

This chapter seeks to assure, through a requirement of open meetings of governmental bodies, that the basis and rationale of governmental decisions, as well as those decisions themselves, are easily accessible to the people. Ambiguity in the construction or application of this chapter should be resolved in favor of openness.

### 21.2 Definitions.

As used in this chapter:

1. “Governmental body” means:
   a. A board, council, commission, or other governing body expressly created by the statutes of this state or by executive order.
   b. A board, council, commission, or other governing body of a political subdivision or tax-supported district in this state.
   c. A multimembered body formally and directly created by one or more boards, councils, commissions, or other governing bodies subject to paragraphs “a” and “b” of this subsection.
   d. Those multimembered bodies to which the state board of regents or a president of a university has delegated the responsibility for the management and control of the intercollegiate athletic programs at the state universities.
   e. An advisory board, advisory commission, or task force created by the governor or the general assembly to develop and make recommendations on public policy issues.
   f. A nonprofit corporation other than a fair conducting a fair event as provided in chapter 174, whose facilities or indebtedness are supported in whole or in part with property tax revenue and which is licensed to conduct pari-mutuel wagering pursuant to chapter 99D or a nonprofit corporation which is a successor to the nonprofit corporation which built the facility.
   g. A nonprofit corporation licensed to conduct gambling games pursuant to chapter 99F.
   h. An advisory board, advisory commission, advisory committee, task force, or other body created by statute or executive order of this state or created by an executive order of a political subdivision of this state to develop and make recommendations on public policy issues.
   i. The governing body of a drainage or levee district as provided in chapter 468, including a board as defined in section 468.3, regardless of how the district is organized.
   j. An advisory board, advisory commission, advisory committee, task force, or other body created by an entity organized under chapter 28E, or by the administrator or joint board specified in a chapter 28E agreement, to develop and make recommendations on public policy issues.

2. “Meeting” means a gathering in person or by electronic means, formal or informal, of a majority of the members of a governmental body where there is deliberation or action upon any matter within the scope of the governmental body’s policy-making duties. Meetings shall not include a gathering of members of a governmental body for purely ministerial or social purposes when there is no discussion of policy or no intent to avoid the purposes of this chapter.

3. “Open session” means a meeting to which all members of the public have access.
21.3 Meetings of governmental bodies. Meetings of governmental bodies shall be preceded by public notice as provided in section 21.4 and shall be held in open session unless closed sessions are expressly permitted by law. Except as provided in section 21.5, all actions and discussions at meetings of governmental bodies, whether formal or informal, shall be conducted and executed in open session.

Each governmental body shall keep minutes of all its meetings showing the date, time and place, the members present, and the action taken at each meeting. The minutes shall show the results of each vote taken and information sufficient to indicate the vote of each member present. The vote of each member present shall be made public at the open session. The minutes shall be public records open to public inspection.

21.4 Public notice. 1. Except as provided in subsection 3, a governmental body shall give notice of the time, date, and place of each meeting including a reconvened meeting of the governmental body, and the tentative agenda of the meeting, in a manner reasonably calculated to apprise the public of that information. Reasonable notice shall include advising the news media who have filed a request for notice with the governmental body and posting the notice on a bulletin board or other prominent place which is easily accessible to the public and clearly designated for that purpose at the principal office of the body holding the meeting, or if no such office exists, at the building in which the meeting is to be held.

2. a. Notice conforming with all of the requirements of subsection 1 of this section shall be given at least twenty-four hours prior to the commencement of any meeting of a governmental body unless for good cause such notice is impossible or impractical, in which case as much notice as is reasonably possible shall be given. Each meeting shall be held at a place reasonably accessible to the public, and at a time reasonably convenient to the public, unless for good cause such a place or time is impossible or impractical. Special access to the meeting may be granted to persons with disabilities.

b. When it is necessary to hold a meeting on less than twenty-four hours’ notice, or at a place that is not reasonably accessible to the public, or at a time that is not reasonably convenient to the public, the nature of the good cause justifying that departure from the normal requirements shall be stated in the minutes.

3. Subsection 1 does not apply to any of the following:
   a. A meeting reconvened within four hours of the start of its recess, where an announcement of the time, date, and place of the reconvened meeting is made at the original meeting in open session and recorded in the minutes of the meeting and there is no change in the agenda.
   b. A meeting held by a formally constituted subunit of a parent governmental body during a lawful meeting of the parent governmental body or during a recess in that meeting of up to four hours, or a meeting of that subunit immediately following the meeting of the parent governmental body, if the meeting of that subunit is publicly announced in open session at the parent meeting and the subject of the meeting reasonably coincides with the subjects discussed or acted upon by the parent governmental body.

4. If another section of the Code requires a manner of giving specific notice of a meeting, hearing, or an intent to take action by a governmental body, compliance with that section shall constitute compliance with the notice requirements of this section.

21.5 Closed session. 1. A governmental body may hold a closed session only by affirmative public vote of either two-thirds of the members of the body or all of the members present at the meeting. A governmental body may hold a closed session only to the extent a closed session is necessary for any of the following reasons:
   a. To review or discuss records which are required or authorized by state or federal law to be kept confidential or to be kept confidential as a condition for that governmental body’s possession or continued receipt of federal funds.
   b. To discuss application for letters patent.
   c. To discuss strategy with counsel in matters that are presently in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage the position of the governmental body in that litigation.
   d. To discuss the contents of a licensing examination or whether to initiate licensee disciplinary investigations or proceedings if the governmental body is a licensing or examining board.
   e. To discuss whether to conduct a hearing or to conduct hearings to suspend or expel a student, unless an open session is requested by the student or a parent or guardian of the student if the student is a minor.
   f. To discuss the decision to be rendered in a contested case conducted according to the provisions of chapter 17A.
   g. To avoid disclosure of specific law enforcement matters, such as current or proposed investigations, inspection or auditing techniques or schedules, which if disclosed would enable law violators to avoid detection.
   h. To avoid disclosure of specific law enforcement matters, such as allowable tolerances or criteria for the selection, prosecution, or settlement of cases, which if disclosed would facilitate disregard of requirements imposed by law.
i. To evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual’s reputation and that individual requests a closed session.

j. To discuss the purchase or sale of particular real estate only where premature disclosure could be reasonably expected to increase the price the governmental body would have to pay for that property or reduce the price the governmental body would receive for that property. The minutes and the audio recording of a session closed under this paragraph shall be available for public examination when the transaction discussed is completed.

k. To discuss information contained in records in the custody of a governmental body that are confidential records pursuant to section 22.7, subsection 50.

l. To discuss patient care quality and process improvement initiatives in a meeting of a public hospital or to discuss marketing and pricing strategies or similar proprietary information in a meeting of a public hospital, where public disclosure of such information would harm such a hospital’s competitive position when no public purpose would be served by public disclosure. The minutes and the audio recording of a closed session under this paragraph shall be available for public inspection when the public disclosure would no longer harm the hospital’s competitive position. For purposes of this paragraph, “public hospital” means the same as defined in section 249J.3. This paragraph does not apply to the information required to be disclosed pursuant to section 347.13, subsection 11, or to any discussions relating to terms or conditions of employment, including but not limited to compensation of an officer or employee or group of officers or employees.

2. The vote of each member on the question of holding the closed session and the reason for holding the closed session by reference to a specific exemption under this section shall be announced publicly at the open session and entered in the minutes. A governmental body shall not discuss any business during a closed session which does not directly relate to the specific reason announced as justification for the closed session.

3. Final action by any governmental body on any matter shall be taken in an open session unless some other provision of the Code expressly permits such actions to be taken in closed session.

4. A governmental body shall keep detailed minutes of all discussion, persons present, and action occurring at a closed session, and shall also audio record all of the closed session. The detailed minutes and audio recording of a closed session shall be sealed and shall not be public records open to public inspection. However, upon order of the court in an action to enforce this chapter, the detailed minutes and audio recording shall be unsealed and examined by the court in camera. The court shall then determine what part, if any, of the minutes should be disclosed to the party seeking enforcement of this chapter for use in that enforcement proceeding. In determining whether any portion of the minutes or recording shall be disclosed to such a party for this purpose, the court shall weigh the prejudicial effects to the public interest of the disclosure of any portion of the minutes or recording in question, against its probative value as evidence in an enforcement proceeding. After such a determination, the court may permit inspection and use of all or portions of the detailed minutes and audio recording by the party seeking enforcement of this chapter. A governmental body shall keep the detailed minutes and audio recording of any closed session for a period of at least one year from the date of that meeting, except as otherwise required by law.

5. Nothing in this section requires a governmental body to hold a closed session to discuss or act upon any matter.

21.6 Enforcement.

1. The remedies provided by this section against state governmental bodies shall be in addition to those provided by section 17A.19. Any aggrieved person, taxpayer to, or citizen of, the state of Iowa, or the attorney general or county attorney, may seek judicial enforcement of the requirements of this chapter. Suits to enforce this chapter shall be brought in the district court for the county in which the governmental body has its principal place of business.

2. Once a party seeking judicial enforcement of this chapter demonstrates to the court that the body in question is subject to the requirements of this chapter and has held a closed session, the burden of going forward shall be on the body and its members to demonstrate compliance with the requirements of this chapter.

3. Upon a finding by a preponderance of the evidence that a governmental body has violated any provision of this chapter, a court:
   a. Shall assess each member of the governmental body who participated in its violation damages in the amount of not more than five hundred dollars and not less than one hundred dollars. However, if a member of a governmental body knowingly participated in such a violation, damages shall be in the amount of not more than two thousand five hundred dollars and not less than one thousand dollars. These damages shall be paid by the court imposing it to the state of Iowa, if the body in question is a state governmental body, or to the local government involved if the body in question is a local governmental body. A member of a governmental body found to have violated this chapter shall not be assessed such damages if that member proves that the member did any of the following:
      (1) Voted against the closed session.
      (2) Had good reason to believe and in good faith believed facts which, if true, would have indicated compliance with all the requirements of this chapter.
(3) Reasonably relied upon a decision of a court, a formal opinion of the attorney general, or the attorney for the governmental body, given in writing, or as memorialized in the minutes of the meeting at which a formal oral opinion was given, or an advisory opinion of the attorney general or the attorney for the governmental body, given in writing.

b. Shall order the payment of all costs and reasonable attorney fees in the trial and appellate courts to any party successfully establishing a violation of this chapter. The costs and fees shall be paid by those members of the governmental body who are assessed damages under paragraph “a”. If no such members exist because they have a lawful defense under that paragraph to the imposition of such damages, the costs and fees shall be paid to the successful party from the budget of the offending governmental body or its parent.

c. Shall void any action taken in violation of this chapter, if the suit for enforcement of this chapter is brought within six months of the violation and the court finds under the facts of the particular case that the public interest in the enforcement of the policy of this chapter outweighs the public interest in sustaining the validity of the action taken in the closed session. This paragraph shall not apply to an action taken regarding the issuance of bonds or other evidence of indebtedness of a governmental body if a public hearing, election or public sale has been held regarding the bonds or evidence of indebtedness.

d. Shall issue an order removing a member of a governmental body from office if that member has engaged in a prior violation of this chapter for which damages were assessed against the member during the member’s term.

e. May issue a mandatory injunction punishable by civil contempt ordering the members of the offending governmental body to refrain for one year from any future violations of this chapter.

4. Ignorance of the legal requirements of this chapter shall be no defense to an enforcement proceeding brought under this section. A governmental body which is in doubt about the legality of closing a particular meeting is authorized to bring suit at the expense of that governmental body in the district court of the county of the governmental body’s principal place of business to ascertain the propriety of any such action, or seek a formal opinion of the attorney general or an attorney for governmental body.

21.7 Rules of conduct at meetings.

The public may use cameras or recording devices at any open session. Nothing in this chapter shall prevent a governmental body from making and enforcing reasonable rules for the conduct of its meetings to assure those meetings are orderly, and free from interference or interruption by spectators.

21.8 Electronic meetings.

1. A governmental body may conduct a meeting by electronic means only in circumstances where such a meeting in person is impossible or impractical and only if the governmental body complies with all of the following:

   a. The governmental body provides public access to the conversation of the meeting to the extent reasonably possible.

   b. The governmental body complies with section 21.4. For the purpose of this paragraph, the place of the meeting is the place from which the communication originates or where public access is provided to the conversation.

   c. Minutes are kept of the meeting. The minutes shall include a statement explaining why a meeting in person was impossible or impractical.

2. A meeting conducted in compliance with this section shall not be considered in violation of this chapter.

3. A meeting by electronic means may be conducted without complying with paragraph “a” of subsection 1 if conducted in accordance with all of the requirements for a closed session contained in section 21.5.

21.9 Employment conditions discussed.

A meeting of a governmental body to discuss strategy in matters relating to employment conditions of employees of the governmental body who are not covered by a collective bargaining agreement under chapter 20 is exempt from this chapter. For the purpose of this section, “employment conditions” mean areas included in the scope of negotiations listed in section 20.9.

21.10 Information to be provided.

The authority which appoints members of governmental bodies shall provide the members with information about this chapter and chapter 22. The appropriate commissioner of elections shall provide that information to members of elected governmental bodies.

21.11 Applicability to nonprofit corporations.

This chapter applies to nonprofit corporations which are defined as governmental bodies subject to section 21.2, subsection 1, paragraph “f”, only when the meetings conducted by the nonprofit corporations relate to the conduct of pari-mutuel racing and wagering pursuant to chapter 99D.
3.5.f. Cooperative Agreement between IEDA and ICVS

THE IOWA ECONOMIC DEVELOPMENT AUTHORITY

AND THE IOWA COMMISSION ON VOLUNTEER SERVICE

FOR CALENDAR YEARS 2013-2014

WHEREAS, the Iowa Commission on Volunteer Service (ICVS) is a state commission established by Executive Order Number 48, as amended by Executive Order Number 64, and as enacted by the 2005 Iowa Legislature in Iowa Code Chapter 15H, revised in 2011, and is charged with the responsibility of fulfilling the responsibilities listed including administering federal programming from the Corporation for National and Community Service; and

WHEREAS, the ICVS requests the Iowa Economic Development Authority (IEDA) to serve as its fiscal agent and employer of record for ICVS staff including support functions such as: personnel services, office space, communications, and computer and any other support functions mutually agreed to by the administrators of this Agreement; and

WHEREAS, IEDA is willing to serve as the fiscal agent for the ICVS and to provide other support services; and

WHEREAS, the ICVS and IEDA seek to make efficient use of their authority, powers, resources, and privileges by entering into this Cooperative Agreement to carry out its purposes;

NOW, THEREFORE, the ICVS and IEDA agree as follows:

1. PURPOSE. The purpose of this Agreement is to provide for the administration and operation of the Iowa Commission on Volunteer Service (ICVS).

2. MEMBERS. The Iowa Economic Development Authority and the Iowa Commission on Volunteer Service are members of this Agreement.

3. DURATION. The term of this Agreement shall be January 1, 2013 through December 31, 2014.

4. FINANCING AND FISCAL AGENT. IEDA shall serve as fiscal agent for the ICVS. In its capacity as fiscal agent, IEDA shall receive funds from the Corporation for National and Community Service and any state funds based upon annual grants or appropriations to the ICVS. As the fiscal agent, IEDA will process properly-documented claims submitted for payment, process payroll documents, provide monthly reports to the ICVS concerning the receipt and expenditure of funds, and complete all required federal financial reports. Should the ICVS obtain grants or contributions to administer other programs, IEDA agrees to assume the fiscal agent role for those grants and programs.

5. COST REIMBURSEMENT. The ICVS agrees to provide funding for indirect cost reimbursements specified under the IEDA federal indirect cost plan to the extent allowed under applicable federal guidelines up to $25,000 annually or any subsequent arrangement agreed to by the administrators of this Agreement. IEDA will provide at least 2.5 FTEs inkind to fulfill mutually beneficial functions or programming of the department and ICVS. The ICVS shall reimburse IEDA for the cost of any additional personnel assigned to the ICVS, excluding indirect cost recoveries and inkind staff and any other arrangements mutually agreed to by the administrators of this Agreement.

6. STAFF SUPERVISION. The ICVS Executive Director, shall be responsible to the ICVS board. IEDA may not unilaterally make any staffing decisions regarding the Executive Director; any action should be done in consultation with or at the direction of the ICVS Board. The Board Chair will consult with IEDA and the Governor’s Office regularly regarding the performance of the Executive Director. The ICVS Executive Committee shall conduct annual performance evaluations of the ICVS Executive Director using appropriate IEDA evaluation forms. This evaluation will be submitted to IEDA and/or the Governor’s Office by appropriate deadlines. IEDA retains right of approval of actions regarding ICVS staffing including approval of performance review recommendations and will work with ICVS to ensure state and departmental policies are followed regarding personnel actions. Additionally, IEDA shall work with the ICVS Executive Director regarding the staffing of the remainder of ICVS staff including the following:
• The ICVS Executive Director as the appointed administrator of this agreement for ICVS shall act as the supervisor for all Commission staff, and shall be authorized to direct the work of the staff. The Executive Director shall sign all documents requiring formal approval such as time sheets, leave requests, travel claims, contracts, work authorizations, and other claims. IEDA shall periodically consult with the ICVS Executive Director concerning the performance of ICVS staff. The ICVS Executive Director shall conduct annual performance evaluation of ICVS staff. As the employer of record and fiscal agent, IEDA must approve any performance review recommendations to ensure budget adequacy and consistency with department policies.

• In the event of a vacancy in an ICVS staff position, the Executive Director will work with IEDA to follow normal recruiting, interviewing and selection procedures. IEDA as the fiscal agent will authorize any new hiring. The Executive Director will have the responsibility for the final selection of staff hired to support ICVS. The ICVS shall be responsible for communicating with IEDA concerning the performance of IEDA staff assigned to the ICVS or who provide program and support services for the ICVS.

7. RECORD KEEPING. Records will be maintained by the ICVS and IEDA in a manner consistent with the reporting requirements the Department of Administrative Services - Accounting Enterprise, the State of Iowa Auditor’s Office, and the Corporation for National and Community Service. Time and attendance records and other source documentation sufficient to support expenditures will be provided by the ICVS and maintained by IEDA.

8. ICVS RESPONSIBILITY. The ICVS shall be responsible for developing and implementing a state service plan for achieving the goals specified in the federal regulations for the Corporation for National and Community Service (45 CFR Parts 2510, 2513, et al.) and in State of Iowa Chapter 15H.

The ICVS accepts full responsibility and liability for the operation and use of the AmeriCorps program and all other grant funds. The ICVS shall provide IEDA with all appropriate grant documents and regulations, documentation for grant matching funds, copies of contracts and subgrants, budget and other necessary financial information, and estimates of funds needed for each grant program for timely draw-down purposes.

ICVS staff shall participate in Community Development activity functions and toward the mutual goals of the division including participation in division initiatives such as the sustainable communities’ goals or any other activities mutually agreed to by the administrators of this Agreement.

9. IEDA RESPONSIBILITY. IEDA will provide personnel services, fiscal services, and other support services to the ICVS as mutually agreed to by the administrators of this Agreement. To the extent appropriate, the non-ICVS resources allocated by IEDA to this Agreement may be applied as matching funds for federal resources or other monies.

10. ANNUAL BUDGETS. The ICVS Executive Director will be responsible for preparing an annual budget that is approved by the ICVS and the IEDA administrator of this contract and meets all state, federal, and departmental requirements for appropriate uses of ICVS controlled funds. In the event of mid-year funding cuts or reductions in funding availability IEDA will consult ICVS Executive Director to make appropriate reductions.

11. TERMINATION. This Agreement may be terminated in part or completely with or without cause by either IEDA or the ICVS upon thirty (30) days written notice. If a partial or complete termination occurs, IEDA shall be responsible for the processing of financial reports up to the date of termination and for any necessary closeout activities and shall transfer any moneys appropriated or intended for ICVS for the remainder of the fiscal year.

12. AMENDMENTS. Any amendment to this Agreement shall be by the mutual consent of the parties, be in writing, and be appended to this Agreement.

13. ADMINISTRATORS. IEDA and the ICVS each will designate one representative to serve as administrators of this Cooperative Agreement; any change in administrators will be provided to the other party by written notification:

For IEDA: Terry Roberson    For ICVS: Adam Lounsbury

14. ASSIGNMENT. IEDA reserves the right to assign this Agreement upon thirty (30) days written notice to the ICVS. If an assignment occurs, IEDA shall be responsible for the processing of financial reports up to the date of assignment and for all necessary closeout activities shall transfer any moneys appropriated or intended for ICVS for the remainder of the fiscal year.
We, the undersigned, hereby execute and enter into this Agreement. Each party to this Agreement acknowledges that this document represents the complete Agreement of the parties. The parties further represent that they have been authorized to sign for and bind the organization represented. The effective date of this Agreement shall be 1/1/2011.

IOWA COMMISSION ON VOLUNTEER SERVICE:

_______________________________   ________________________
Patti Fields, ICVS Chair      Date

IOWA ECONOMIC DEVELOPMENT AUTHORITY:

_______________________________   _________________________
Debi Durham, IEDA Director      Date
3.6. Commission Policies (reviewed and adopted June 24, 2014)

ICVS COMMISSIONER POLICIES- [EXECUTIVE]

Commission Appointment Process
Interested parties wishing to join the Iowa Commission on Volunteer Service need to fill out a gubernatorial appointment resume. The Executive Director will seek Commission suggestions or nominations for potential commissioners meeting the criteria for Commission positions that need to be filled and will seek all avenues for pursuing qualified applicants through the Governor’s Office.

Once applications are completed, the ICVS Executive Director will make recommendations for commissioner appointments to the Governor. Gender, race, political party affiliation and geographic balance will be taken into account when making recommendations.

Commission Officers and Committee Chairpersons
The ICVS Chair and Vice Chair shall be elected by the Commission. The Commission shall select a nominating committee at the second to last scheduled meeting of the commission year. The nominating committee will recommend a slate of candidates, voted on by the commission at the last meeting of every commission year. The Chair and Vice Chair must be confirmed by a majority vote. All other committee chair, co-chair, or officer positions are determined and appointed by the ICVS Chair for one-year renewable terms. In addition to the committee chairs or officers, the Chair of the Commission will appoint the chair of the Grant Review Committee on an annual basis by the September commission meeting. All voting commissioners serving as chair, vice chair, committee chair or co-chair, or officer will also serve as members of the Executive Committee.

Commission Support
All commissioners are expected to bring resources to the commission. These resources may include financial contributions, partnership opportunities, programmatic opportunities, and other relationships to benefit or enhance the services and/or activities of the Commission.

Conflict of Interest
All commissioners are required to adhere to the conflict of interest policy and sign a general Conflict of Interest Statement annually.

A conflict of interest exits whenever there is a situation in which a commissioner may have financial or familial interest through use of funds under the control and direction of the Commission. Situations in which conflicts exist, include, but are not limited to: proposals from one’s own organization or family member; proposals from any organization with which one has had any type of employment relationship, past or present; proposals which cause a conflict between personal, professional, business, or employment interests, and the interests of the commission.

A commissioner should not vote or participate in discussions on an issue where a conflict exists, or where a conflict could be perceived to exist by a reasonable person. In addition, the commissioner is expected to sign a conflict of interest statement, announce that they have a conflict, and verbally abstain during any vote on the issue.

Confidentiality
Information contained within grant applications or documents in draft form provided to commissioners are not available to the general public. Therefore, commissioners and staff have professional and ethical responsibilities to only discuss confidential information with other commissioners or ICVS staff. Any information not available to the public should not be used to the benefit of any specific person or organization.

Delegation of Duties
The commission is responsible for all duties assigned to it by federal or state law. To carry out those functions, the commission may delegate certain non-policy-making functions to staff of the commission, the Iowa Economic Development Authority, other state government agencies or external agencies/entities at its discretion through the following means: Administrative Policy of the Commission, Administrative Rules, CNCS Commission Support Grant applications, agreements, contracts or official actions by the commission. The Commission Chair may also delegate non-policy-making functions not expressly delegated or covered by existing policy and in lieu of full commission approval by issuing a directive in writing to the commission Executive Director.
ICVS STAFF POLICIES- (EXECUTIVE)

Delegated Duties of Executive Director
The Executive Director is the authorized administrator of the Commission and shall sign all documents requiring formal approval such as time sheets, leave requests, travel claims, contracts, work authorizations, and other claims on behalf of the Commission necessary to implement actions approved by the Commission in fulfilling its duties. The Executive Director will serve as the authorized representative; acting on behalf of the Commission in implementing the Commission’s state service plan, or any Commission approved grant application, including accepting and committing funds, or any other initiative approved by the commission. The Executive Director will not expend funds or resources of the commission for activities not directed by the Commission or necessary to comply with state and federal laws and regulations regarding administration of the ICVS and its programs. The Executive Director is authorized to speak on behalf of the commission to policy makers, media or any external partners and may enter into formal agreements on behalf of the Commission.

Executive Director
In the case of a vacancy, the Commission Chair will work with the Iowa Economic Development Authority (Authority or IEDA) in naming an interim Executive Director. The Executive Committee will name a search committee and seek qualified applicants nationally. The Executive Committee will interview candidates and select a qualified applicant following appropriate policies of the State and Authority. The Director of the Authority may participate or have a designee participate on the search or interview committees. Any selection must have the consensus approval of the ICVS Executive Committee and if employed by the Authority, the Director of the Authority.

Executive Director Performance Review
The Executive Director shall be responsible to the Commission and receive annual performance reviews based on progress toward goals, management of ICVS staff, Commission compliance, and other aspects of their performance in carrying out the responsibilities of the Commission. Once the Executive Committee has concluded its review, the information will be submitted to the Director of the Economic Development Authority for final approval as the employer of record and fiscal agent.

The Board Chair will consult with the Authority regularly regarding the performance of the Executive Director. The ICVS Executive Committee shall conduct annual performance evaluations of the ICVS Executive Director using appropriate IEDA evaluation forms. This evaluation will be submitted by appropriate deadlines.

Executive Director Misconduct
The Economic Development Authority, as the employer of record and fiscal agent of the Commission, should be notified immediately if Executive Director misconduct or illegal behavior is suspected.

Executive Director Removal
With a majority vote, the Commission may at any time request, with or without cause, the removal of the Executive Director as staff to the Commission, at which time the Authority may act regarding employment with the Authority.

The Authority may not unilaterally make any staffing decisions regarding the Executive Director; any action should be done in consultation with or at the direction of the ICVS Commission or Executive Committee.

Staff Hiring/Termination/Performance Review
The Executive Director, following appropriate state and departmental procedures, will conduct all hiring, terminations, and performance reviews of staff assigned to the ICVS. When conducting performance reviews, the Executive Director may seek consultation from the appropriate ICVS committee chair. The Authority shall have the right of approval of actions regarding Commission staffing including approval of performance review recommendations and will work with the Commission to ensure state and departmental policies are followed regarding personnel actions. The ICVS Executive Director, as the appointed administrator of the Commission, shall act as the supervisor for all commission staff, and shall be authorized to direct the work of the staff in fulfilling the directives of the Commission and the duties delegated to the Commission staff.

In the event of a vacancy in an ICVS staff position, the Executive Director will work with the Authority to follow normal recruiting, interviewing and selection procedures. The Authority, as the fiscal agent and employer of record for ICVS, will be responsible for authorizing any new hiring. The Executive Director will have the responsibility for the final selection of staff
hired to support ICVS. The Executive Director shall be responsible for communicating with the Authority concerning the performance of staff assigned to the Commission.

**ICVS Staff Background Check (adopted March 14, 2013)**

ICVS staff members that are “covered individuals,” as defined in the Corporation for National and Community Service’s Criminal History Records Check Rule, must meet criminal history check requirements. All ICVS staff that are covered individuals under the requirements of the Rule will have their background checks initiated on or before their first day of work. In general, this includes a National Sex Offender Registry check (online) and a state criminal history check in Iowa. If the prospective employee resides in another state at the time of application, a state criminal records check from the state of residence is also required. Furthermore, if the individual, by the nature of their work, has recurring access to vulnerable populations as defined in the Rule, an FBI fingerprint-based check is also required. ICVS staff will initiate the sex offender registry check and IEDA human resources staff will conduct the state background check(s). Both checks will be retained in the IEDA human resources files.

In addition to the covered individuals clearly defined in the rule (such as certain staff funded by AmeriCorps VISTA and Volunteer Generation Fund), the ICVS has determined that staff who provide technical assistance, training and guidance to AmeriCorps programs as part of the 1% administrative commission share that is withheld from formula and competitive grantees are considered covered individuals. Therefore, Program Officers whose time is charged to the 1% commission share (accounts 3688 and 3689) are required to undergo appropriate background checks. Based upon review of staff activities under these grants, it is determined that no staff meet the criteria for the three-part check (predicted, recurring, scheduled contact with vulnerable populations), but that a two-part check is required for covered staff who began work on or after April 21, 2011. The background check requirements do not apply to individuals in the Administrative Support grant or to contractors/consultants.

**Governor Transition**

Prior to each gubernatorial election, the Commission Chair will convene a committee to develop a transition plan to maintain the work of the Commission.

**Legal Review/Counsel**

If there is a need for legal review or guidance on issues before the Commission, the Commission or commission staff will consult on issue(s) with the Authority legal counsel or may consult the Iowa Attorney General or CNCS legal counsel for an informal or formal opinion.

**LOYBING AND POLITICAL ACTIVITY- (EXECUTIVE)**

Commissioners and Commission staff should follow all guidance or regulations from CNCS regarding political activity and lobbying while representing the Commission and/or any of its CNCS funded programs.

**Political Activity**

*Executive Director.* Volunteerism is a nonpartisan issue and the Executive Director, staff and commissioners are expected to be discreet in any personal political or partisan activities and shall avoid any overtly public partisan activity that may jeopardize the public perception of the Commission. They shall avoid all such activity while representing the Commission or conducting Commission business.

Commission events will not promote any political party or candidate for elected office. Staff or commissioners planning Commission events that feature elected officials should take precautions to avoid campaigning and should ensure events are official in nature. When possible, invitations to Commission events should be given to elected officials representing both parties and event planners should undertake steps to avoid the perception of partisanship.

**Lobbying**

Commission staff and commissioners will not lobby lawmakers (as defined by CNCS) when charging time or incidental travel expenses to grant funds or as match to grant funds directly related to lobbying. Under no circumstances should any costs or time directly related to lobbying be charged to ICVS federal funds. Commissioners, the Executive Director, and staff should charge any time spent on these activities or related travel expenses to a non-matching account to ensure adequate documentation that expenses related to lobbying activities are not charged to federal grants. Lobbying does not include providing education about programs or services or specific inquiries from elected officials; it does include activities designed to influence specific legislation.
COMMUNICATIONS - (ENGAGEMENT)

Commission Correspondence
All mass correspondence from ICVS members or staff to the entire commission must be approved by the Executive Director or Commission Chair. Commissioners or staff should never communicate in their official capacity for matters unrelated to the work of the commission nor target commissioners in communication unrelated to the work of the commission.

Media
All media contacts should be referred to the Executive Director. Staff should not talk to the media regarding ICVS business unless delegated to do so by the Executive Director or Commission Chair. If the media contacts commissioners about specific ICVS programmatic issues, they should contact the Executive Director before granting an interview. If staff does communicate with a member of the media, an e-mail summary including the name of the media person, what was discussed and any materials shared should be sent to the Executive Director and the IEDA communications director immediately following the contact.

Elected Officials
Staff should refer all contacts from congressional offices, legislature, White House, and Governor’s Office to the Executive Director, unless inquiries are specific to them. Staff should not contact any elected official regarding the activities of the ICVS without prior approval from the Executive Director. The Executive Director should seek approval from the Governor’s Office or director of the Office of State and Federal Relations before contacting elected officials on behalf of the state.

Commission Reports
Staff will prepare quarterly reports for the Governor and Legislature detailing the commission’s progress towards fulfilling the objectives defined by Iowa Code and the commission’s state service plan as defined by state and federal law, as well as grantee performance results. The reports will be completed within three weeks of the end of each fiscal quarter and will be provided to the Governor, Lt. Governor, Legislature, Director of the IEDA and all commissioners.

Staff will prepare bi-weekly e-mail reports to commissioners to keep them informed of progress and activities between regularly scheduled commission meetings. Information will include: dates of upcoming meetings, activities, and special events; personnel items; program updates; and other timely news and announcements.

Open Meetings Notice - Iowa Code Chapter 21
The ICVS is a governmental body and is required to hold meetings open to the public. A meeting is defined by the Iowa Code as “a gathering in person or by electronic means, formal or informal, of a majority of the members of a governmental body where there is deliberation or action upon any matter within the scope of the governmental body’s policy-making duties. Meetings shall not include a gathering of members of a governmental body for purely ministerial or social purposes when there is no discussion of policy or no intent to avoid the purposes of this chapter.”

All commission meetings, trainings, and special events are to be posted on the online “Calendar of Events” within the ICVS website as soon as dates are confirmed. In addition, and in accordance with Iowa Code Ch. 21, commission meeting notices must be released to the public at least 24 hours in advance of the meeting and must include, at a minimum, the date, time, place, and tentative agenda.

BUDGET - (EXECUTIVE)

On an annual basis, the Executive Director will develop the commission’s Administrative Support Grant budget that will be presented to the CNCS. This budget will undergo review and discussion by the Executive Committee, followed by review and approval by the full commission. If time does not allow, the Executive Committee review may be bypassed.

Administrative Grant Matching
The commission staff will comply with all matching resource requirements of the CNCS, including a one-to-one match of the Administrative Support Grant allocation. The accountant will maintain documentation of the matching funds and this information will be included in regular budgetary updates to the commission.

Financial Reporting
The commission staff will provide regular reports (Federal Financial Reports [FFR] and close out reports) to the CNCS as required by regulations and provisions. The accountant and senior program officer will work together to ensure that
reports are accurate and provided in a timely basis to the CNCS. The accountant will ensure that all figures provided in the
reports tie directly to the figures in the state’s accounting system.

Budget Amendments
The Executive Director will seek commission approval in the form of a budget amendment for significant deviations
(unbudgeted expenditures in excess of $5,000 or changes or planned deviations from budget sections greater than 10%) from
the approved Administrative Support budget. CNCS requirements for budget amendments should be followed. If changes to
the grant are needed immediately (grant amount changes, CNCS negotiation, etc.) the Executive Director may amend
the budget without commission approval but the commission should approve a final or corrected budget once all changes
are made. The commission will approve non-budgeted or ICVS Partnership Fund expenditures unless new funds are
raised specifically for the expenditure. The Executive Director may expend commission funds necessary to implement
commission directives within the approved budget and the guidance of this section.

End of Year Budget Changes for Administrative Support Grant
To maximize use of federal funds already awarded to ICVS, the Executive Director has the authority to make end of year
budget adjustments/amendments to utilize unexpended funds, carry funds forward to the next year and/or to request a
no-cost extension to allow for additional spending under the current grant cycle. These actions may be made without
commission approval. Notification to the commission will occur at the next commission or executive committee meeting.

Expenditures
Only the Chair or the Executive Director shall be authorized to approve expenditure of commission funds. Staff should seek
preapproval from the Executive Director prior to expending funds or entering into agreements.

Contracts and Agreements
The commission will follow all state and federal regulations regarding contracting, including remaining within the CNCS
maximum daily rate for consultants. All ICVS contracts should be reviewed by both the Executive Director and a designated
representative of the Authority. The commission Executive Director and the Chair are the only authorized representatives allowed to sign contracts or enter into agreements on behalf of the commission unless otherwise
degated. The commission Executive Director may also terminate a contract or agreement with just cause and in
accordance with contract provisions.

Requests for Funding
Funding requests will be accepted by the commission only through established grant application procedures. Memberships
or sponsorships must be consistent with the budget and goals and objectives of the Commission.

TRAINING- (ENGAGEMENT)

Commissioner Orientation/Training
ICVS will offer an annual orientation/training for newly appointed commissioners. The orientation will cover the mission
and history of the commission, its relationship with the CNCS, the activities of the commission, commissioner roles and
responsibilities, commission meeting dates and other relevant information.

Commission Leaders Training
The Executive Director and/or Commission Chair will provide committee chairs, co-chairs, and officers with information
about the responsibilities of commission leadership positions.

Grantee & Program Training
ICVS endeavors to provide programs and grantees with training and support designed to help strengthen program
operations and encourage an environment for continuous improvement. Towards this end, ICVS will conduct an annual
survey of programs and grantees to determine training needs. In addition, ICVS staff will provide input on training needs
based on program monitoring. Based on these results, ICVS will develop an annual training plan to maximize resources and
build partnerships between programs. Following each training, a survey will be conducted to determine the results of the
training and assist ICVS in improving future training opportunities.

Volunteer Orientation and Training
Commission staff will engage volunteers throughout the organization to help achieve our mission. ICVS staff will provide a
volunteer orientation and training to volunteers, with an overview of our organization, a connection between their role as a
volunteer and our mission and specific training relevant to their volunteer task.
Statewide or Regional Training
To strengthen volunteer and nonprofit management capacity in the state, ICVS will work with statewide partners to support volunteer and nonprofit management training. On an annual basis, ICVS will make a determination of the format, partners, and details of the training. As with all ICVS training, data from past conference surveys and staff input will inform the training sessions. Post-training evaluations will be conducted to determine the results of the training.

VOLUNTEER RECRUITMENT- (ENGAGEMENT)

Commission Volunteer Recruitment
Commission staff will recruit volunteers to support our mission using the statewide volunteer recruitment portal, social networking, personal and professional contacts and other means. Commission volunteers will have their duties outlined in a position description that will be the basis of recruitment. Commission staff will assess volunteers through a variety of means to determine if they are a fit for our organization and to identify training needs, recognition preferences and other components that will assist ICVS staff in providing positive volunteer experiences. If possible, position descriptions will allow flexibility to maximize the skills, schedule and interests of the volunteer in meeting commission goals.

VOLUNTEER ENGAGEMENT- (ENGAGEMENT)

Commission Volunteer Management
Commission staff will develop a commission volunteer management plan and system to enable volunteers to effectively contribute to all aspects of the commission’s work. The system will include developing policies and procedures to support all components of effective volunteer management, such as recruitment, training, supervision, tracking/reporting, evaluation and recognition. Commission staff will receive training and support in volunteer management and related systems.

VOLUNTEER RECOGNITION- (ENGAGEMENT)

Commission Volunteer Recognition
Commission staff will recognize volunteers in a variety of means, keeping in mind the recognition preferences the volunteer indicated at the time of application or interview with ICVS. ICVS staff will provide ongoing recognition and demonstrate appreciation for the volunteers that serve with our organization through a variety of means, including verbal or written thank yous, nomination for state and national awards, profiling on social media or in press situations, letters of recommendation or other means.

Statewide Volunteer Recognition
Iowa’s State Service Plan (SSP) includes “Support statewide volunteer recognition for outstanding individual volunteers, volunteer groups, volunteer management leaders and quality volunteer programs” as a priority and strategy for “Building a Culture and Climate of Service”. On an annual basis, the following statewide recognition programs operated by the commission will be evaluated and revised as appropriate, including the:

- Governor’s Volunteer Awards
- Iowa Volunteer Hall of Fame
- Excellence in Mentoring Awards

Outgoing Commissioner Recognition
Governor’s Volunteer Awards are given to each outgoing commissioner regardless of whether they completed their term. Plaques are given to each outgoing commissioner as they leave their last term.

STATE SERVICE PLAN (SSP)- (EXECUTIVE)

On an annual basis, the commission will review the three-year SSP, evaluate progress on the goals outlined, and make revisions. Every three years, the commission will review and revise the SSP to ensure compliance with the latest CNCS Organizational Management Standard.

In conjunction with the development and periodic revision of the SSP, the commission will conduct a statewide analysis to help guide the planning or revision process including:

- Statewide statistics or trends on volunteerism and national service.
• Identification of geographic areas of focus.
• Identification of specific areas of priority for Iowa or any region or geographic subdivisions.
• Identification of new strategies to promote the increased involvement of Iowa’s citizens.

**REVIEW OF POLICIES- (EXECUTIVE)**

On an annual basis, the administrative policies of the Commission will be reviewed by the Executive Committee or an appropriately designated committee that will make recommendations for revisions to the full commission.

If changes to a policy are required or implemented during the year, they will be drafted by staff, reviewed by the appropriate commission committee and then brought to the full commission or executive committee for approval. Once adopted, revised or new policies will be incorporated into the appropriate policy manual.

**GRANT APPLICATION- (PROGRAM DEVELOPMENT)**

Grant competitions will be held in accordance with state policies. ICVS staff will draft the Request for Application (RFA) language and the commission or Executive Committee will approve the RFA prior to issuance.

**GRANT REVIEW- (PROGRAM DEVELOPMENT)**

Special Initiatives (adopted March 14, 2013)

Occasionally CNCS will make federal funding available for specialized initiatives based on focus areas/priorities, restricted funding, disaster, or other reasons. To maximize the ability for Iowa programs and grantees to respond to these initiatives, ICVS staff has discretion to address these issues, while still meeting federal requirements. Discretionary areas may include: extending deadlines, providing assistance with partnership and funding development, offering staff technical assistance and guidance, limiting participation to current grantees or others based on feasibility. ICVS staff will retain documentation of the special initiative and the steps ICVS took to meet the initiative’s requirements. ICVS staff will inform the Commission of these initiatives and variances.

**Staff Role**

Applications for funding will be submitted as instructed by ICVS staff. Staff will review applications; particularly the budget, budget narrative and performance measures sections to ensure that deadlines and guidelines are met and that appropriate attachments and supporting documents are included. Applications meeting requirements and received by the deadline are eligible for review and consideration. In advance of the committee meeting, staff will work with applicants to ensure budgets are balanced and meet application requirements. In addition, staff will work with the applicants to ensure performance measures are reasonable and accurate. Staff will share feedback from the ICVS grant review process and any federal or state-level grant review feedback with the applicants as part of the continuous improvement process.

**Continuation Grants**

Grants that are within an established multi-year grant cycle (such as 3-year AmeriCorps competitive), will undergo a thorough staff review and not be included in the regular grant review process. Based on this review, comments and suggestions for improvement will be provided to the applicants and they will have an opportunity to make changes to their grant applications. Staff will discuss the continuation applicants with the Program Development Committee during its regular current grant application consideration and recommendation cycle. If staff deems that any significant member, financial or program management issues exist, a discussion related to the program and its application’s status will occur at the Program Development Committee level. (This is for situations in which the funder generally provides funding on a multi-year basis unless significant issues exist with the program that merit reduction or termination of funding.)

**Federal or State Competitive Funding Grants**

In the case where an application will undergo state or federal review by another agency, ICVS staff will be responsible for conducting the state level review to prevent duplicative efforts by our grant review committee volunteers. Staff review will include reading the applications, providing comments and feedback, and, if applicable, scores. ICVS staff will make a recommendation to the commission or Executive Committee to advance a portion of AmeriCorps applications received by ICVS to CNCS for peer and staff review at the national level. Staff will share feedback from staff review in negotiating or clarifying with applicants to prepare applications for final review and approval. After making changes to their applications, applicants will re-submit their grants for final review and submission. The federal or state funder will review and make a determination as to which of these programs are selected for competitive funding.
National Competition Only
This process will be implemented for grants competing ONLY at the national level and not considered for state formula funding. In some cases, a federal funder may open a competition at the national level only. In these situations, ICVS will support applicants by opening a prime application the the organizations to apply; however, other support from ICVS may be limited. ICVS staff will conduct a basic review of the application and may elect to not submit applications that are non-compliant or that are of poor quality. ICVS staff will inform commissioners of the result of the process.

National Direct Consultation
Staff will provide review, input and consultation related to any AmeriCorps National Direct applicants who apply to operate a program in Iowa. Staff will provide consultation and gather information on the implications of operation of these projects in Iowa. Examples include: potential conflicts with other AmeriCorps programs, locations for operation, state priorities, etc.
ICVS staff will provide input to CNCS on these applicants in the format and timeline noted by CNCS. ICVS staff will inform commissioners of the result of the consultation.

Applicant Notification
Applicants will be notified of the commission and state and federal-level funding decisions within a reasonable timeline after ICVS is notified or the commission takes action. As part of the continuous improvement process, staff will provide the applicant with a written summary of comments from staff, grant review committee and state or federal review.

Grant Review Committee
Term
The term of service for a Grant Review Committee member will be one calendar year. There is not a limit on the number of years a member may serve on the committee.

Chair Role
The Grant Review Committee Chair will work with the ICVS staff lead for grant review to build the grant review team on an annual basis. Consideration will be given to appoint individuals from the commission as well as others who meet the committee member criteria.

Member Criteria
A mix of commissioners and non-commissioners from diverse backgrounds with non-profit, grant-writing, volunteer management, training and/or financial expertise will serve on the committee. Additionally, individuals with specific grant area expertise for commission programs, such as AmeriCorps, Volunteer Center, RSVP, or other national service programs will be recruited for the review team. In cases where more than one funding type is available, ICVS staff may identify more than one grant review team to correspond with the funding types. In cases where specific activities may be proposed, ICVS staff will seek reviewers with additional expertise in those areas as appropriate.

Training
Prior to the grant review process, new reviewers will receive a grant review orientation/training. In addition, all reviewers will receive support materials, such as the Notice of Federal Funding Opportunity (NOFA), application guidelines, and summary of any changes from prior years’ application processes. Electronic score sheets and score summary forms will be provided to the reviewers.

Frequency
The Grant Review Committee will convene on an as-needed basis throughout the year corresponding with application deadlines. There are generally one or two meetings or conference calls approximately in advance of the grant deadline.

Conflict of Interest
A conflict of interest arises when an individual’s association with a grant applicant may cause them to apply a more lenient or biased standard to an application, or when it appears reasonable that such a conflict may exist. This may occur if a committee member is directly or indirectly affiliated with an organization that has submitted a grant proposal for review. Any potential conflict of interest should be reported to the commission staff or Executive Director. The Grant Review Committee (GRC) chair and/or Commission Chair will determine if, according to federal regulations, such a conflict renders an individual incapable of serving on the Grant Review Committee and will notify the potential committee member.

Confidentiality
Information contained within the grant applications is not available to the general public. Therefore, committee members have special professional and ethical responsibilities. Information provided to committee members should be used only
during the evaluation process and discussed only with other committee members or commission staff. Information from the grant review process should not be used to the benefit of any specific person or organization.

Role
The grant review committee will read the non-continuation applications and based on the criteria provided, score the applications and provide comments and feedback. In addition, the grant review committee may have the opportunity to have applicants provide presentations or respond to questions from the committee. The grant review committee will determine a consensus rank order for the applications based on the information received during the grant review process. The rank order will be provided to the Program Development Committee of the commission.

Program Development Committee Role
The Program Development Committee will consider the information from the Grant Review Committee, as well as staff feedback and staff recommendations based on program performance demonstrated through site visits, program, financial and member monitoring and other factors that affect quality program management and outcomes. In addition, staff will provide feedback to the Program Development Committee pertaining to the grant application in areas such as budget, performance measures and overall program development. ICVS staff will also review financial reports from new programs and provide feedback to the committee on funding. These factors will be weighed by the Program Development Committee before making a recommendation to the full commission regarding program funding.

The Program Development Committee will also consider other factors as appropriate for funding depending on the grant program, such as state and federal funding priorities, program distribution across the state, diversity of program models, diversity of issue areas, planning grants, cost effectiveness and cost per Member Service Year (MSY). In addition, funding recommendations of the Program Development Committee will consider the amount of funding available, sustainability for AmeriCorps programs that have lost their competitive funding status, potential supplemental funding opportunities, etc.

Federal & State Level Funding
Once the Corporation has made its determination about competitive funding, the Program Development Committee will use the information from the Grant Review Committee, applicant presentations, considerations noted above and staff feedback to make a recommendation on AmeriCorps formula funding to the full commission.

Commission Role
Federal & State Level Competitive Grants
Commissioners will act on the recommendation of staff review of competitive applicants, voting to advance a portion of AmeriCorps applications received by ICVS to federal or state level for inclusion in the peer and/or staff review structure at the state or national level.
Continuation Grants
Commissioners will act to submit continuation grants for ongoing funding.

CONTINUATION REVIEW PROCESS
Grants within an established multi-year grant cycle (such as 3-year AmeriCorps competitive), will undergo a thorough staff review and not be included in the regular grant review process. Staff will discuss the continuation applicants with the Program Development Committee during its regular current grant application consideration and recommendation cycle. If staff deems significant member, financial or program management issues exist, a discussion related to the program and its application’s status will occur at the Program Development Committee level. This includes situations in which the funder generally provides funding on a multi-year basis unless significant issues exist with the program that merit reduction or termination of funding.

Program Notification
Following the action of the full commission, applicants will be informed of the final approval or denial of their application. Staff will enter into processing grant agreements as required by ICVS policies.

Staff will provide the program with a written summary of comments from the staff review as well as official notification whether their application was recommended for advancement to the full commission or not. Applicants will have an opportunity to make final edits before submitting their final proposal.
ICVS REVIEW OF NATIONAL AMERICORPS APPLICANTS

AMERICORPS VISTA HOST SITE SELECTION POLICY- (PROGRAM DEVELOPMENT) (adopted Feb. 24, 2014)

The commission is currently a grantee within the AmeriCorps VISTA program and directly coordinates a VISTA project. VISTA members may be placed directly with the commission or with partner host sites if VISTA placements with partner sites are determined to be furthering commission goals. The commission will use the following procedure for awarding VISTA positions to partner agencies.

All interested VISTA host sites will complete the VISTA host site application. Applications will be accepted on a rolling basis. Applications will be reviewed by the ICVS staff to determine whether the proposed goals and activities of the VISTA placement fit within commission-identified priority areas. Current priorities are K-12 education and veterans. New priorities may be added annually at the time of application to CNCS.

Approved VISTA host site applicants will be placed into a pool and will be considered by the ICVS staff when VISTA slots are made available. The ICVS reserves the right to place members within our own agency first. Staff will then choose partner sites from the approved pool, taking into consideration the potential host sites’ available cash match, the fit of the proposed activities with commission and CNCS priorities, the quality of proposed service activities, the ability of partners to meet the needs of unserved or underserved communities, the past performance of previous partner sites, and other factors that help determine which placements would best further commission strategic goals. Finally, if the VISTA slots awarded to the ICVS cannot be filled internally or through placements at approved partner sites, ICVS staff may consider and award placements to other partners in the commission-approved priority areas.

ONLINE VOLUNTEER MATCHING SYSTEM POLICY- (ENGAGEMENT)

Statewide Volunteer Recruitment

In accordance with the directive from Iowa Code 15H to “develop a statewide recruitment and placement system for individuals interested in community service opportunities”, the ICVS will limit volunteer opportunities shared through its online system with the following criteria:

To ensure each volunteer opportunity posted through the statewide portal, “volunteeriowa.org”, meets the ICVS’ statewide volunteer recruitment policy, each organization must certify they meet these terms and conditions:

Acceptance of Terms and Conditions of Use:

Your use indicates your acceptance of the Terms and Conditions listed below. From time to time these Terms and Conditions may be revised by updating this document and posting it on the website. If at any time you do not agree to these Terms and Conditions, you must cease your use of this website.

1. You are solely responsible for posting/updating your agency content. Your agency/opportunities go through an approval process that usually takes about 48 hours.
2. The Iowa Commission on Volunteer Service reserves the right to refuse posting any agencies whose volunteer programs’ missions and purposes it finds contrary to the spirit of volunteerism.

Registering agencies agree:

1. To provide volunteer opportunities which DO NOT discriminate based on race, color, religion, sex, sexual orientation, marital status, age, national origin, political belief, or physical or mental disability;
2. All volunteer opportunities must fulfill a charitable mission;
3. Any volunteer opportunities with a primary purpose of facilitating the advancement of any political party or candidate, religion, or for-profit business shall not be allowed;
4. To provide a safe environment in which to work;
5. To continue receiving referrals, agencies are required to:
   o Include at least one volunteer opportunity
   o Update volunteer opportunities at least every 6 months
   o Update contact information
   o Notify ICVS when volunteer opportunities are filled
By continuing, you agree to both the above terms of service and these legal notices

Selected legal notices (related to restrictions on Organizations/Opportunities):

Description of Service
The services (the “Services”) are services offered through this website (the “website”) by ICVS (“we” or “us”). The Services include any offerings on this website or any website affiliated with Volunteer Iowa. The Services are available to prospective volunteers who register to use the Services, donors who make contributions through the website, and any other individuals using the website (“Users”) and to legally incorporated nonprofit or government entities, schools, faith-based organizations, neighborhood associations recognized as such by the applicable city or county, and for-profit organizations that engage volunteers in direct client contact and any other entities using the website (“Organizations”); collectively. Organizations and Users shall be referred to as “You” or “you”. The Services are offered to more than one Organization; Organizations acknowledge that the Services are intended to facilitate Organizations’ abilities to connect with potential volunteers. Accordingly, these Terms of Service are non-exclusive, and nothing in these Terms of Service will be construed to prevent us from allowing other organizations to participate in the Services.

Conduct
You are solely responsible for your information and warrant that you have all legal rights and licenses necessary for you to grant us a license to your information. In connection with the Services and content, you will not: (a) act in an unwanted, threatening, harassing, abusive or offensive manner toward any user; (b) use any of the Services for political, commercial or advertising purposes; (c) harm or exploit minors in any way, which includes requesting personal or other information; (d) post, submit or otherwise do anything with the Services, content, or website that is unlawful, harmful, tortious, defamatory, profane, obscene, libelous, or hateful to the average user; (e) act in a racially, ethnically, or otherwise objectionable manner; (f) collect or store personal data of any other user; (g) post or reference indecent or pornographic materials (whether in visual, textual, or audio format); (h) discuss, incite or otherwise solicit illegal activity; (i) violate or infringe upon the confidentiality, or proprietary or other rights, of any individual or third party; (j) send any communications to any user for any purpose other than personal use; or (k) transmit fraudulent, deceptive, or misleading communications or intercept or attempt to intercept email or other private communications not intended for you. In addition, by posting your information to the website, you represent that you have all necessary rights in and to your information, and that your information will not infringe on any personal or proprietary rights of any third parties.

III. Terms Applicable Specifically to Organizations

Warranty by Organization
Organizations that list opportunities with us represent and warrant that they are either (a) legally incorporated nonprofit or government entities, schools, faith-based organizations, neighborhood associations recognized as such by the applicable city or county, or (b) for-profit organizations that engage volunteers in direct client contact.

SOCIAL MEDIA/WEBSITE USER POLICY- (ENGAGEMENT)
To ensure that ICVS social media maintains a sense of professionalism and decorum, ICVS has developed the following terms and conditions that govern the use of its social media site postings and users. This information will be posted prominently on our social media outlets and website(s) to ensure that users are familiar with the terms.

The following User Policy (“Policy”) governs the use of official Iowa Commission on Volunteer Service (Volunteer Iowa) social media sites and web pages to include social networking pages, blogs and file sharing sites, along with all policies applicable to ICVS information. Please read the rules contained in this Policy carefully. Your use of any aspect of the websites will constitute your agreement to comply with these rules. If you cannot agree with these rules, please do not use the websites. The Policy may be modified from time to time; the date of the most recent revisions will appear on this page. Continued access of the website by you will constitute your acceptance of any changes or revisions to the Policy. Your failure to follow these rules, whether listed below or in bulletins posted at various points in the website, may result in suspension or termination of your access to the website without notice.

COMMENTS BY OTHERS ARE NOT ENDORSED. The Iowa Commission on Volunteer Service does not necessarily endorse, support, sanction, encourage, verify or agree with the comments, opinions, or statements posted on the website. Any information or material placed online, including advice and opinions, are the views and responsibility
of those making the comments and do not necessarily represent the views of the Iowa Commission on Volunteer Service, the State of Iowa or its third party service providers. By submitting a comment for posting, you agree that the Iowa Commission on Volunteer Service, the State of Iowa and its third party service providers are not responsible, and shall have no liability to you, with respect to any information or materials posted by others, including defamatory, offensive or illicit material, even material that violates this Policy.

EDITING AND DELETIONS. The Iowa Commission on Volunteer Service reserves the right, but undertakes no duty, to review, edit, move or delete any material submitted as a comment to the information provided for display or placed on the social media sites in its sole discretion, without notice. Comments submitted to these sites will be reviewed and a representative sample may be posted on the site or inappropriate comments may be deleted at the sole discretion of the Iowa Commission on Volunteer Service. We hope to receive submissions from all viewpoints, but we ask that all participants agree to the following Terms of Participation:

- To ensure constructive dialogue, please post only comments related and relevant to the Iowa Commission on Volunteer Service and its mission.
- Refrain from posting questions that contain threats, obscenity, material that would violate the law if published here, abusive, defamatory or sexually explicit material.
- Submissions containing the following are NOT allowed:
  - Obscene or threatening language or discrimination (hate speech) based on protected classes such as race, sex, gender, religion, national origin, age, or disability.
  - Promotion of services or products (not including non-commercial links that are relevant to the topic).
  - Personal or sensitive information (phone numbers, email or postal addresses).
  - Comments or photos that suggest or encourage illegal activity.
  - Solicitations or advertisements. This includes promotion or endorsement of any financial, commercial or non-governmental agency. The appearance of external links on this site does not constitute official endorsement on behalf of the Iowa Commission on Volunteer Service.
  - Attempts to defame or defraud any financial, commercial or non-governmental agency.

EXTERNAL LINKS (INCLUDING ADVERTISING LINKS) AND DISCLAIMER. The appearance of external hyperlinks does not constitute endorsement by the Iowa Commission on Volunteer Service of the linked websites, or the information, products or services contained therein. The Iowa Commission on Volunteer Service does not exercise any editorial control over the information you may find at these locations. All links are provided consistent with the stated purpose of these websites. Reference to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by the Iowa Commission on Volunteer Service or the State of Iowa. The views and opinions of authors expressed herein do not necessarily state or reflect those of the State of Iowa, and shall not be used for advertising or product endorsement purposes.

USER FEEDBACK. Users are encouraged to let us know about existing external links which they believe are inappropriate and about specific additional external links which they believe ought to be included by emailing icvs@iowa.gov.

For more information, visit the ICVS Social Media/Website User Policy at: www.volunteeriowa.org

IOWA RSVP PROGRAM POLICIES (PROGRAM DEVELOPMENT)
Under development with RSVP Directors Association

IOWA AMERICORPS POLICIES- (PROGRAM DEVELOPMENT) adopted April 26, 2014

Iowa’s AmeriCorps programs are governed by federal statute, provisions and guidance as conveyed in the federal register, provisions and CNCS website. In addition, ICVS has state-specific policies designed to ensure consistency, strengthen programming and maximize success. The state-specific policies are outlined here and incorporated into the AmeriCorps State Program Handbook on an annual basis.
Exceptions to Policies (including deadlines/due dates)
Exceptions must be requested in writing from the ICVS Program Officer. The Commission may withhold payments or take other actions as outlined in the Grant Agreement if program reports are late, inaccurate or out-of-compliance (i.e. matching requirements not met).

Disaster preparedness and response
The Iowa Commission on Volunteer Service (“Commission” or “ICVS”) has pledged to assist with statewide preparedness for, response to and recovery from disasters. The Commission is also the designated state agency responsible for managing unaffiliated volunteers during times of disaster. In addition to disaster volunteer management, the Commission will provide disaster assistance utilizing the network of national service resources in Iowa, as needed and called up by the local, state and federal emergency management officials.

AmeriCorps programs can play an integral role in helping prepare for and respond to disasters. Iowa AmeriCorps programs will be expected to participate in disaster preparedness, response and recovery activities as appropriate to their program design. To that end, grantees must develop policies to allow for members to provide disaster services, both within Iowa and nationally, in the event one occurs. It is acceptable for members to receive hours towards their term of service for participating in local, state, and national level disaster deployments and training opportunities, based on their program’s approved disaster policy. All outside requests for AmeriCorps members to provide disaster services must be coordinated through the Commission and Program Directors must notify the Commission in advance of internally reassigning any members to participate in disaster activities. Depending on the severity of the disaster event, requests may come through county emergency operations centers, the state emergency operations center or through our federal partners, FEMA and/or the Corporation.

Local Disaster Response
AmeriCorps programs have the option to respond to local disaster as it fits their program design. If the approved application included disaster activities, such as response and recovery, as an activity in its program design, the program may respond to a local or state disaster according to that design, upon notification to and approval from ICVS. All disaster deployments (to activities outside of the approved program design) must be coordinated by the Commission. In the event that you receive a request for disaster response/assistance directly from a local contact or County Emergency Management Official, please contact your program officer for additional instructions.

State Emergency Proclamation and/or State-Declared Assistance
AmeriCorps programs may be asked to serve in some capacity, as appropriate, in the event of a disaster that significantly impacts an area(s) of the state. During state-declared emergencies and disasters, the Commission will work closely with the State Emergency Operations Center (SEOC) to determine the necessity of deploying AmeriCorps members for disaster assistance. Requests coming through the SEOC may allow AmeriCorps members to be relieved of their "regular" program duties to respond to a disaster. The Commission will work with programs to coordinate deployment of members to areas (state and/or national) that are impacted by a disaster. Members should not report to disaster-impacted areas without approval/instructions from the Commission.

Iowa AmeriCorps Disaster Cadre
The Iowa AmeriCorps Disaster Cadre is a composite team of AmeriCorps programs that allow members to be deployed for disaster operations, both nationally and within Iowa. The Iowa AmeriCorps Disaster Cadre will have a trained group of members to provide services that will include, but not be limited to, disaster volunteer coordination, debris removal, disaster damage assessment, and disaster preparedness activities such as sandbagging. The Iowa AmeriCorps Disaster Cadre will be deployable through the Disaster Response Cooperative Agreement between the ICVS and CNCS.

Federal Disaster Recovery Cooperative Agreement (DRCA)
During times of federal declared disaster, the Commission will work with the Corporation and FEMA to ready Iowa AmeriCorps programs to respond to disaster under a mission assignment. Iowa AmeriCorps programs participating in the Iowa AmeriCorps Disaster Cadre that have members who have been adequately trained in disaster response and recovery may be deployed to national disaster relief operations. As with any disaster, programs must have prior approval from ICVS program officers for members to deploy for a national disaster, whether in Iowa or another state.

Program Identification
As a program that is part of the AmeriCorps National Service Network and Iowa’s AmeriCorps, the grantee agrees to identify its program as an Iowa AmeriCorps Program and participants as Iowa AmeriCorps members in the following ways (in addition to meeting the federal requirements regarding affiliation with the AmeriCorps national service network):
**AmeriCorps Logo**

The grantee may not alter the AmeriCorps or Iowa AmeriCorps logo, and should individualize the logo with their program name only in accordance with CNCS guidelines. Programs must obtain the written permission of CNCS, through the ICVS, before using the AmeriCorps name or logo on materials that will be sold. High quality downloads of the logos are available on the CNCS and ICVS websites.

Donors to local programs may not use the AmeriCorps or Iowa AmeriCorps name or logo in advertising or other promotional materials without the express written permission of the CNCS, obtained through the ICVS. Permission may be withheld if recognition of the donor is inconsistent with the ICVS’ and the Corporation’s policies.

**Uniform**

It is an Iowa requirement that the program provide each of their AmeriCorps members with a basic AmeriCorps uniform that must be worn by members at all official AmeriCorps and Iowa AmeriCorps events, as designated by the ICVS and the Corporation, and may be worn at other times consistent with this grant. Members should wear some type of AmeriCorps identification at all times during their service hours (for example, in addition to member uniforms, an AmeriCorps pin, nametag with the logo or AmeriCorps patch or lanyard would be acceptable forms of identification).

Programs may design and provide program-specific member gear and include this in the program’s budget; however, Corporation funds cannot be used for the production or purchase of uniforms, only for program safety gear. Programs’ T-shirts and jackets (but not caps, pants, or other items) must include the AmeriCorps logo or the words “Iowa AmeriCorps”, which may be followed by the slogan “Getting Things Done for Iowa”.

**Site Signage**

Iowa program sites are required to be clearly identified as AmeriCorps service sites with the appropriate AmeriCorps signs, including the AmeriCorps logo (at a minimum).

**Media Inquiries**

Program representatives should provide information only on their local AmeriCorps program. Media inquiries pertaining to the Iowa AmeriCorps programs, the Iowa Commission on Volunteer Service, the Corporation for National and Community Service, statewide initiative areas, statewide performance measures or other statewide statistics/information, etc. should be directed to the ICVS Executive Director, Adam Lounsbury, at 1-800-308-5987.

During media responses, the programs should use the following language regarding the Commission and its role/relationship to the state’s AmeriCorps programs: “The Iowa Commission on Volunteer Service is the state agency responsible for distribution of funds, grant funding, technical assistance, training, support and oversight of Iowa’s AmeriCorps programs. Additional information on the Commission or Iowa’s AmeriCorps programs can be found at www.volunteeriowa.org or by calling 1-800-308-5987.”

Programs are encouraged to share local media coverage of their AmeriCorps programs, members and/or program directors with the Commission through their Program Officer. Programs may submit information electronically to their Program Officer’s email address or via fax to 515-725-3010. In addition, programs may consider attaching the press coverage within the Great Story component of IowaGrants.

**Member Public Outreach Activities**

In all official program communication, including press or promotional marketing, AmeriCorps members should be identified as such. It would be appropriate to mention both the sponsoring agency and the fact that the member is supported through AmeriCorps – for example, Bob Smith, AmeriCorps member with ABC Non-Profit Agency.

**Use of Terms**

“*AmeriCorps*”

The names “AmeriCorps” and “Iowa AmeriCorps” may only be used by official AmeriCorps and Iowa AmeriCorps programs as designated by and with the permission of the ICVS and the Corporation. All AmeriCorps programs receiving funding from the ICVS must have the word, “AmeriCorps” within the project name that is used for public information purposes. For example, a project at Washington School could be Washington School AmeriCorps or a program hosted by ABC agency would have its AmeriCorps project called, ABC AmeriCorps or some other name, such as AmeriCorps Farming Project.
“AmeriCorps Members”
The designation “Iowa AmeriCorps Member” is reserved for individuals who serve in Iowa AmeriCorps programs and are eligible to receive either an educational award from the National Service Trust or post-service benefit upon completion of a term of service.

Site Management
AmeriCorps programs that utilize host sites for placement of AmeriCorps members should ensure that they are effectively managing these partnerships through written agreements that support overall program goals and quality member experiences. Iowa AmeriCorps programs are expected to monitor sites for compliance and provide technical assistance and support to continuously improve host site management and placements.

Written Site Agreement
All programs should have a written site agreement in which both parties attest to their roles and responsibilities in the partnership. At a minimum, the agreement should cover the responsibilities of the site supervisor related to member oversight, evaluation and training, the member activities that are prohibited, the disciplinary procedures and the role of the supervisor in member discipline and termination, and financial obligations on the part of the site (including when and under what circumstances these obligations would terminate or be reduced). These agreements should be reviewed and reissued on at least an annual basis and revised as needed. Depending on the scope and nature of the project additional items may be covered in the written site agreement. Programs are required to submit a copy of their written site agreement to ICVS for review at the beginning of each grant year.

Site Selection
Iowa AmeriCorps programs are encouraged to utilize a written site selection process for continuous improvement and to maximize the mutually beneficial relationship between the organization and its sites. Programs must ensure that the site selection plan incorporates the criteria required by regulations (quality, innovation, sustainability, quality of leadership, past performance and community involvement). In addition, programs are required to ensure that the process also addresses the special considerations (program models, program activities and programs supporting distressed communities). This plan must be described within the AmeriCorps grant application on an annual basis.

Performance Measures and Program Status Reports
The Performance Measures and Program Progress Status Reports are used to report AmeriCorps achievements during the program year. During the grant application and contract approval process, the program develops and ICVS approves of national performance measures and/or program-identified performance measures to be reported to CNCS. Within thirty (30) days of your program start date, additional statewide performance measures must be negotiated with and approved by your ICVS program officer. Copies of the performance measurement tools your program intends to use in tracking program performance must also be submitted to your ICVS Program Officer in IowaGrants. Failure to submit the information by the 30-day deadline can result in punitive action, such as suspension of grant payments. In addition, program progress, reporting and timeliness are factors for consideration in grant review.

Performance measure/progress reports are due in IowaGrants on January 15 (covering 9/1-12/31), April 15 (covering 9/1-3/31) and October 24 (covering 4/1-9/30) of each program year. The reports should be completed for the dates mentioned, regardless of whether the program year ended prior to 9/30 or is not yet completed. In addition, programs whose grants extend beyond the end dates covered by the October performance measure report must complete a final performance measure report in IowaGrants within 60 days of the end of their grant. The performance measure/program progress status reports collect the following information:

CNCS Output Measures (April and October reports only)

CNCS Required Information
The Corporation requires collection and reporting of the following information. Since this data aligns with the CNCS strategic emphasis areas, it is recommended that programs collect this information to the extent possible and reasonable within the program design:

- Total number of individuals that applied to be AmeriCorps members
- Leveraged Volunteers: Number of community volunteers recruited, coordinated or supported by your program(s) (please note that in the ICVS community volunteer management statewide performance measure you will also report on your program’s role with these volunteers in more detail, i.e. of all leveraged volunteers how many were recruited by your program and how many were managed by your program).

Other CNCS Information
This information is requested by CNCS with less-stringent reporting requirements (estimates are acceptable for these categories):

**Types of Leveraged Volunteers**
- Disadvantaged children and youth: Number serving as volunteers
- College students: Number of volunteers enrolled in a degree-seeking program
- Baby Boomers: Number of individuals born between 1946-1964 serving as volunteers

**Disaster Services**
- Number of AmeriCorps members certified in disaster training
- Number of AmeriCorps members who participated in disaster services projects
- Number of AmeriCorps programs involved in disaster service activities
- Number of local disasters to which AmeriCorps members have responded

**Populations Served**
- Number of disadvantaged children and youth being served
- Number of children of incarcerated parents
- Number of individuals mentored
- Number of clients receiving independent living services

**ICVS Statewide Performance Measures**
All programs are required to report on the statewide performance measures provided by the Commission. Performance measure targets for the ICVS statewide measures should be established and reported to ICVS within the first 30 days of the grant in IowaGrants. The two measures are related to:
- Civic Engagement of AmeriCorps Members
- Community Volunteer Management

**Performance Measure Tracking Tools**
In the program start forms, ICVS will request templates used by program for collection of performance measure data. In the April performance measure status report, ICVS will collect completed tools for review.

**Member Recruitment & Retention**
Programs may be asked to provide updates on member recruitment and retention, including the following information available from their eGrants account:
- Enrollment Approval Cycle Time report (tracks compliance with 30 day enrollment). Programs will be required to provide an explanation for any enrollments completed beyond the 30 day limit.
- Enrollment Rate report (tracks total enrollment and enrollment by slot type). Programs will be required to report why any slots remain unfilled and plans for improving enrollment.
- Exit Approval Cycle Time report (tracks compliance with 30 day exit). Programs will be required to provide an explanation for any members exited beyond the 30 day limit.
- Retention Rate report (tracks total retention and retention by slot type). Programs will report on factors influencing retention and plans for continuous improvement.

**Significant Challenges**
Programs provide a narrative report on significant challenges they have experienced during the reporting period. For example, member recruitment, partnerships, member retention, sustainability, funding or other concerns noted. As appropriate, the program should provide a narrative discussing ways that they have addressed challenges or identify technical assistance needed from the Commission to address them.

**Significant Successes**
The program should describe, in narrative form, significant successes of the program. For example, recruitment, retention, new partnerships developed, additional resources secured, evaluation activities, continuous improvement implementation, key member activities, etc.

**Great Stories**
Programs are required to select a minimum of two Great Stories per reporting period to highlight to ICVS staff using the IowaGrants system. The Performance Measure Status Report will provide a reminder to program directors to highlight stories within the Timekeeping section of IowaGrants. Great Stories should convey the impact of the AmeriCorps program on members or the community. Some suggested topics include member accomplishments, experiences, leadership, development, service projects, impact, etc. Great Stories do not need to be formally collected by Program Directors; they can be stories from a conversation, member evaluation, exit interview, personal observation, site supervisor, member’s
journal/report or a beneficiary of the program. In addition, they could be a news article, video tape or photograph with explanation and with a statement about whether or not you have received permission to reprint/rebroadcast this information. There is not a required length to the great story, however, we ask that you ensure that the story conveys the AmeriCorps experience in a way that translates to others and can be remembered by stakeholders.

Progress toward Sustainability
The program should highlight any developments that lead towards increased sustainability. Examples include funding partnerships, in-kind resources, collaborations, community support, etc. If there are challenges or technical assistance requests in relation to program sustainability, please indicate these in this section as well.

Days of Service Report
Programs will report on the activities completed within the period. The report due in April will collect the information on MLK Day, while the report due in October will likely collect information related to AmeriCorps Week activities. Additional days of service that could be reported on include, but not limited to, 9/11 Day of Service and Remembrance, Make A Difference Day, Global Youth Service Day, Join Hands Day, and Volunteer Week. In addition, challenges and technical assistance requests in relation to days of service should be noted.

Evaluation Update
Iowa programs are required to submit program evaluations every three (3) years. In order to strengthen this aspect of the program, ICVS will be collecting updates on the evaluation process from the programs. In this section, please detail any progress made toward completing the program evaluation, for example, contractors engaged, surveys disseminated, etc. Final evaluation reports are due with re-competing applications for competitive programs and on a three-year basis for formula programs. (See Evaluation later in this chapter for more details.)

Training Update
All AmeriCorps programs are required to provide certain trainings to AmeriCorps members and track member attendance and completion of required trainings. As part of the progress reports, programs may be required to upload training sign-in sheets or other documentation of member training completion.

Making Changes to Approved Performance Measures and/or Targets and Corrective Action Plans and Amendments
Programs that are not on track to meet their performance measures must develop and submit to the Commission a corrective action plan or written request to amend their performance measurement. Failure to meet the performance measures within a grant and/or failure to collect data related to the performance measure may result in sanctions, up to and including termination of the grant. Programs must submit their corrective action plan and/or request to amend performance measure(s) in IowaGrants. In addition, program progress, reporting and timeliness are factors for consideration in grant review.

At the reporting periods, and other times as needed and described in the Commission’s risk-based monitoring policy, Commission staff will review the progress reports and may request reporting documents or other supporting materials to determine whether programs are on-track to meet their performance measures. If it is determined that a program is not on-track, ICVS expects that the Program Director will notify us to amend their performance measures or develop a corrective action plan. Similarly, programs that identify challenges to meeting their performance measures at any time during the year should immediately notify their program officer.

Amendment
An amendment is a significant change to performance measure(s) that was/were submitted and approved within the program’s grant application.

Corrective Action Plan
A Corrective Action Plan is a plan developed by the program that details the steps they will take to get back on track to meet their performance measures.

Requirements
- $500,000 or more in AmeriCorps Funding
  All programs receiving $500,000 or more in AmeriCorps funding must arrange for an independent evaluation covering a period of at least five (5) years and submit the evaluation results with their application for re-compete funding.
• Less than $500,000 in AmeriCorps Funding

Programs receiving less than $500,000 in AmeriCorps funds are required to conduct an internal evaluation, but may conduct an independent evaluation if they prefer. The evaluation (internal or independent) must cover a minimum of one (1) year, but may cover longer periods.

Reporting on Evaluation

All programs are required to submit an evaluation plan or evaluation progress-to-date report within their annual funding applications. In Iowa, all programs (including formula programs) are required to complete an evaluation every three (3) years. As noted, ICVS will be collecting updates on programs’ progress on their evaluation in the semi-annual IowaGrants performance measure/program progress status reports.

Timeline

The recommended timeline to complete these evaluations is to submit plans for evaluation in the grant application prior to the second year of the program, provide an update on progress towards completing that evaluation prior to the third year, and submit the results of the evaluation prior to what would be the fourth year of the program.

AmeriCorps Statewide Activities

Required Days of Service

In an effort to increase statewide awareness of AmeriCorps and to increase participation in community activities, all AmeriCorps programs will be expected to participate in Martin Luther King (MLK) Day of Service (1/20/2014) and AmeriCorps Week (Spring 2014, specific dates TBD).

Alternate Days of Service

Programs may choose to substitute an alternate state or National Day of Service for MLK Day with prior written approval from their ICVS Program Officer. Programs are also encouraged to participate in additional Days of Service, beyond those required, as relevant to their program design. Other Days of Service include but are not limited to: September 11th Day of Service and Remembrance – 9/11/2013, Make a Difference Day – 10/26/2013, Global Youth Service Day – 4/11-13/2014. Programs will receive more information and resources on these activities throughout the year.

Program Reporting

The Iowa AmeriCorps Program Policies and Procedures Guide includes required forms and reporting instructions for the program. All Iowa AmeriCorps Programs will use IowaGrants for program and financial reporting as instructed by ICVS and/or CNCS. Programs should retain copies of supporting documentation related to these requests for review in case of audit or site visit.

<table>
<thead>
<tr>
<th>Form</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Start Forms</td>
<td>September 1</td>
</tr>
<tr>
<td>Statewide Performance Measures and Performance Measure Tracking Tools submitted to, negotiated, and approved by ICVS</td>
<td>30 days after grant start (9/30)</td>
</tr>
<tr>
<td>Performance Measurement Amendment Request</td>
<td>As needed throughout the program year</td>
</tr>
<tr>
<td>Performance Measure – Corrective Action Plan</td>
<td>As needed throughout the program year</td>
</tr>
<tr>
<td>January Performance Measure/ Program Progress Report</td>
<td>January 15</td>
</tr>
<tr>
<td>Mid-Year Performance Measure/Program Progress Report</td>
<td>April 15th (Covers 9/1 through 3/31)</td>
</tr>
<tr>
<td>Year End Performance Measure/Program Progress Report</td>
<td>October 24 (Covers 4/1 through 9/30)</td>
</tr>
<tr>
<td>Final Progress Report – includes completion of electronic report and output data reporting</td>
<td>Within 60 days of the end of the grant period if end date does not correspond with regular progress reporting deadlines</td>
</tr>
<tr>
<td>Site Visit Program Response or Response Plan</td>
<td>Within 30 days of issuance of the site visit report from ICVS. Site visits will occur in fall and spring for High Risk Programs and in spring for Moderate Risk Programs. Low risk program site visits will be scheduled on an as-needed basis.</td>
</tr>
<tr>
<td>Change in Program Staff Reported in the AmeriCorps Grant (program director, site supervisor, etc.)</td>
<td>Within 5 days of the person’s last day of work or as soon as possible.</td>
</tr>
</tbody>
</table>
Change in Sites
Within 5 days of the change in sites at which members serve, or as soon as possible.

Extension Request
By August 1st annually

Program Evaluation
Varies: With re-competing application for competitive programs. Every three years for formula programs.

Other Significant Program Changes
Within 5 days of awareness of the need to make the change or as soon as possible.

Training Attendance Documentation
April 15

Enrollment Documentation
All member files must contain hardcopy manual enrollment documents or have a printed verification of the member’s electronic enrollment from the eGrants/MyAmeriCorps Portal. All enrolled members must also be assigned to a service location with the eGrants/MyAmeriCorps Portal. This must be completed within 30 days of their enrollment. All service locations should be described by name, full address and/or ZIP code plus four. Members serving at multiple sites should be assigned to the location where they serve a plurality of their hours.

Member Enrollment Deadlines
No individual member service agreement may exceed twelve (12) months. All Iowa members (including FT, HT, RHT, QT, MT and 2nd year of 2-Year HT) must complete their terms of service within fifteen (15) months from the ICVS Grant Agreement start date. ICVS Grant Agreements cover a 12-month period; therefore, a Grant Agreement extension would be required for any activities beyond that period. Any member costs incurred after fifteen (15) months from the ICVS Grant Agreement start date may not be reimbursed by ICVS. Programs may enroll members under the assumption of a three-month extension; however, an official extension request should be submitted to ICVS approximately one (1) month prior to the grant end date.

In order to maximize resources, effectively manage programs and allow members adequate time to complete their service term, the following enrollment deadlines have been established for all member classifications (*with dates listed assuming a September 1 grant start date). Any exceptions to these enrollment deadlines must be approved in advance by the ICVS Program Officer, in writing.

<table>
<thead>
<tr>
<th>Term of Service</th>
<th>Enrollment Deadline</th>
<th>Cutoff Date* (assuming Sept. 1 grant start date)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>3 months from grant start date</td>
<td>December 1</td>
</tr>
<tr>
<td>Half Time</td>
<td>6 months from grant start date</td>
<td>March 1</td>
</tr>
<tr>
<td>Reduced Half Time</td>
<td>6 months from grant start date</td>
<td>March 1</td>
</tr>
<tr>
<td>Quarter Time</td>
<td>9 months from grant start date</td>
<td>June 1</td>
</tr>
<tr>
<td>Minimum Time</td>
<td>9 months from grant start date</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*If the cutoff date falls on a weekend, the due date will be the Monday following.

National Service Criminal History Checks
Grantees must conduct and document a National Service Criminal History Check on all employees, participants, and others who receive a salary, national service education award, living allowance, or stipend under Corporation grants. All Iowa AmeriCorps program members and staff funded by federal funds or shown as match on the AmeriCorps grant must receive, at a minimum, a two-part check consisting of (1) a nationwide name-based check of the National Sex Offender Public Website (NSOPW) which consists of a web-based check of a centralized system that identifies individuals who are registered as sex offenders in States, territories, or with many federally recognized Tribes; and (2) either a name- or fingerprint-based search of the statewide criminal history registry in the candidate’s State of residence and in the State where the individual will serve or work; OR a fingerprint-based FBI check.

Since April 21, 2011, programs have been required to conduct a heightened three-part on individuals in covered positions, who have recurring access to children 17 years of age or younger, to persons age 60 or older, or to individuals with disabilities. The three part check consists of (1) a nationwide name-based check of the National Sex Offender Public Website (NSOPW) which consists of a web-based check of a centralized system that identifies individuals who are registered as sex offenders in States, territories, or with many federally recognized Tribes; (2) a name- or fingerprint-based search of the statewide criminal history registry in the candidate’s State of residence and in the State where the individual will serve or work; and (3) a fingerprint-based FBI check. Individuals in covered positions include Senior Companions (SCP), Foster
Grandparents (FGP), AmeriCorps State and National participants, and other participants, volunteers, or staff funded under a CNCS grant. An individual in a covered position may be paid wholly from federal share, wholly from matching dollars, or from a mixture of federal and non-federal funds. The source of funds has no impact on the status of a position as covered or not covered. (Due to the significant period of time between April 21, 2011 and the effective date of the regulation, individuals who started service on or after April 21, 2011 require the NSOPW and either the State registry component OR the FBI component, not both, if they have recurring access to vulnerable populations and if they completed their service before January 1, 2013.)

For either level of check, it is required that the NSOPW check is completed before service/work begins, and that the state and/or FBI checks are initiated no later than the start of service/work. The criminal history check procedure includes the following steps: (a) Verify the individual’s identity by examining the individual’s government-issued photo identification card, such as a driver’s license, and document that you verified identity; (b) Obtain prior, written authorization for the State criminal registry check and the appropriate sharing of the results of that check within the program from the individual (but not for the NSOPW check); (c) Document the individual’s understanding that selection into the program is contingent upon the organization’s review of the individual’s criminal history, if any; (d) Provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position; (e) Provide safeguards to ensure the confidentiality of any information relating to the criminal history check, consistent with authorization provided by the applicant; (f) Ensure that an individual, for whom the results of a required criminal registry check are pending, is not permitted to have access to children, persons age 60 and older, or individuals with disabilities without being accompanied by an authorized program representative who has previously been cleared for such access; and (g) maintain the results of the checks and document that you considered the results when selecting the member. Any variance from the required procedures requires ICVS and CNCS approval of an Alternate Search Procedure (ASP). Programs wishing to use an ASP should contact their ICVS Program Officer.

State Criminal Registry Check
This is a check through the Iowa Division of Criminal Investigations (DCI) for all Iowa members (www.dps.state.ia.us/DCI/Records_Ident/index.shtml). Programs should contact DCI to establish an account that will allow for quick turn-around time on background checks (generally 72 hours). Through ICVS, programs may establish an account with as little as a $250 deposit. Members whose residence is in another state at the time of application to an Iowa AmeriCorps program must have a criminal records check run through that state’s criminal records repository in addition to Iowa. These checks must be initiated on or before the member’s first day of service. (CNCS states that initiation is one step more than getting permission to conduct the checks. This could include fingerprinting, mailing requests to obtain checks to the State repository, having forms for checks filled out by candidates, etc. You must be able to document how and when checks were initiated. You must have policies and procedures outlining how you initiate checks and apply them consistently.)

Programs should minimize delays between initiating and completing the checks. Programs must maintain documentation of the date that the check was initiated and the date the check was completed.

Fingerprint-based FBI Criminal History Record Check
To conduct fingerprint-based FBI checks, programs must complete a qualified entity application and an Iowa User Agreement with Iowa DCI, included in this manual in the “ICVS Program Forms” section. When DCI receives the completed forms, they will send programs a packet related to the FBI/National background checks, including: blank fingerprint cards (FD-258), instructions for State and National Criminal History Record Checks, a billing form, and a waiver agreement. The average timeline for response on FBI fingerprint background check is approximately four (4) weeks. FBI background check results are mailed via hard copy to the program “headquarters”. Individuals can obtain the fingerprints themselves, or programs may be trained to take fingerprints through DCI. Contact your ICVS Program Officer if you are interested in this training. The FBI check must be initiated on or before the member’s first day of service. According to ICVS, the FBI criminal registry check is considered “initiated” if the members/applicants have signed their acknowledgment of the program’s written policy on consideration of criminal histories and given permission to program staff to conduct the required checks.

Approval of Alternative Search Procedure
If you conduct a criminal history check through an alternate source that you feel meets the federal requirements, or if you would like to request alternative search approval as detailed in the regulations 2540.206, please contact your ICVS Program Officer. All alternative search options must be requested through ICVS and receive prior CNCS approval.

Consideration of Criminal History Findings and Member Acknowledgment
Each AmeriCorps program is required to develop a written policy about how background checks will be handled at their agency. Specifically, this should cover how the program will evaluate members who have findings on their background check, to determine whether they will serve within the program. Members/applicants must sign an acknowledgment form that shows that they:

- have been informed of the national service criminal history check to be conducted,
- give permission for the program to conduct the check,
- were told of the program policy on consideration of criminal history findings,
- are aware that member participation is contingent upon criminal history review and that members have the opportunity to challenge the results. Challenges may be based on the assertion that there are errors on the report, but not on the program’s decision about whether the individual’s record disqualifies him/her from service in the program.

In addition, it should be clear that the member background check results are confidential.

CNCS policies explicitly exclude prospective members from service for the following reasons. If the prospective member:

- Is registered, or required to be registered, on a sex offender registry;
- Has been convicted of murder, as defined in section 1111 of title 18, United States Code;
- Refuses to consent to the National Service Criminal History Check, or
- Makes a false statement in connection with a grantee’s inquiry concerning the individual’s criminal history.

In all other cases, it is the responsibility of the programs to establish guidelines and restrictions for consideration of criminal findings that fit with their program design.

Program Design

At the beginning of each program year, programs must submit a program design chart to ICVS electronically in the IowaGrants system as part of the Program Start Forms. The chart will classify their members and detail the number of members serving for each slot type and length of term. For example, programs may indicate they have ten (10) full-time Community Youth Development members serving 12-month terms and five (5) full-time School-Based Tutoring members serving 10-month terms (the length of term and classification will vary by program).

Position slot types and term lengths should be the same or similar for members who are providing the same or similar service activities. Differences should be based on community need and not on individual member availability. In the example above, this would mean that the program could not enroll four (4) School-Based Tutoring members in 10-month terms and one (1) School-Based Tutoring member in a 9-month term unless the program could establish that the tutoring activities or the sites’ needs differed among the members and these differences required different term lengths. Programs will be expected to enroll the number of members in each of these categories and this will be monitored by ICVS through site visits and/or desk reviews as part of the regular monitoring process. Member/slot conversions require a revised Program Design Chart to be submitted in IowaGrants. (Refer to IowaGrants for the program design chart.)

Modification of Program Design – Member Slots

While it is not recommended, it is sometimes necessary for programs to request to modify their program design. The modifications should be based on community needs and not on individual member recruitment, site recruitment or other extraneous factors. Program design modifications are accomplished through slot conversion and require prior approval from an ICVS Program Officer.

Slot Conversion

Program Directors should notify their ICVS Program Officer of any proposed slot conversions as soon as possible, or at the latest, by the enrollment deadlines established for the original slot type. All requests for slot conversions (of unfilled slots) must be approved by the ICVS Program Officer. Programs must request and receive ICVS approval for proposed conversions by submitting notice for final approval in IowaGrants. In conjunction with the slot conversion, ICVS will request a revised Program Design Chart from the program, as appropriate.

Programs may request to combine or divide slots as appropriate for their program design; however, the total number of MSYs and education award amounts in the grant may not increase as a result of the slot conversion. In all cases, programs are required to maximize their slot conversion, by utilizing the maximum amount of MSY in their conversion. See the MSY & Education Award by Slot chart for guidance on these calculations. (All conversions will be Trust neutral, are subject to availability of funds in the Trust, and will comply with all assumptions on which Trust prudence and continued solvency are predicated.)
Full-time Fixed Award Grant Recipients are allowed to convert full-time slots to less-than-full-time slots so long as the member serves in a full-time capacity. This change in provisions for full-time fixed amount grants was announced Jan. 23, 2013 and requires that programs (1) receive prior approval from ICVS and CNCS before making conversions in the MyAmeriCorps/eGrants Portal and (2) cooperate with CNCS on research regarding such conversions.

**Unfilled Member Slots**

In some cases, ICVS has the ability to move a program’s unfilled member slots to another program(s). Therefore, ICVS expects that all programs will carefully manage their member slots at all times. If programs are not able to fill the awarded slots, they must either request a conversion of the slots prior to the enrollment deadlines or notify ICVS when they become aware that they will not be able to fill all of their awarded member positions in any category (FT, HT, etc.). Every effort should be made to notify ICVS as soon as possible, in order to allow adequate time for ICVS to move the positions to another program and for that program to recruit and enroll a member. In the case that member positions are moved to another grantee, associated cost/MSY resources can also be moved to the other grantee. Failure to notify ICVS of unfilled positions will be a factor for consideration of continued funding. Again, it should be reiterated that ICVS and CNCS expect 100% recruitment for all programs.

**Converting Filled Member Slots (Provisions and CNCS Policy FAQ)**

Requests for changing member status (filled AmeriCorps positions) must occur through the ICVS Program Officer. Please contact your Program Officer immediately if you believe that you will need to convert a filled slot. Programs may not change a member’s term of service without prior authorization from the ICVS, requested using the Member Suspension, Termination, Refill, & Conversion Form in IowaGrants. The form and, if appropriate, a revised program design chart must be submitted to the appropriate Program Officer within five (5) business days from the grantee’s awareness of the change in member status.

**Excessive Slot Conversions**

The Corporation has indicated that excessive member conversions are a negative factor in the competitive review process. In order to strengthen Iowa’s programs in the national competition, ICVS has established a slot conversion policy wherein requests to convert more than 20% of a program’s MSYs may be considered excessive. Excessive conversions will be a factor for continued ICVS funding.

**Exiting or Terminating Members and Refilling Slots**

**Member Exit – Successful Completion**

Members agree to serve for a certain period of time AND to complete a minimum number of hours during that time period. Members who fulfill these requirements, serving satisfactorily, are exited from the program with a full education award.

Programs may have members who complete assignments and reach the minimum hours requirement in advance of the originally agreed upon service end date (i.e. in less time than proscribed in the approved program design chart submitted to the ICVS at the beginning of the grant year). Programs may amend the member service agreement to allow such members to exit as successfully completed, but slightly in advance of the original service end date, if the member, site supervisor, and program director all agree to the new end date. These members will earn a portion of the living allowance based on the portion of the service term that was successfully completed. For instance, a program that has a 12-month program design and has a member that completes the term of service (with program approval) in eleven months will provide the member 11/12 of the living allowance. The member is eligible for the full value of the education award (if he/she performed satisfactorily and met the goals of his/her term of service).

**Approval & Documentation of Successful Member Exit**

Members must receive a final evaluation certifying that they meet the requirements for a successful exit with a full award. Programs must change the member status to Exited in IowaGrants and need to exit the member in the eGrants/MyAmeriCorps Portal within the 30 day deadline. No prior approval from ICVS is required in order to exit members who successfully complete their term.

**Member End Date**

Under no circumstances should members continue serving beyond their member service agreement period or the program’s grant agreement period. This is for the protection of both the member and the program. Members serving beyond the program’s 12-month member service agreement period will not be covered by a member service agreement (and are technically not members) and therefore raise many liability and safety issues for members, the public and the program. Hours served outside of a fully executed member service agreement and/or grant agreement can be disallowed in case of audit, resulting in repayment of federal funds.
Early Termination for Compelling Personal Circumstances

Members may be released early from their term of service if the program determines that the member cannot complete his/her term due to compelling personal circumstances beyond the member’s control. See the AmeriCorps Regulations for specific examples of what does and what does not constitute a compelling personal circumstance. Members released for compelling personal circumstances qualify for a pro-rated education award if they have served at least 15% of the service term.

One type of exit for compelling personal reasons that requires more documentation to ICVS is for member employment. If an AmeriCorps State program includes in its approved objectives the promotion of employment among its members (i.e., such an objective is described in the narrative of the AmeriCorps grant), the program director will be allowed to release a member participating in a 900-hour or 1700-hour term of service for a compelling circumstance (and thus grant the member a prorated award) if the program director determines that the member has been offered a “meaningful” employment opportunity. Members must have served at least 15% of their service term AND for at least two calendar months in order to be eligible for a pro-rated education award under these circumstances.

Programs should use the following general guidelines regarding early exits for employment reasons:

- **Advance Notice Required**
  The member must inform the program director about the job opportunity before making the decision to take the job. Specifically, the member must inform the program director about the new job opportunity at least two (2) weeks prior to the start of the new job. This requirement must be included in the program’s member contract, or in an addendum to the contract.

- **No Unexplained/Unexcused Absences Allowed**
  A prorated award should not be granted to a member who abandons their service (i.e., stops showing up at his/her service site) and then returns announcing that he/she has a new job. There needs to be a clear line of communication between the program director, the site supervisor, and the member.

- **Quality Employment**
  The new job must be an acceptable, quality job for the member. The new job must help the member advance his/her career. A job at a fast food restaurant or delivering pizza may not be a quality or career-advancing job for many members.

- **Written Certification**
  The program director must have the member (and his/her legal guardian if applicable) sign a written agreement that certifies that:
  - The member is leaving his/her term of service early to take a job that will advance his/her career.
  - The member understands that he/she will be granted a prorated AmeriCorps education award based on the number of service hours that he/she completed as of his/her exit date (if he/she has completed at least 15% of his/her hours).
  - The program director should also keep written documentation in the member’s file that verifies that the member was actually offered the job in question.

The program director should document an explanation as to why this job was a compelling employment option for the member (may include the employment barriers the member has faced previously, whether the member was unemployed before beginning AmeriCorps service, whether the member is transitioning from welfare to work, the nature of the position offered, etc.).

Early Termination for Cause

Members are released for cause if they do not successfully complete their term of service, for any reason that does not qualify as a compelling personal circumstance. All members who complete less than 15% of their term of service must be released for cause in eGrants/MyAmeriCorps Portal. Members exited early for cause are not eligible for an education award.

It is possible for a member to be terminated from the program for cause and still receive a satisfactory performance evaluation. In these cases, the member would be eligible for subsequent AmeriCorps term(s) of service, as long as he/she performed satisfactorily during the term of service from which he/she was released for cause. Any individual released for cause is required to disclose the release when applying for any subsequent term of service. Failure to disclose past exits for cause will render an individual ineligible to receive the AmeriCorps education award, whether or not that individual successfully completes the subsequent term of service. Members released early from service for disciplinary action are not eligible for future terms of service.
Programs may institute a disciplinary policy that outlines program rules about when/how members may be terminated for cause. All rules about termination must be included in the member service agreement.

Approval & Documentation of Early Member Exit
All programs that have members terminate their service prior to the expected end date for any reason, must notify their ICVS Program Officer for approval and submit a form in IowaGrants. The form must be submitted to the ICVS Program Officer within five (5) business days from the program’s awareness of the termination. The form includes basic information and requires that programs inform the Commission of the reason for the termination, whether the member is eligible for a pro-rated education award, and whether the program intends to refill the slot (if applicable). Full documentation of the reasons for the early exit must be maintained in the member’s file.

The program director must not terminate the member in the eGrants/MyAmeriCorps Portal until the program officer has approved the ICVS Suspension, Termination, Refill, & Conversion Form in IowaGrants. If there are concerns regarding the circumstances of the termination, this will allow corrections to the Exit Form to be made prior to the form being downloaded from the eGrants/MyAmeriCorps Portal to the Educational Trust/SPAN.

Confidentiality of Member Early Exit Rationale
Information in the member records, especially related to reasons why members must be exited early from their program, may be sensitive and confidential. ICVS staff and contractors are aware of this requirement and will maintain confidentiality by not disclosing information except to another authorized person as allowable under federal and state law.

Refill Deadlines
Full Time Members within 90 days of Program Start:
- If a full-time member terminates within 90 days of the program start-date, the refill must occur prior to December 1.
- If a full-time member terminates after 90 days, a slot conversion request must accompany the termination request.

Part Time Members & Full Time after 90 Days of Program Start:
- For all part-time members and for any full-time members that terminate after 90 days of the program start-date, the refill must occur in time to allow for the member to complete their term of service within 90 days of the program’s original grant agreement end date (generally August 31).

Member Suspension
Programs are required to report any request to suspend a member to their appropriate Program Officer via the ICVS Suspension, Termination, Refill, & Conversion Form in IowaGrants. Programs must indicate under what circumstances a member is suspended.

Disciplinary
Programs must suspend members facing official charges for violent felonies, for selling or distributing controlled substances, or members convicted of possession of controlled substances. Members may be suspended for disciplinary reasons, for failing to uphold the service requirements and standards of conduct agreed upon in the member service agreement.

Grievance
Members who file a grievance challenging their release for cause must also be suspended.

Compelling Personal Circumstances
Members may also be suspended temporarily for compelling personal circumstances, such as an accident or serious illness. Members may not be suspended for reasons other than those noted above (criminal charges, members in grievance, disciplinary reasons and compelling personal circumstances). Programs must have a suspension policy in place and terms related to suspensions should be outlined in member service agreements. The same requirements pertain to suspension as they do for early member exit, for example, members cannot be suspended to serve a summer internship, study abroad
- Living Allowance
  Suspended members are not eligible to receive any living allowance payments while in suspension. Under no circumstances may any member under suspension receive hours toward their term of service. Members who are
suspended for compelling personal circumstances and later return are eligible to receive the living allowance that they were not afforded during their suspension by serving the remaining term of their service agreement. They may not receive a lump sum payment.

- **Resumption of Service**
  Programs are required to notify ICVS when a member returns to service following a suspension (for any reason). ICVS should be notified on the ICVS Suspension, Termination, Refill, & Conversion Form. Members should not be reinstated until they receive written approval from ICVS.

**Standards of Conduct & Member Disciplinary Policy**

All AmeriCorps State programs must develop standards of conduct that are communicated to members within the member service agreement. These standards inform members of the expectations that programs have of them, such as that members will complete duties as assigned, submit reports on time, follow service site dress code, etc.

In order to deal with behavioral, attendance, or other disciplinary problems that may arise when members do not adhere to the program’s standards of conduct, the ICVS encourages all programs to institute a written member disciplinary policy. Members should be advised of the procedure and potential disciplinary actions within their member service agreements. Disciplinary policies should outline the steps that may be taken and the authority (site supervisor, program director) responsible to document and/or order such steps. Possible disciplinary actions may include verbal and written warnings, fines, temporary suspensions, or termination.

Programs that wish to institute a policy for fining members should first check with their ICVS Program Officer to make sure their policy is in compliance with all other CNCS regulations (i.e. fines cannot be calculated on an hourly basis, must be from that portion of the living allowance paid by non-Federal funds, and may lead to implications under other employment laws).

Any disciplinary actions taken must be fully documented in the member file.

**Living Allowance**

**Distribution**

Member living allowances are distributed to members evenly throughout their term based on the program design. Under no circumstances should a member’s living allowance increase or decrease during their term of service. All member living allowance payments must be recorded in the sponsoring organization’s books of account. Therefore, it is not allowable for members to receive an additional stipend or living allowance payment directly from a site. Additional stipend/living allowance payments should be recorded in the Claim as matching resources.

**Payment Amounts**

Member living allowances are to be consistent and based on the cost of living, not individual circumstances such as one program site having more money to pay members than another. Programs should pay an increased amount only on the basis of increased living expenses such as food, housing, or transportation and keep documentation of the reasons for variance in living allowance rates within member files. It is also allowable to provide an increased living allowance to second term members (from your local funds), however, these living allowance increases may only occur at the beginning of a service agreement period and all second term members across that position description must receive the same living allowance.

**No Hours Served in a Pay Period**

Members and programs should avoid situations in which members serve no hours during a pay period. If the member is not performing service for that period, he/she should be suspended. (All rules regarding member suspensions apply, i.e. it is not allowable to suspend a member who wishes to pursue a semester abroad or take an extended vacation during his/her term of service.)

Otherwise, since the living allowance is to be distributed evenly over the service period, it should be paid regardless of the number of hours. However, a member’s agreement could also stipulate conditions under which the living allowance is paid and what the member should do if a period occurs in which no hours are served. The agreement could also stipulate the minimum number of hours/days required during each pay period.

**Worker’s Compensation**

According to informal advice received from the Iowa Attorney General’s office in January of 2000, “AmeriCorps volunteers would qualify as workers or employees for workers’ compensation purposes.”
So, although under federal law the volunteers are not considered ‘employees’ for purposes of the program, the federal law appears to provide an exception for workers’ compensation purposes. In general, ICVS requires that all AmeriCorps members are covered by the agency worker’s compensation plan for service-related injuries. Under certain limited circumstances and with prior approval from the ICVS, programs may provide Occupational Accidental Death and Dismemberment coverage in lieu of worker’s compensation coverage. A copy of the memorandum is included in the “Regulations and Other Grant Materials” tab of the AmeriCorps State Program Handbook.

Serious Member Injury or Death
The program should notify their ICVS Program Officer in writing of any serious injury (requiring workman’s compensation report) or death occurring to an AmeriCorps member during their service. An email notification is preferred and should be provided to the Program Officer within 48 hours of the injury.

Unemployment Insurance
According to a ruling by the State of Iowa’s Attorney General’s Office, AmeriCorps members are not considered employees for the purposes of unemployment insurance coverage. Therefore, members should not be listed on the agency/organization quarterly employee listing for the purposes of unemployment insurance coverage. A copy of this ruling is included in the “The Fine Print: Regulations and more” tab of the AmeriCorps State Program Handbook. If you do include the members on your unemployment report, you run the risk of losing an unemployment ruling and being forced to pay unemployment to a former member. Federal funds cannot be used for any member unemployment claims.

Taxes
AmeriCorps Segal Education Award payments (interest and award disbursements) are taxable as federal income in the year they are redeemed. Members should anticipate this when choosing when and how much of their education award to redeem.

According to Iowa Code 701—40.74(422), AmeriCorps Segal Education award payments are not taxed as individual state income in Iowa. This can make a significant difference in the amount of taxes members owe, but since Iowa is the only state that currently offers this exemption many tax preparers and tax preparation programs may not recognize this exemption. To document an AmeriCorps Segal Education Award payment as an adjustment, or tax deduction, on an individual Iowa State Income Tax form, please see the directions below.

Tax year 2010 was the first time that AmeriCorps members and alums could take advantage of the exclusion of education award payments from their Iowa income taxes. These instructions, therefore, reference 2010 tax forms but we expect them to be similar for later years.

- Step 4, Gross Income: Your Segal AmeriCorps Education Award payment was included in your federal taxable income, so it will be included in your Iowa taxable income in Step 4.
- Step 5, Adjustments to Income: You must enter the amount of your Segal AmeriCorps Education Award payments (including interest) on LINE 24 “Other Adjustments”, pg. L10 of the IA 1040 Long Form return. This will result in these payments being deducted from your taxable income.

Member Records Documentation
The ICVS and Iowa AmeriCorps programs will use the following systems for various reporting/records requirements; more details follow the chart.

<table>
<thead>
<tr>
<th>Form</th>
<th>Format for Submission &amp; Record Keeping</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Application Form</td>
<td>My AmeriCorps Portal – printout verifying enrollment in member file or Hard Copy retained in member file</td>
<td>Enrollments (of successful applicants) must be approved in the Portal within 30 days of member enrollment date</td>
</tr>
<tr>
<td>National Service Enrollment Form</td>
<td>Hardcopy in Member File and Online in eGrants</td>
<td>Signed on or before the date of member enrollment and entered in eGrants within 30 days of member enrollment date</td>
</tr>
<tr>
<td>National Service Enrollment Form – preferred method</td>
<td>Electronically Online in eGrants with Printout in Portal/eGrants</td>
<td>Online enrollment and entered in Portal/eGrants within 30 days of member enrollment date</td>
</tr>
<tr>
<td><strong>Programs Selecting Electronic Enrollments/Exits</strong></td>
<td><strong>Member File</strong></td>
<td><strong>Enrollment Date</strong></td>
</tr>
<tr>
<td>------------------------------------------</td>
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</tr>
<tr>
<td>National Service Exit Form and Verification of Member Hours (programs selecting hard copy forms)</td>
<td>Hardcopy in Member File and Online in eGrants</td>
<td>Hardcopy signed on or before the member exit date and entered in eGrants within 30 days of the member exit date</td>
</tr>
<tr>
<td>National Service Exit Form and Verification of Member Hours (programs selecting electronic)</td>
<td>Electronically online in eGrants/Portal and printout in member file</td>
<td>Exit approved in eGrants within 30 days of the member exit date</td>
</tr>
<tr>
<td>Member Change of Status/Term</td>
<td>IowaGrants Suspension, Termination, Refill, &amp; Conversion request and written justification in member file; approved changes in eGrants/Portal</td>
<td>In IowaGrants within 5 days of becoming aware of need for change. In eGrants within 30 days of the member change of status</td>
</tr>
<tr>
<td>Member Service Locations</td>
<td>Portal – printout from Portal verifying entry of service location</td>
<td>Member service locations must be entered in the Portal within 30 days of the member’s selection</td>
</tr>
<tr>
<td>Member Time Sheet</td>
<td>Electronically in IowaGrants.gov</td>
<td>Member timesheet submitted by the Member by due date established by Program in IowaGrants. Supervisor approval before the end of the next pay period.</td>
</tr>
<tr>
<td>Member Suspension, Termination, Refill, &amp; Conversion Form</td>
<td>Electronically in IowaGrants as a status report and with supporting documentation in member file</td>
<td>Within 5 days of the decision to suspend, terminate, refill, or convert</td>
</tr>
<tr>
<td>Member Service Agreement</td>
<td>Fully Authorized original Hard Copy in Member File, Copy to Member, uploaded to IowaGrants.gov</td>
<td>On or before the date the member begins their term of service. Attached in IowaGrants.gov within 30 days of the member enrollment date</td>
</tr>
<tr>
<td>Member Position Description</td>
<td>Hard copy (incorporated in Service Agreement) in member file Uploaded to IowaGrants.gov</td>
<td>If incorporated by reference in the member service agreement, the member position description must also be attached in IowaGrants within 30 days of the member enrollment.</td>
</tr>
<tr>
<td>Member Service Agreement Amendment(s)</td>
<td>Fully Authorized original Hard Copy(ies) in Member File and Copy(ies) to Member</td>
<td>Within 30 days of the amendment.</td>
</tr>
<tr>
<td>Member Benefits Acknowledgement and Waiver</td>
<td>Hard copy in member file- suggested to incorporate in Member Service Agreement</td>
<td>Within 30 days of member enrollment or change of status resulting in changes to benefits availability</td>
</tr>
<tr>
<td>Health Care Waiver Supporting Documentation (for FT members waiving health care benefits)</td>
<td>Copy of verification of member’s current healthcare coverage (such as a copy of insurance card)</td>
<td>Within 30 days of member enrollment or change of status resulting in changes to benefits availability</td>
</tr>
<tr>
<td>Member Criminal History Check(s)</td>
<td>Hard copy of results and review (including notation that findings were considered prior to member placement) in member file (**or if in an alternate secure location, Initiated/Completed on or before the member start date. See background check section for additional information</td>
<td></td>
</tr>
<tr>
<td>Task Description</td>
<td>Documentation Requirements</td>
<td>Timeframe</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>Member convicted of a felony, or sale or distribution of a controlled substance, during term of service</td>
<td>Supporting documentation in member file and notification to ICVS Program Officer in IowaGrants and change in status in eGrants</td>
<td>In IowaGrants within 5 days of conviction. In eGrants/Portal within 30 days of change of member status.</td>
</tr>
<tr>
<td>National Sex Offender Public Registry Check</td>
<td>Hardcopy of results and review in member file (**or alternate secure location)</td>
<td>Completed on or prior to member’s first day of service.</td>
</tr>
<tr>
<td>Member Citizenship Documentation</td>
<td>Electronically online in eGrants/Portal with printout in member file. Manual verification submitted via fax or email to CNCS. Hardcopy in member file</td>
<td>At the time of member’s application/acceptance/enrollment. Within 30 days of request for verification from CNCS.</td>
</tr>
<tr>
<td>Member Mid-Term Evaluation</td>
<td>Hardcopy in member file</td>
<td>Within 30 days of the halfway point of service for HT and FT members and all other members (RHT, QT, MT) serving nine months or more in their term.</td>
</tr>
<tr>
<td>Member End-Term Evaluation</td>
<td>Hardcopy in member file</td>
<td>Within 30 days of the end of service for all members.</td>
</tr>
<tr>
<td>Health Care, Child Care Enrollment</td>
<td>If applicable, copy of member’s enrollment form</td>
<td>Within 30 days of member enrollment or change in status resulting in changes to benefits availability.</td>
</tr>
<tr>
<td>Injury Incident Report</td>
<td>Notify in IowaGrants</td>
<td>Within 48 hours of injury during service requiring workmen’s compensation claim.</td>
</tr>
<tr>
<td>Member conversion request for Full Time positions</td>
<td>Electronic in IowaGrants</td>
<td>December 2.</td>
</tr>
<tr>
<td>Member conversion request for Half Time &amp; Reduced Half Time positions</td>
<td>Electronic in IowaGrants</td>
<td>March 1.</td>
</tr>
<tr>
<td>Member conversion request for Quarter Time &amp; Minimum Time positions</td>
<td>Electronic in IowaGrants</td>
<td>June 2.</td>
</tr>
<tr>
<td>Member Grievance</td>
<td>Electronic notification in IowaGrants</td>
<td>Within 5 business days of notification to the program.</td>
</tr>
</tbody>
</table>

**Member Service Agreements & Position Descriptions**

All members must be covered by a member service agreement that is fully-executed and in effect during their entire term of service. This means that the agreement must be signed and dated by both the member (and a parent/guardian for those under 18) and program representative on or before the member’s first day of service. The ICVS recommends that both the program director and the site supervisor are included as program representatives on the service agreement.

Any amendments to the member service agreement must be conveyed in writing, signed and dated by the member (and parent/guardian for members under age 18) and program representative and attached to the original member service agreement. The member must also be given a copy of the amendment for their files.

Only in the case of compelling personal circumstances may a member’s service agreement be extended, via a written and signed member service agreement extension. The program must issue a member service agreement amendment to ensure that the member is covered by a service agreement that is in effect, but the extended service period must be no longer than 12 months. The compelling personal circumstances must be documented in the member file in a timely fashion.

All member service agreements should include the items listed in the ICVS Member Service Agreement monitoring checklist. For example, the member service agreement must state the start and end dates of service and the minimum...
number of hours the member must serve. To receive the full living allowance and Segal Education Award, the member must satisfy both the minimum number of hours served and the dates of service as stated in the member service agreement.

Components of Member Service Agreements:

- Member Position Description: Verified to include no prohibited activities & indicating if member has recurring access to vulnerable populations
- Member start date and end date
- Minimum required service hours to successfully complete term and be eligible for the education award
- Other requirements (as developed by the grantee) necessary to successfully complete the term of service
- The amount of the education award being offered for successful completion of the terms of service in which the individual is enrolling
- Standards of conduct, as developed by the program
- Prohibited Activities, including those specified in the regulations at 45 CFR § 2520.65 (see Prohibited Activities section)
- The text of 45 CFR §§ 2540.100(e)-(f), which relates to Non-duplication and Nondisplacement
- The text of 45 CFR §§ 2520.40-.45, which relates to fundraising by members;
- Requirements under the Drug-Free Workplace Act (see the AmeriCorps Grant Certifications & Assurances)
- Civil rights non-discrimination requirements, complaint procedures, & rights of beneficiaries (see the AmeriCorps Grant Certifications & Assurances)
- Suspension rules
- Termination rules, including the specific terms under which a member may be released for cause
- Grievance Procedures (see Grievance Policy section)
- Member signature along with date of signature (signed prior to commencement of service). Please note, if the member is under 18 years of age, the agreement must be signed and dated by the member’s parent or legal guardian.
- Program representative(s) signature along with date(s) of signature
- Self-certification that the member has high school degree/GED/on track to obtain prior to use of the education award
- Disciplinary policy
- Background check clause – exclusions from service

**Uploading Member Service Agreements & Position Descriptions – IowaGrants**

Member service agreements and the incorporated position descriptions for each member must be attached electronically in IowaGrants within 30 days of member start date.

As part of increased monitoring by CNCS, ICVS receives quarterly requests for copies of member position descriptions and certifications related to member service agreements for compliance review. This is due to increased scrutiny by Congress and other leaders, around member activities. Therefore, it is ICVS’ intention to increase our monitoring of the member service agreements and position descriptions to ensure full compliance by ICVS programs

**Member Position Descriptions**

Every member service agreement must incorporate a member position description (by reference or within the body of the member service agreement), specific to the member. Position descriptions must fully describe the duties assigned to the member and must indicate whether or not the member is subject to the heightened three part criminal history check (due to service activities that would give the member recurring access to vulnerable populations). See the Member Activities section for more guidance on allowable member activities and creating compliant member position descriptions.

**Grievance Policy**

The member service agreement should contain the grievance policy to be used by individuals who wish to challenge the decisions of an organization. The grievance policy must specify that in cases where the grievance is filed by an individual applicant or participant, that remedies include the applicant’s selection or reinstatement, as the case may be and other changes in terms and conditions of service applicable to the individual. See the ICVS Member Service Agreement monitoring checklist for a detailed list of grievance procedure requirements.
The program should notify their ICVS Program Officer in writing of any pending grievance. This notice should be provided to the ICVS program officer within five (5) business days of the notification to the program. Programs must maintain documentation of grievances filed and the program’s response.

**Member Timekeeping – IowaGrants**
The ICVS requires that all programs use IowaGrants.gov as the official timekeeping system for members. Programs will be billed for the cost of using the IowaGrants.gov system on a per-member basis. Members must create an IowaGrants account and listed as enrolled members in the timekeeping system within 7 days of their enrollment. Time logs must be entered into and approved in the IowaGrants.gov online timekeeping system on at least a monthly basis. Members should be listed as exited from the IowaGrants timekeeping system within 7 days of member exit.

**Instructions**
More detailed instructions about using the IowaGrants system will be available electronically. Program directors must set up the IowaGrants system and instruct members correctly so that they separately record time spent on service, fundraising, and training. Members must maintain their own timekeeping account and password and enter their hours directly. The IowaGrants.gov system meets CNCS requirements for member electronic timesheets.

**Site Supervisors**
Site supervisors must also have an IowaGrants account so that the supervisor directly overseeing the member’s service is the one to approve the timesheets in IowaGrants. A site supervisor timesheet is available in IowaGrants as a service to programs to facilitate calculations of site supervisor match. The IowaGrants.gov system for site supervisors does NOT meet CNCS requirements regarding timesheets for personnel listed on the AmeriCorps grant so programs must ensure that site supervisors keep another time record that does meet these requirements.

**Member Training**
Members are required to receive certain trainings. Since all members are required to receive training, members with zero (0) training hours listed will raise concerns in member monitoring. However, members may spend no more than 20 percent of their service terms in training.

**Member Performance Evaluations**
All full-time members, all half-time members and any other members (RHT, QT, MT) that serve over a period of 9 months or more must have both a mid-term and end-of-term written evaluation. All members, regardless of length or term of service, must have a written end-of-term evaluation. Member evaluations must contain both the member’s and supervisor’s signatures and be dated by both parties.

**Minimum Requirements**
The mid-term and end-of-term evaluation must be signed and dated by the member and a program representative. In addition, they must contain, at a minimum, an assessment of the following three items:
- whether the member has completed the required number of hours,
- whether the member has satisfactorily completed assignments, and
- whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.

**Evaluations for Members Who Exit Early**
Members who are terminated early must have a member end-of-term evaluation completed at the time of their termination by the program director and maintained in their file, but are not required to have a mid-term evaluation. According to the provisions, failure of the program director to complete an end-of-term evaluation will result in the member being unable to serve a second term of service. These records must be maintained, in hard copy or electronically, as applicable. Completing the exit form in the eGrants/My AmeriCorps Portal (“Portal”) is not sufficient to meet the member evaluation requirement. In addition, programs are reminded that a “Suspension, Termination, Refill & Conversion Request Form” must be submitted to ICVS for approval prior to exiting the member in the Portal and that member terminations should be approved in the Portal within 30 days of the event.

**Member Training**
Programs should use sign-in sheets, webinar attendance logs, or other methods to document member attendance at and completion of program-provided member trainings. If a member attends an outside training to fulfill specific AmeriCorps program requirements, he/she should turn in to the program director an agenda or confirmation notice signed and dated by the training facilitator for retention in the member file. In instances of virtual trainings, a member should print a screenshot to sign and date for documentation, or print/sign/date the post-training follow-up notice and materials.
Member Exit

Members that Leave without Completing Exit Process

If a member leaves their term of service without completing the appropriate (electronic or paper) exit forms, the program should make several attempts to contact the member to complete the forms. Programs should be mindful of the CNCS 30-day requirement for exits as they determine the policies for these situations. Timelines and contacts made with members should allow adequate time to make several contacts and exit the member within the 30-day timeframe.

Program Requirements to Attempt to Obtain Exit Paperwork

The communication to the member should provide instructions on completing the exit and provide a specific timeline in which the member should complete the exit. ICVS recommends that at least three (3) attempts are made to contact members and at least one (1) of the contacts should be through the mail (US postal service, UPS or other carrier). All of these attempts should be documented in the member file – for example, copies of email messages, copies of letters/memos, copies of certified mail return receipts, and written notes documenting phone or text messages are examples of appropriate documentation for this purpose. If, despite these attempts, the program is unable to obtain the completed exit form, they should manually complete a paper exit form for the member and exit them in the Portal. They should attach documentation of their contact attempts to the paper exit and make a written notation on the exit form itself saying, “The program was unable to obtain a completed exit from the member.” This message should be signed and dated by the program director and all of these documents should be maintained in the member’s file.

Member Activities

Appropriate Service Activities Guidance

The Iowa Commission on Volunteer Service has established these guidelines to help programs make a determination about whether proposed service activities are appropriate for an AmeriCorps*State member position. Here are some guidelines to use to determine if proposed activities are eligible for designation as an AmeriCorps service position:

- Intended to be above-and-beyond what the individual or regular volunteers would “normally” do. For example, if the prospective member would already have volunteered for the same activities, this is not a member position for that person. However, if the activities are more expansive, require more time, include additional activities or in other ways are outside of the scope of what they would “normally” do, this would potentially be an appropriate member service role.

- Must be connected to service and not work/employment. For example, in general, an unpaid internship would not qualify, unless the prospective member completes service hours and/or conducts activities providing a benefit to the community beyond the standard internship expectations.

- Activities must be connected to the program’s design, goals, and performance measures. The prospective member activities must be in alignment with the program’s identified community needs and member activities as outlined in the approved grant application. For example, a school-based program with a goal of increasing student academic performance couldn’t enroll a member whose activities focused on improving student health and nutrition, unless they could establish a connection between this member’s activities and the program’s overall goals.

- Member activities must not replace staff or community volunteer responsibilities. Members should not serve in a primarily administrative role. For example, if a mentoring program expects its staff to maintain their client files, this responsibility should not be shifted to an AmeriCorps member who starts service at the agency. The member may also be expected to maintain his/her own files, but not those of other staff. Similarly, agencies may not assign AmeriCorps members to cover the essential duties of a staff member absent temporarily (such as for maternity or medical leave).

Creating Compliant Position Descriptions

Programs can use the following guidelines to ensure that member position descriptions accurately and adequately describe the allowable duties assigned to the member.

- Indicate whether the position is a covered position for the purposes of the three-part National Service Criminal History Records Check.
- Are specific to each member (unless members are performing the exact same activities).
- Do not contain the phrase, “other duties as assigned” or other vague statements about member responsibilities.
- Describe all member activities explicitly to ensure that prohibited activities are not included.
- Do not use “employment” terms like: “work/job”, “job description”, “hired”, “employee”, etc. Instead, use the appropriate national service terminology, like, “serve/service”, “position description”, “enrolled” and “member/service participant.”
• Avoid abbreviations or acronyms – instead spell out the term at the first usage and then use the acronym/abbreviation later in the document.
• If a member position description includes member participation in volunteer recruitment, management, or similar activities, a brief description of the potential volunteer activities for which the member will be recruiting must be added within the position description itself. For example, “Recruit and manage volunteers to support the afterschool program.” If you do not add a phrase like this, ICVS staff will have to request clarifying information for each member who is selected by CNCS and programs will need to provide this within 12 hours of request.

Member Service Projects and Policies
While it is allowable for members to have participation/leadership in service projects (outside of the day-to-day service activities) as part of the member position description or service activities, the program must ensure that the activities completed by the member are in alignment with the program’s identified community needs and member activities as outlined in the approved grant application. In addition, the program must have a way to verify the types of projects in which the members are involved and how the program ensures that they do not include prohibited and/or unallowable activities. Generally this will require a program policy that includes review/approval of member service project plans and review of member service project reports.

Member Training

Member Orientation
Programs must conduct a member orientation designed to enhance member sensitivity to the community and comply with any pre-service orientation or training required by the Corporation. At a minimum, these items should be covered during orientation and explicitly listed on the member orientation agenda:
• Member rights and responsibilities, including the Program’s code of conduct,
• Prohibited activities (including those specified in the regulations) Please Note: There is an increased emphasis on ensuring that all members are trained on prohibited activities, so be sure that you devote enough time to this topic on your orientation agenda.
• Requirements under the Drug-Free Workplace Act (41 U.S.C. 701 et seq.),
• Suspension and termination from service,
• Grievance procedures,
• Sexual harassment, other non-discrimination issues, and other topics as necessary,
• National Service
• Iowa Commission on Volunteer Service.

Required Member Training
Training and service activities should be well designed to sustain and promote a lifelong ethic of service and civic responsibility. Training topics and suggested training ideas are covered below. Training should also include structured opportunities for members to reflect on and learn from their service. The training requirements vary for members serving more than four (4) months, as compared with those serving less than four (4) months. Requirements for members serving four (4) months or less are marked with an asterisk (*) below.
• Citizenship*
  Citizenship training may include a session facilitated by a college/university office of civic engagement, relevant government or nonprofit agency, resource from http://www.nationalserviceresources.org/, etc.
• Volunteer management
  Volunteer management training is most often accessed through your local United Way, Volunteer Center or Community College. Volunteer Generation Fund grantees may also be available for this topic.
• Communication*
  Communication training topics could include personality colors, diversity, conflict resolution, public speaking, effective meetings, customer service, team building, leadership, etc.
• Life after AmeriCorps*
  Life after AmeriCorps training can be accessed through a variety of means: AmeriCorps Alums, National Service Resources, a college/university career center, etc.
• Disaster response
  Examples of disaster preparedness training could include CPR/AED/First Aid training, Volunteer Reception Center/Emergency Volunteer Center training, etc.
Site Specific Training
Members should be provided the benefit of additional training and education opportunities relevant to their service and personal development, at the discretion of the program; however programs should ensure that members do not spend more than 20% of their service hours receiving education or training. As with fundraising, programs are required to identify training hours separately on the member time records.

Training Providers
ICVS encourages programs to reach out to local organizations and qualified individuals to conduct some of the required training topics in order to foster community awareness and partnerships. It is preferable that the Program Director not create and conduct every required training from scratch; instead we encourage programs to connect with local experts in the field.

Documentation
When the mid-year Performance Measures/Progress Report is submitted in April, programs will be required to report a summary of required trainings completed to date and attach samples of training material with agendas and sign-in sheets into IowaGrants.

Programs should always maintain a file containing a training agenda and a dated sign-in sheet with signatures of members who attended orientation and training sessions with as much detail as necessary for auditing purposes. ICVS will document member attendance at our trainings (such as the Iowa Nonprofit Summit) and provide copies of that documentation to relevant program directors for file.

Programs should use sign-in sheets, webinar attendance logs, or other methods to document member attendance at and completion of program-provided member trainings. If a member attends an outside training to fulfill specific AmeriCorps program requirements, he/she should turn in to the program director an agenda or confirmation notice signed and dated by the training facilitator for retention in the member file. In instances of virtual trainings, a member should print a screenshot to sign and date for documentation, or print/sign/date the post-training follow-up notice and materials.

Training Collaboration
Programs are encouraged to open required trainings, service projects, and other general formal or informal gatherings of your members to members from other programs in the area in order to facilitate a local network of service and support. Time will be set aside at each program director conference call to share this information and collaboration opportunities can be included in the weekly AmeriCorps State Updates.

Organizational Policies
Record Retention and Destruction
Procedures shall be established that stores, secures and maintains records for the period of time as required and that ensure that records can be obtained and presented for review during monitoring or audit. As detailed in the ICVS Grant Agreement, all pertinent property records and supporting documentation shall be maintained for a period of five (5) years. The retention period begins on the date of the ICVS’ acceptance of the final closeout report for the grant. Records for non-expendable property shall be retained for a period of five (5) years after final disposition of the property. The aforementioned records shall be retained beyond five (5) years if any litigation or audit is begun or if a claim is instituted involving the grant or agreement covered by the records. In these instances, the records shall be retained for a period of five (5) years after the litigation, audit or claim is resolved. Programs should note that documentation of a confidential nature should be retained appropriately. Please refer to the “Regulations and Other Grant Materials” section of this manual for the Electronic Document Storage requirements.

Required AmeriCorps Policies
The organization shall ensure that the relevant required AmeriCorps policies are incorporated into organizational policies or maintained in a section of the overall policies to meet the ICVS requirements. (Examples of required AmeriCorps policies include: a) disaster, b) staff and member criminal history record check, c) consideration of criminal history finding, d) member service project, etc.)
**Other Key Policies**
The following additional policies are recommended for effective grant and program management. These policies should be made available to ICVS staff, or its agents, upon request.

- Cost Allocation Plans
- Payroll
- Cash Receipts and Disbursements
- Cash Drawdown and Reimbursements
- Site Management and Monitoring
- Closeout of Sub-grants/Contracts
- Delegation of Authority Policy

**Budget and Programmatic Changes**
Programmatic and budgetary changes described in the provisions require approval from the CNCS Program Officers. Generally, a minimum of three weeks is required for these approvals, so programs should provide as much advance notice as possible when requesting budgetary and/or programmatic changes. Programs should not implement any changes until such time as they receive written approval from ICVS and/or CNCS. Generally, this notification will come through the ICVS to the program. Programs should note that budget amendments should occur within the first six (6) months of the grant. In no case, should budget amendments be requested to “spend down” federal resources, but should be based only on actual program needs as planned for in the program design.

ICVS should be kept informed of any budgetary deviations from the approved budget. In some cases, budget amendments may be needed (outside of the amendments required by CNCS) and the ICVS Program Officer will provide you with guidance on these circumstances.

The conditions under which the terms of the agreement may be modified and the required approvals are also detailed within the agreement. It is the responsibility of the grantee to monitor the grant agreement and request extensions or amendments as necessary to enable them to meet their responsibilities. Requests for extensions and/or amendments must be made at least four weeks in advance in order to allow time for ICVS approval and CNCS approval, if required. All members’ service and AmeriCorps expenses should occur within the grant agreement period outlined in the grant award.

**Budgetary Changes**
Expenditures to the grant should be “ordinary and necessary” as well as detailed within the budget narrative and/or narrative portions of the AmeriCorps grant application.

The program should communicate with their Program Officer about the nature of their requested amendment. Based on this discussion, ICVS staff may provide approval for the program to enter a revised budget in IowaGrants. In some cases, the program will also need to enter the changes in eGrants. If this is required, the ICVS Program Officer will notify the Program Director and the ICVS Program Officer will facilitate the required approvals with the Corporation. The Program Officer will notify the program when the request is approved and issue a grant agreement amendment as appropriate. In addition, some budgetary changes require CNCS approval. (Changes in italics below also require CNCS approval, which will be handled by your ICVS Program Officer.)

- **Items Not Included in Budget**
  Items not described or accounted for within the budget require approval from the ICVS. (For example, if the program did not budget for purchase of a piece of equipment, but determines a need for such equipment and wants to purchase it using AmeriCorps funds.)

- **Budgetary changes related to changes in the scope or goals of the project**

- **Transfer from Indirect to Direct Costs**
The transfer of amounts budgeted for indirect costs to absorb increases in direct costs, or vice versa.

- **Costs Requiring Prior Approval**
The inclusion of costs that require prior approval according to relevant OMB circulars. Please reference the OMB circulars to determine if pre-award.

- **Transfer or Subcontract of Work Under an Award**
The transfer, sub-award or contracting out of any work under an award; (This does not apply to purchase of supplies, material, equipment or general support services.)

- **Changes in Budget Line Items**
Changes amounting to 10% or more of the total budget require CNCS approval; however, it is a best practice to keep the ICVS aware of any significant budget variances. Generally, this information can be shared with the ICVS Program Officer via email or phone call.

Programmatic Changes (45 C.F.R. 2543.25)
The grantee must obtain the prior written approval of the ICVS before making the following changes in the approved program: (Changes in italics below also require CNCS approval, which will be handled by your ICVS Program Officer.)

- Scope or Goals of the Program
  Changes in the scope or goals of the program, whether or not they involve budgetary changes.
- Performance Measures
  Changes to the approved program performance measures.
- Key Personnel
  Changes in key personnel identified in the application or award document (this includes all staff listed on the budget under federal share or match). Specifically changes in the Authorized Representative, Authorized Fiscal Representative or AmeriCorps Program Director should be communicated to the ICVS within five (5) business days of the organization’s awareness.
- Reduction or Absence of Program Director
  The absence for more than three months, or a 25% reduction in time devoted to the project, by the approved project director; Programs must have an interim director identified and available during extended absences. No program can operate without an AmeriCorps Program Director.
- Changes in Member Supervision
  Substantial changes in the level of member supervision, including addition or loss of program sites.
- Contracting or Sub-Granting AmeriCorps Activities
  Entering into sub-grants or contracting out any Iowa AmeriCorps program activities funded by the grant and not specifically identified in the approved application.
- Change in program design
  Including the following changes:
  - Converting full-time slots to part-time slots and vice versa;
  - Changing a member status from full-time to part-time or vice versa;
  - Termination of member;
  - Refill of member slot.
- Suspending a member and reinstating a member following suspension
  Suspending a member for disciplinary reasons or for compelling personal circumstance requires notification to ICVS within five (5) business days.

Financial
Matching Levels

- Budgeted Match
  Unless otherwise agreed upon by ICVS, programs must meet and report in IowaGrants.gov the grantee share of Program Operating and Member Support Costs detailed in their approved budget, for each reporting period. Programs are expected to meet the budgeted matching level and any “overmatch” or voluntary grantee share documented in the approved project budget. If a program anticipates that it will not be able to meet the matching level proposed, a budget amendment should be requested from ICVS through the IowaGrants.gov system.
  Concerns regarding matching requirements will be shared with the Program Development Committee in consideration for continued program funding.
- Statutory/Required Match
  If a program fails to meet the matching requirements or administrative costs restrictions listed below, the Commission will notify the Program Director in writing of the situation and request that the situation be rectified within the current or next reporting period. If there are on-going issues related to match, the commission may notify other staff members, including the financial officer and/or authorized representative of the agency. The Commission may suspend payment of the reimbursement request(s) until the situation is corrected and reported appropriately in IowaGrants.gov. In addition, as merited, the issue may be brought to the attention of the Program Development Committee of the Commission or the Commission Executive Committee.
ICVS Prior Approval

is needed for the following items:

- Sub-grants or contracts not included in approved application and budget;
- Equipment with a value of $5,000 or more;
- Supplies costing $1000 or more; and
- Other costs requiring prior approval under § 2 CFR 220 and § 2 CFR 230 (such as: overtime pay, rearrangement and alteration costs and pre-award costs).

In making a determination of approval, ICVS will consider: a) whether the item is included specifically in the grant, b) whether the bid is acceptable based on equipment specifications, availability and other reasonable considerations; and c) whether the cost is necessary, reasonable and allocable to AmeriCorps.

ICVS Notification

- Changes in Authorized Financial Representative

Changes must be reported to the ICVS Program Officer within five (5) business days. Each grantee must designate who is authorized to sign fiscal documents, i.e., financial reports, closeouts, grants, etc. by completing the Financial Information in the Program Start Forms in IowaGrants.gov. The ICVS will provide the Authorized Financial Representative information to the Iowa Economic Development Authority. Payments cannot be processed until authorized signatures are on file.

Financial Reporting

The following information is to be used in conjunction with the grant agreement and is intended as a guideline to programs. Reporting programmatic progress and challenges is of mutual benefit to both the grantee and the ICVS; it helps to assess program goals, ensures members will have access to the full benefits of their AmeriCorps participation, provides justification of expenses, allows for reimbursement by ICVS and enables ICVS to be aware of and report upon the progress of programs. Regular reporting is required within the ICVS grant award and failure to report in a timely manner can result in punitive action, up to and including revoking of the grant award. Timeliness and accuracy of reporting will be a consideration of the Program Development Committee for future funding recommendations.

The following financial reports will be collected from grantees. Reporting requirements may vary for Fixed Cost and Education Award Only grantees. Specific reporting procedures and screen shots from IowaGrants.gov (the reporting system) are included in the IowaGrants instructions available online.

- Claim form to request reimbursements or advance payment
- General Accounting Expenditure form (GAX) to request reimbursements or advance payments
- Supporting documentation for all costs (new grantees only until such time as ICVS and grantee have reached agreement on reporting)
- Federal Financial Report (FFR). (Fixed cost grant programs, including Education Award Only and Full-Time Fixed Award, do not complete FFRs.) Provides aggregate funding information and includes:
  - Federal Share
  - Grantee Share
  - *Program Income § 2541.250

  Grantees are required to report program income that is in excess of income earned that is used to meet the grantee share of expenditures on the FFR. Program income means gross income received by the grantee directly generated by a grant supported activity, or earned only as a result of the grant agreement during the grant period. For example, if your program places AmeriCorps members with community partners and these partners provide a monetary payment to the program in exchange for placing the members, this IS considered program income. If the program receives a local foundation grant to support the activities of the AmeriCorps project, but not directly tied to the members, this is NOT considered program income. Iowa grantees are encouraged to fully utilize program income at the time it is earned to ensure that there is not excess program income at the end of the grant period. For more information on Program Income reporting requirements, please see the FAQ document contained in this manual.

- Federal Funds Used as Match

  Grantees are required to report amounts and sources of federal funds, other than those provided by the Corporation, used to carry out their programs. (Fixed Cost and Education Award Only grantees are not required to report other Federal Funds Used as Match.) This includes other federal funds expended by grantees and operating sites. This requirement should be included in site agreements.

- Unexpended Funds Report (reports anticipated unexpended funds)
- Annual Desk Review
• Closeout Packet. Includes member payroll report.
• Audit Report. Should also include a reconciliation schedule, if AmeriCorps report is not provided by the auditor.

*Fixed Cost and Education Award Only grantees are not required to report Program Income, however, they are expected to follow generally accepted accounting principles to account for all revenues, including grant-related program income. If the total cost of conducting a Fixed or Education Award Only program is less than the combined Federal grant and the program income earned, contact your ICVS Program Officer for guidance.

_AmeriCorps Cost Reimbursement Claim Reports_
AmeriCorps grantees are required to report expenditures and matching resources on a monthly basis to ICVS through the IowaGrants.gov system. ICVS utilizes a risk-based system to determine financial monitoring timeline and activities.

• Reporting to ICVS must be:
  • By grant year (not agency fiscal year, state/federal fiscal year or calendar year)
  • Based on actual expenditures, not budgeted or estimated amounts.
  • Directly from the agency’s general ledger/books of account.
    • If in-kind matching resources are tracked separately from the general ledger, they must be recorded in a separate spreadsheet and a formal written explanatory policy and supporting procedures must be in place.

_Accrual basis is preferred reporting method._ Accrual is the accounting basis that brings items to account as they are earned or incurred (and not as cash received or paid) and includes them in financial statements in the related accounting period. If records are not maintained on an accrual basis, accrual data for reports may be developed on the basis of an analysis of the documentation on hand. In such cases, the accounting process must provide sufficient information to compile data to satisfy the accrued expenditure reporting requirements and to demonstrate the link between the accrual reports and actual books of account. Such documentation shall be retained for audit purposes.

_Fixed Cost Claim Reports_
Recipients of Education Award Only programs and other fixed-amount grants will not be required to track or report expenditures, however they will be required to request payment based on enrolled members and/or hours served.

• Education Award Only Programs
  The total number of MSY enrolled should be multiplied by the cost/MSY as approved by the Corporation in your grant award and reported to ICVS on the program claim. In order to be eligible for reimbursement, the enrolled member must serve hours during their enrollment period.

• Full-Time Fixed Amount Programs
  Programs may claim up to 20% of the grant for initial start-up costs. Then, ongoing claims must be based on the number of hours actually served by members. Programs will need to submit a summary of total member hours served report from IowaGrants.gov along with each claim.

_Audit Requirements_
Recipients of Federal grant awards are subject to audit requirements per the provisions of OMB Circular A-133. Under the ICVS Grant Agreement requirements, programs (regardless of funding level) are required to have an annual audit or financial review. If AmeriCorps funds are not included in the audit, the program must provide a schedule of grant expenditures on an annual basis and this schedule must track to Claims, FFR and GAX.

_Closeout Packets_
The closeout packet is due to ICVS in IowaGrants sixty (60) days following the end of the grant agreement period. The closeout packet has program and financial components, so please view the Program Development chapter for more information on the programmatic aspects of closeout. On the financial side, grantees will be asked to submit the following information:

• Residual Supplies Form: Provide a list (with fair market values) of supplies purchased with federal funds that exceed $5000.
• Equipment Inventory Form: Please provide a list (with fair market values) of equipment purchased with federal funds that exceed $5000.
• Member Payroll Report: Report (from the accounting system) of the member living allowance payments by member, detailing federal and grantee shares. If needed, a member reconciliation report can be submitted to assist ICVS staff with reconciling the information in your member payroll report with what was reported in IowaGrants. (*Not required for those programs that do not provide a living allowance to any members.*)
• General Ledger: A printout from the agency’s accounting system that shows (by line item or budget category) total
grant expenses that agree with what was reported to ICVS at year-end on the claims and FFRs. As needed, a matching spreadsheet may also be submitted (see below). *(Not required for Fixed Cost or Education Award Only grantees.)*

- Match Spreadsheet: If applicable, the accompanying matching spreadsheet for in-kind resources should also be attached. *(Not required for Fixed Cost or Education Award Only grantees.)*
- Reconciliation Spreadsheet: If reconciliation between the claims and the agency financial reports is not clear, a reconciliation spreadsheet should be attached to assist ICVS staff in tracking claimed costs to your accounting system report(s). *(Not required for Fixed Cost or Education Award Only grantees.)*
- Final Federal Financial Report. *(For Fixed Cost and Education Award Only grantees, only Program Income section required.)*

The program will not be closed and final payment will not be issued until all close-out activities have been completed by the program and approved by the Commission.

The Commission will send an interim closeout letter accepting the closeout packet within 30 days or following up with additional questions. However, the closeout process is not considered complete until the agency audit covering the entire grant period has been received and accepted by ICVS. At the time when the audit is accepted, a final closeout letter will be issued by ICVS. Timeliness and accuracy of the closeout and audit reports will also be a factor for continued funding.

**Reporting Schedule**

Programs should retain copies of these documents, forms and messages (electronically or hard copy) for review in case of audit or site visit.

<table>
<thead>
<tr>
<th>Form</th>
<th>Format for Submission</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim</td>
<td>IowaGrants.gov</td>
<td><em>Monthly by the 25th of the month following the end of the report period</em></td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Low Risk Programs may select quarterly</em>* reporting – same due date applies – 25th of the month following the end of the report period</td>
</tr>
<tr>
<td>Advance Payment Request (step 1) (two step process)</td>
<td>IowaGrants.gov/Email to ICVS Program Officer IowaGrants.gov (claim form)</td>
<td>1. At least two weeks in advance of the start date of the period for which advance payment is requested. 2. After the advance period ends, submit a claim form in IowaGrants that details actual expenditures during the period. 3. Within the claim, include supporting documentation for all costs during that period.</td>
</tr>
<tr>
<td>Claim (step 2) and Supporting Documentation</td>
<td>IowaGrants.gov</td>
<td>Attached monthly (or quarterly)** to coincide with Program Claim Form by the 25th of the month following the end of the report period</td>
</tr>
<tr>
<td>GAX Form</td>
<td>Attachment in IowaGrants.gov</td>
<td>Attached monthly (to coincide with Program Claim Form) supporting documentation for all claimed costs.</td>
</tr>
<tr>
<td>New Program Claim Attachments</td>
<td>Attachments in IowaGrants.gov</td>
<td>Attached monthly (to coincide with Program Claim Form) supporting documentation for all claimed costs.</td>
</tr>
</tbody>
</table>
| Federal Financial Reports – includes completion of all Claims contained in that reporting period and creation of FFR | IowaGrants as status report (Fixed Cost and Education Award Only w/program income should contact Program Officer) | *April 25th*  
*October 24th*  
FINAL: due within 60 days after the expiration of the grant (if grant end date does not correspond with above reporting deadlines) |
<p>| Estimated Unexpended Funds Report         | IowaGrants attach to monthly claim | April 25th for Competitive Funded Programs June 25th for Formula Funded Programs |
| Closeout Packet                           | IowaGrants.gov        | Within 60 days after the termination of the grant |
| Program Audit, Management Letter and/or Schedule of Expenses | Hard Copy or electronically to ICVS Program Officer | Within 30 days of the release of the audit report or financial review |
| Site Visit Program Response Plan          | IowaGrants.gov        | Within 30 days of issuance of the site visit report from ICVS |</p>
<table>
<thead>
<tr>
<th>Financial Desk Review</th>
<th>IowaGrants as attachment</th>
<th>Upon request in conjunction with a monthly financial claim report. (Covers one-month with at least one month advance notice to the program.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in financial staff</td>
<td>Update in IowaGrants.gov</td>
<td>Within 5 days of the person’s last day of work or as soon as possible.</td>
</tr>
<tr>
<td>Budget Changes</td>
<td>IowaGrants.gov</td>
<td>Within 15 days of awareness of the need to make the change or as soon as possible. In general, major budget changes should be made in the first six months of the grant.</td>
</tr>
</tbody>
</table>

*If the reporting deadline falls on a weekend or holiday, follow the due dates listed in the “AmeriCorps Iowa Calendar of Events and Deadlines” schedule at the front of this manual.

**Prior approval from ICVS required for quarterly reporting. Quarterly reports cover the following periods: Sept-Dec; Jan-Mar; Apr-Jun; Jul-Aug.

**Program Development**

The ICVS utilizes a program development system that includes training, technical assistance and support to strengthen program operations and to ensure high-quality programming targeted at addressing Iowa’s needs. This is coupled with a risk-based monitoring system designed to identify opportunities for continuous improvement and ensure compliance with federal and state requirements.

Program management and program accomplishments are major factors of consideration for continued grant funding. These factors will have a significant weight when considered by the Commission and CNCS related to ongoing program funding. Commission staff provides regular reports to the Commission related to program successes and challenges. As necessary, ICVS will bring significant compliance issues to the attention of the organization’s Authorized Representative or other leadership. It should be noted that the Corporation and its contracted associates (auditors, monitors, etc.) will collect monitoring information from the Commission to use in determining sites they will visit during their monitoring of the Commission.

**Technical Assistance & Training for Iowa AmeriCorps Programs**

In order to offer program support and ensure compliance with regulations, the Commission will provide training, technical assistance and support, coupled with a risk-based monitoring process, designed to detect and correct compliance issues.

Programs have many opportunities to make their technical assistance and training needs known to the Commission – including but not limited to the semi-annual performance measure status reports in IowaGrants, annual Program Needs Assessment, and through training evaluations conducted following every ICVS training event. Based on input provided by Program Directors, the ICVS will conduct trainings for Iowa AmeriCorps Program staff, other National Service Program staff (as allowable by CNCS) throughout the year. In the past, ICVS has offered select trainings for AmeriCorps members, but significant reductions in funding have eliminated these opportunities for the foreseeable future.

**Technical Assistance**

- **AmeriCorps State Program Handbook**
  Programs are encouraged to familiarize themselves with and reference the CNCS provisions, regulations and guidance related to operation of the AmeriCorps programs. These documents are included in this handbook and incorporated by reference into your AmeriCorps Grant Agreement.

- **AmeriCorps Weekly Update**
  ICVS staff strives to keep programs updated on important policy and program developments, as well as provide reminders of dates, share information and request information. In support of these goals, ICVS communicates through a weekly email message, “ICVS Friday Update”. This message contains important and often timely information about CNCS and ICVS policy changes, information from CNCS, requests for program input, reminders and registration information for upcoming trainings, due dates for reports and forms, etc. It is critical that Program Directors review all information contained in the weekly updates and share the information with other relevant individuals (members, site supervisors, financial personnel, etc.). To encourage the timely review of the weekly update, a “read receipt” will be requested, and recipients should return the read receipt to the sender for record. If your browser does not support read receipts, it is your responsibility to send an email confirmation to the sender of the email at the time you read the Weekly Update.
- **Program Director Meetings**
  The ICVS will conduct monthly meetings via teleconference on a regularly scheduled basis; generally the 3rd Wednesday of each month from 9:00 – 10:00 a.m., to keep Program Directors informed of current issues and provide ongoing technical assistance and training. It is expected that each Program Director will attend all teleconferences. If a conflict arises on occasion, the Program Director will assign another staff person (not a member) to attend the teleconference and notify their ICVS Program Officer of the substitution 24 hours prior to the teleconference. Attendance and participation in the monthly teleconference will be a factor for consideration in evaluation during program monitoring, risk management assessment, and future funding requests. Failure to participate in ICVS meetings and calls can result in additional programmatic reporting to verify that the program has the information they need to effectively manage their AmeriCorps grant.

- **Staff**
  The Iowa Commission on Volunteer Service Program Officers are available to offer technical assistance to programs.

  - **Informal**
    Program Directors may contact staff at any time with questions or concerns regarding effective operation of the AmeriCorps program, however, Program Directors have the ultimate responsibility for knowledge of and adherence to AmeriCorps policies established by the federal government and by the ICVS.

  - **Consultation/Technical Assistance Session**
    If a significant amount of time is required to respond to a program inquiry, Commission staff will request that Program Directors (or other staff) schedule an appointment in order to prepare and to enable ICVS staff to continue their daily responsibilities without interruption.

  - **On-Site/Participatory**
    In some cases, on-site assistance is more beneficial, and programs are encouraged to request on-site assistance if needed. In addition, training and technical assistance opportunities are sometimes available at the national level, through the Corporation.

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*Training*

ICVS Staff work to provide relevant, timely, and practical training to staff and members of AmeriCorps programs (in some cases, trainings are open to members of other national service programs, depending on federal regulations guiding the use of funds).

Staff and members are encouraged to take advantage of these opportunities to strengthen their program and make continuous improvements. In some cases, attendance is mandatory for Program Directors, so please be aware of this information in announcements. Attendance and participation in all ICVS sponsored trainings by Program Directors, site supervisors and members is recorded and will be a factor for consideration in evaluation during program monitoring, risk management assessment, and future funding requests.

- **Program Director Training**
  A schedule of training events will be provided to the AmeriCorps Programs as far in advance as possible. For required Program Director trainings (generally the Program Director Retreat and Spring Program Training), each program must be represented by the Program Director or other appropriate representative (an AmeriCorps member is not an appropriate representative for these meetings).

- **New Program Director Orientation**
  The Commission will provide an orientation/training for new Program Directors (those with less than three (3) years of program director experience) to provide them with training on program and grant management and give them an opportunity to share best practices. This will be provided on an annual basis, generally the ½ day preceding the Program Director Retreat. New Program Directors starting after the orientation/retreat, may receive the information from their ICVS Program Officer on an individual basis, upon request of the program or at the recommendation of ICVS staff.

- **Program Director Retreat**
  The Commission will provide an orientation/training for all Program Directors to ensure that they are aware of grant requirements and are familiar with the monitoring process. This is generally in a two-day format during the summer and covers a wide range of topics from regulation, policy and provision changes, reporting systems, best practices, training topics, member benefits, etc.

- **Spring Program Director Training**
  Typically ICVS has offered a Spring training based on the information from the annual training needs assessment and ICVS Staff monitoring. The training is generally held in conjunction with a Commission
meeting. However, with the reduction in funding for training (PDAT), we are unsure whether we will have the capacity to offer such a training this year. ICVS staff will keep programs updated on the status of training funding and future training dates.

- Site Supervisor Training
  When relevant, ICVS welcomes the participation of site supervisors in trainings. ICVS staff strives to ensure that training is useful to attendees and will make specific reference to trainings that are open to site supervisors. Some relevant topics from the past include: inclusion, volunteer management, mental health first aid, etc. Again, this training is also impacted by our PDAT funding and, therefore, we are unsure whether we will be able to continue to offer trainings for site supervisors during calendar year 2014. We will keep programs updated as more information becomes available.

- Member Training
  The grantees agree, within reasonable limits, to arrange for members to participate in AmeriCorps events and activities sponsored by ICVS and the Corporation, such as the National Conference on Volunteering and Service, The Serve Iowa Mini Conference, relevant regional and statewide conferences, and National Days of Service.

  Member trainings sponsored by ICVS are not required – and should not be designated as required by any program – but are excellent opportunities for member development. Attendance should be encouraged and members should be permitted the time away from their site to attend ICVS sponsored trainings.

**Reimbursement for ICVS Sponsored Training and Events**

The Iowa Commission on Volunteer Service is committed to providing quality trainings to programs. ICVS sponsored trainings and events that require the attendance of grantees will be communicated at the beginning of each program year. The ICVS requires that all grantees budget a minimum of $1500 each grant year to support travel for program staff and members to attend ICVS training and events.

- Non-Attendance, Late Registrations and Non-Registered
  ICVS reserves the right to request reimbursement from programs for any costs resulting from late registrations, non-attendance by registered participants or other actions by person’s associated with the program’s members or staff. All costs relative to these requests for reimbursement must be paid from non-federal sources.

**Request Additional Assistance**

Questions and requests for specific technical assistance for the Iowa AmeriCorps Programs should be addressed to the assigned AmeriCorps Program Officer.

**Communication**

Periodically, Commission staff will contact program staff for information or input. We ask that Program Directors make every effort to respond to these requests in a timely manner. Towards this end, if you will be out of the office for a significant period of time, we ask that you attempt to keep email and voice mail messages up-to-date so that we can be aware of absences. Particularly with Corporation deadlines, there may be occasion for us to contact Program Directors with an immediate need and information on absences is very helpful. ICVS staff will also make every effort to inform programs of significant absences and to keep our phone and email messages updated to avoid delays in responding to program inquiries.

**Alternate Contact**

It is recommended that Program Directors designate another staff person at the grantee agency who will serve as the alternate contact for the AmeriCorps program when the Program Director is absent or unavailable. The alternate contact could serve as the Program Director’s designee on Program Director conference calls and should also have enough familiarity with the program to make time-sensitive decisions when the Program Director cannot be reached.

**Program Director & Authorized Agency Staff**

In general, communications related to day-to-day operation of the AmeriCorps program will go to the designated Program Director. Notices regarding Grant Agreement Amendments or serious concerns about the programmatic or financial management will go to the authorized agency representative.

**ICVS Responsibility**

ICVS staff will also make every effort to inform programs of significant absences and to keep our phone and email messages updated to avoid delays in responding to program inquiries.
Program Risk
At the start of each grant year, ICVS staff will evaluate all AmeriCorps programs in four areas. Within each area, ICVS staff will assess factors that past experience indicates render a program more likely to experience compliance issues. A copy of the risk-based monitoring tools is included in the manual under the tab “Monitoring Resources” for your reference.

Based upon review of this information and past program performance, each program will be assigned financial and program management risk levels. These levels will be a basis for ICVS monitoring. Please note that all first-year programs will be considered high risk under the risk monitoring system. Program risk may be changed at any time at the discretion of ICVS staff and written notice will be provided to appropriate personnel if program risk level is changed.

Below are the areas and risk factors identified by ICVS staff:

Staff Management
High staff turnover, poor responsiveness to ICVS, low participation in ICVS technical assistance, inexperienced or unqualified staff, site supervisors lack knowledge of national service/AmeriCorps, and lack of understanding by Program Director of basic budgeting concepts.

Program Management
Lack of performance, late/inaccurate reporting, poor communication among staff internally, rapid program growth, regional/statewide project, length of time since last site visit, new sub-grantees, complicated or unclear program design, lack of competencies in the area of inclusion, failure to address previous issues, critical need for assistance (e.g. asking the same question repeatedly, and lack of understanding/awareness of AmeriCorps regulations, provisions, etc.).

Member Management
Low member enrollment, excessive slot conversions, complaints from members, low member attendance at ICVS events, late timesheets, low member retention, and low quality position descriptions/member experiences.

Financial Management
Inaccurate reporting, late reporting, changes in fiscal agent, financial issues, grantee matching issues, one or more high cost budget areas, lack of diversity of matching resources, A-133 audit findings or questioned cost, inaccurate budget, and lack of understanding of basic budget concepts.

ICVS Risk-Based Monitoring System
Program Officers may use any of the following methods to monitor programs that rank at the High, Moderate, and Low risk levels.

Programmatic Risk
- High
  - Interviews with at least 25% of members, a focus group at an all-member group event or training or a web-based survey of all members.
  - ICVS participation in conference call/meeting with site supervisors (required for new)
  - Member timekeeping monitoring in alternate months
  - Portal 30-day enrollment and exit period monitoring in alternate months
  - ICVS participate in at least one member training
  - Individual T/TA for inclusive best practices and follow up
  - Minimum one on-site visits
  - Completed performance measure tools
  - Review of performance measures
  - Semi-annual performance measure evaluation
  - Program Start Form and Closeout Packet submitted to ICVS
- Moderate
  - Member interviews with at least 10% of members (phone, in-person or focus groups may be used)
  - Quarterly IowaGrants.gov member timekeeping monitoring
  - Quarterly Portal 30-day enrollment and exit period monitoring
  - Minimum one monitoring visit (may include on-site or remote member, supervisor and/or records review). Monitoring will be based on areas of identified risk for the project.
  - Submit performance measure tools and sample of completed tools
  - Semi-annual performance measure review
- Program Start Form and Closeout Packet submitted to ICVS
- **Low**
  - Semi-annual IowaGrants.gov member timekeeping monitoring
  - Semi-annual Portal 30-day enrollment and exit period monitoring
  - At least one on-site visit every three years (including any or all of the following components: member, site supervisor and program director interviews and financial monitoring)
  - Submit performance measure tools
  - Semi-annual performance measure review
  - Program Start Form and Closeout Packet submitted to ICVS

**Financial Risk**
- **High**
  - Monthly financial reporting and IowaGrants.gov monitoring
  - Supporting documentation may be required with each financial claim
  - Semi-annual Federal Financial Report (FFR) and monitoring
  - Program Closeout Packet
  - Pre-Award Survey as requested by ICVS according to state law
  - Submission of annual agency audit or agreed upon financial procedures and specific financial information pertaining to the AmeriCorps funding
  - Submit, at a minimum, at least one set of financial desk review information for one month period as listed below
  - print out from the accounting system for all AmeriCorps expenses (staff and members)
  - print out from the accounting system for benefit expenses (member and staff)
  - copy(ies) of AmeriCorps staff timesheet(s)
  - copies of AmeriCorps member timesheets
  - copies of receipts/vouchers/invoices for all line items corresponding to the accounting system print-out
  - copy of the match spreadsheet to document in-kind donations
  - copy of supporting documentation for in-kind resources
  - As follow-up to desk review, ICVS staff may schedule on-site financial monitoring visit or arrange for additional monitoring through request of additional materials or via conference call discussion with fiscal staff of sub-grantee.
- **Moderate**
  - Monthly financial reporting and IowaGrants.gov monitoring
  - Semi-annual Federal Financial Report (FFR) and monitoring
  - Minimum one monitoring visit (may include on-site or remote member, supervisor and/or records review). Monitoring will be based on areas of identified risk for the project.
  - Pre-Award Survey as requested by ICVS according to state law
  - Submission of annual agency audit or agreed upon financial procedures and specific financial information pertaining to the AmeriCorps funding
  - Program Closeout Packet
  - Submit, at a minimum, annual financial desk review information for one month period as listed below
  - print out from the accounting system for all AmeriCorps expenses (staff and members)
  - copy(ies) of staff timesheet(s)
  - copies of member timesheets
  - copies of receipts/vouchers/invoices for cost samples from selected cost categories
  - copy of the match spreadsheet to document in-kind donations
  - As follow-up to desk review, ICVS staff may schedule on-site financial monitoring visit or arrange for additional monitoring via desk review or conference call.
- **Low**
  - Minimum quarterly financial reporting and IowaGrants.gov monitoring
  - Submission and monitoring of semi-annual Federal Financial Report (FFR)
  - At least one visit every three years (including any or all of the following components: member, site supervisor and program director interviews and financial monitoring)
  - Program Closeout Packet
  - Pre-Award Survey as requested by ICVS according to state law
  - Submission of annual agency audit and specific financial information pertaining to the AmeriCorps funding
• Submit, at a minimum, financial desk review information as listed below as part of closeout
  • print out from the accounting system for AmeriCorps wages and living allowances (staff and members) by
grantee and federal share
  • print out from the accounting system for benefit expenses (member and staff)
  • copy(ies) of staff timesheet(s) for a one month period
  • copies of member timesheets for a one month period

Monitoring
The Commission will use various modes for collecting program data in order to address the state’s needs and to capitalize
and build upon the programs’ strength.

The ICVS monitoring process includes: Commission Staff, Commissioners, and other interested and trained individuals,
including Corporation Staff. Depending on the type of monitoring, staff and team members may vary to include the
Commission’s Program Officer(s), Disability Coordinator, Executive Director, committee members or Financial Officer.

ICVS staff will report to Commissioners during each Commission meeting on programs that are demonstrating financial,
program or member management problems. The Commission may direct the staff to pursue corrective action.

Preliminary Review and Start Forms
The Commission will conduct a review of submitted materials (Program Start Forms) within the first 60 days of the grant.
This assessment will include a review of materials such as member service agreements, site agreements, grievance policies,
member evaluation forms, recruitment policies, program design, program-specific requirements, staff background checks,
member orientation training agenda, etc. It will also include the collection of important information such as: financial and
authorized signer information, financial data, most recent agency audit report, experience with management of AmeriCorps
programs/funding, emergency contact information, project site information, etc. This information will be reviewed by staff
along with prior site visit information, pre-award information and other available data to determine program risk. (Copies
of the Program Start Forms are included in the appendices.)

Remote/Desk Monitoring
ICVS will review files, forms and information submitted by the programs to evaluate how the program is progressing,
provide feedback and offer assistance. Independent feedback from the Corporation, auditors, Commissioners and other
stakeholders will also be shared with the programs as part of the remote feedback process. Under the ICVS Grant
Agreement, programs are expected to make any materials available to ICVS or its agents upon request. The following are
examples of remote monitoring conducted by ICVS:

Financial Desk Review
ICVS will request supporting documentation for program claims from programs based on risk. The materials will be
attached to a program claim in IowaGrants. Various documents will be requested depending on program risk as detailed on
the “Financial Risk” form included in this packet. ICVS will review the documentation to track expenses from the Claim back
to the books of account and to ensure that appropriate documentation exists for expenses. Commission staff will follow up
with the program by phone and/or in writing to correct any deficiencies in the reporting system and/or record-keeping.

Member Review
IowaGrants and eGrants, enable ICVS staff to monitor a number of aspects of member management remotely at any given
time. Examples of items monitored through these systems include: member and supervisor timesheets, member
enrollments and exits timeline, member retention, member enrollment rates, etc. The monitoring schedule for these items
is included in the Program Risk Assessment document.

Program Performance
Program progress reports are submitted and reviewed electronically. Progress reports include data on performance
measures and narrative descriptions of program accomplishments.

Financial
In addition, some financial monitoring is conducted using the IowaGrants system, such as claims and FFR. In addition, ICVS
reviews audit reports submitted at the time of application and at grant closeout.
• Close Out
The closeout packet is due to ICVS in IowaGrants sixty (60) days following the end of the grant agreement period. The closeout packet has program and financial components, so please view the Financial Management chapter for more information on the financial aspects of closeout. On the programmatic side, grantees will be asked to attach the following document:
  • Member Roster Report from S/N Report section of eGrants/My AmeriCorps Portal
In addition, grantees will be asked to provide verification that the following activities have been completed:
  • All members assigned to a service site in IowaGrants
  • All members are exited in the eGrants/My AmeriCorps Portal
  • All members are exited in IowaGrants
  • Final progress report completed in IowaGrants
  • All compliance and site visit issues resolved

• Other Information
In addition, the Commission may also request additional information to be reviewed remotely (such as: performance measure collection tools, site supervisor training schedules and materials, member training materials, etc.) and will conduct regular review of on-line reporting systems, including IowaGrants.gov and eGrants.

• On-Site Visits
The number and extent of site visits will be based upon program risk as established at the beginning of the program year. However, a site visit can be scheduled at any time if the Commission determines that one is merited. In addition, program risk can be re-assessed at any time based upon changes in program staff, changes in sponsorship, complaints from members or community members, poor or late reporting or other indications of challenges in program, member or financial management.

The final review will be conducted during a site visit and at that time, programs will be expected to be operating at full compliance. Therefore, all required ORIGINAL documents must be available for review; such as timesheets, member service agreements, evaluations, etc. Faxed forms or copies are not acceptable. Site visits will be conducted based on the risk-based monitoring system. If a site visit is merited, the Program Officer will visit the program’s headquarters and at least one operational site. The site visit will allow for verification of information received remotely, gathering of information from a wider range of individuals and to observe the management and service activity and to build relationships with the programs. Site visits will include meeting AmeriCorps members, community members, reviewing program records and observing service activities.

• Pre Award Survey
Prior to the issuance of a grant agreement, the ICVS Fiscal and/or Program Officer may request a Pre Award Survey of potential AmeriCorps grantees as required by state law. As part of the survey, an auditor from the Office of the Auditor of State will make a visit to the potential site and conduct a review of the systems and procedures in place. This survey will provide ICVS with information about the financial management systems and the capacity of the organization to manage the grant funds. Should the Auditor’s Report indicate deficiencies in the financial management systems of the applicant and/or grantee, the ICVS will either deny funding or work with the applicant/program to ensure appropriate measures are taken to remedy deficiencies.

• Monitoring Report
The Commission will provide written feedback to the program every time monitoring yields information that merits action on behalf of the program site.

  • Commission Feedback and Timeline
    • ICVS will issue a written report of findings to the Program Director within 30 business days. In most cases, a written response and supporting documentation will be requested from the program as follow-up. See below for more information on program response.
    • In cases where serious compliance issues are noted, the report will be sent to the Authorized Representative with a carbon copy to the Program Director. If a serious compliance issue(s) exists, the Commission may request a Program Response Plan from the program related to the compliance and continuous improvement issues. Commission staff is available to provide technical assistance to the program in development and implementation of its response plan.
• **Program Response and Timeline**  
  Programs will be expected to respond to compliance or continuous improvement issues that become apparent during these reviews within the timeline established by ICVS. Response timelines will be dependent upon the seriousness of the compliance issue, the timeline established by CNCS (in cases where they are requesting the additional information) and other factors, such as grant end date, that may impact the reporting timeframe. In most cases, compliance issues will require response from programs within 14 business days.

• **Program Response Plan**  
  If a response plan is requested, the Program should include the actions the program will take to overcome the identified weaknesses and identify how the program will monitor progress of the response plan. Requested documentation should also be included. The program’s plan will be presented to the full Commission to demonstrate if requested progress has been made.

• **Failure to Respond/Inadequate Progress**  
  Failure to respond and/or comply within the established timeframe may result in corrective action, including suspension of payments, and further action up to and including termination of the grant agreement. Results of the site visit will be compiled and shared with the Program Development Committee, Executive Committee, and/or the full Commission as appropriate. The results of the site visit will be factored into the grant review process as well as be considered in the risk-based monitoring system.

**Significant Concerns Regarding Program Operation**  
If significant concerns at a program or local site become apparent, a conference call, site visit, technical assistance visit or other means will be used by the Commission to provide additional support and monitoring. In these cases, as much advance notice as possible will be provided to the program. Programs that are not in compliance are subject to suspension, termination or discontinued funding by the Commission according to the Grant Agreement.

*Criminal Activity (including Waste, Fraud or Abuse)*  
If, at any time, the Commission suspects misconduct or malfeasance related to the grant or grantee, including waste, fraud, abuse or any violation of criminal law, the Commission will take appropriate and immediate steps to address these concerns, including suspension, or termination of the grant award, notification of the Corporation, Office of the Inspector General, Office of the Auditor, State of Iowa, and/or local law enforcement.
3.7. Mission

The Iowa Commission on Volunteer Service (ICVS or Volunteer Iowa) has the same mission statement as the Corporation for National and Community Service: To improve lives, strengthen communities, and foster civic engagement through service and volunteering.

ICVS and its partner agencies work with organizations and individuals on three main fronts. The first is to help agencies develop quality programs that use service as a strategy to fulfill their missions and address Iowa’s greatest areas of need. The second is to help engage Iowans in their communities by promoting service and expanding the volunteer base. Finally, the third area of work is to connect individuals with appropriate service opportunities by building the volunteer infrastructure.

ICVS Vision: To create an Iowa where all citizens are empowered through service to meet community challenges and make lives better.

3.8. Planning Process

Excerpt from National and Community Service Act of 1990. Entire Act can be found online at www.nationalservice.gov/sites/default/files/documents/1990_serviceact_as%20amended%20through%20pl%20111-13.pdf. The federal legislation dictates:

(e) Duties of a State Commission

The State Commission or alternative administrative entity for a State shall be responsible for the following duties:

(1) Preparation of a national service plan for the State that--

(A) is developed through an open and public process (such as through regional forums, hearings, and other means) that provides for maximum participation and input from national service programs within the State and other interested members of the public;

(B) covers a 3-year period;

(C) is updated annually;

(D) ensures outreach to diverse community-based agencies that serve underrepresented populations, by--

(i) using established networks, and registries, at the State level; or

(ii) establishing such networks and registries; and

(E) contains such information as the State Commission considers to be appropriate or as the Corporation may require.

(2) Preparation of the applications of the State under sections 12543 and 12582 of this title for financial assistance.

(3) Assistance in the preparation of the application of the State educational agency for assistance under section 12525 of this title.

(4) Preparation of the application of the State under section 12582 of this title for the approval of service positions that include the national service educational award described in subtitle D of this subchapter.
(5) Make recommendations to the Corporation with respect to priorities for programs receiving assistance under the Domestic Volunteer Service Act of 1973 (42 U.S.C. 4950 et seq.).

(6) Make technical assistance available to enable applicants for assistance under section 12571 of this title--

(A) to plan and implement service programs; and

(B) to apply for assistance under the national service laws using, if appropriate, information and materials available through a clearinghouse established under section 12653a of this title.

(7) Assistance in the provision of health care and child care benefits under section 12594 of this title to participants in national service programs that receive assistance under section 12571 of this title.

(8) Development of a State system for the recruitment and placement of participants in programs that receive assistance under the national service laws and dissemination of information concerning national service programs that receive such assistance or approved national service positions.

(9) Administration of the grant program in support of national service programs that is conducted by the State using assistance provided to the State under section 12571 of this title, including selection, oversight, and evaluation of grant recipients.

(10) Development of projects, training methods, curriculum materials, and other materials and activities related to national service programs that receive assistance directly from the Corporation (to be made available in a case in which such a program requests such a project, method, material, or activity) or from the State using assistance provided under section 12571 of this title, for use by programs that request such projects, methods, materials, and activities.
**3.8.a. State Service Plan (SSP)**

Iowa Commission on Volunteer Service  
State Service Plan 2013-2016  
*A Blue Print for Building on Iowa’s Ethic of Service*

**Our Mission:** To improve lives, strengthen communities, and foster civic engagement through service and volunteering.

**Our Vision:** To create an Iowa where all citizens are empowered through service to meet community challenges and make lives better.

The ICVS will use its resources and partnerships to fulfill strategies outlined in this plan. The plan is broken up into the components shown above: 1) Developing New Service Opportunities, 2) Improving Existing Services & Programs, 3) Building a Culture & Climate for Service, 4) Expanding Iowa’s Volunteer Base, and 5) Building Iowa’s Volunteer Infrastructure.
How the Iowa Commission on Volunteer Service Carries Out Its Mission
The Iowa Commission on Volunteer Service (ICVS or Volunteer Iowa) and its partner agencies work with organizations and individuals on three main fronts. The first is to help agencies develop quality programs that use service as a strategy to fulfill their missions and address Iowa’s greatest areas of need. The second is to help engage Iowans in their communities by promoting a culture of service and expanding the volunteer base. Finally, the third area of work is to connect individuals with appropriate service opportunities by building the volunteer infrastructure.

Rationale for the Iowa Commission on Volunteer Service Vision for Iowa
The ICVS sees service as a resource that builds community. Whether service contributes to the area’s people, natural environment, culture, physical infrastructure, financial status, or political systems, increasing the quantity and improving the quality of service provided makes communities better. In this way, service directly improves ecological, human, and economic capital. And service, no matter its end result, inherently builds social capital, the connections between and among networks in a community, through the relationships people develop while serving. A healthy community is one that has high levels of social, ecological, human and economic capital, the combination of which may be thought of as community capital. Service benefits all aspects of community capital, making Iowa a better place.

How the State Service Plan is Used to Direct the Work of the Iowa Commission on Volunteer Service
Iowa’s State Service Plan should be seen as a blueprint for maximizing civic engagement and service in Iowa. Like a blueprint for a dream house, this is our outline for what we want for service in Iowa and what we need to do, over time, to get there. We may not implement all components of the plan during the next three years, as the speed of our progress is conditional on external forces. However, the commission will prioritize elements that are most achievable.

Hence, the State Service Plan will evolve as we aim to benefit the areas of Iowa that have not only a demonstrable need but also a strong chance for success. In all of these efforts, the ICVS will seek to support comprehensive community strategies in areas where stakeholders have come together to address an issue, such as by using the principles of collective impact or other place-based strategies. We hope that this approach and the plan, in general, will also be used by our partners in the service community to make Iowa a better place to live and the most civically engaged state in the nation. Each section that follows contains priorities or objectives, which describe what the ICVS hopes will be accomplished, as well as strategies and tactics, which offer methods by which the goals may be reached.

SERVICE DEVELOPMENT: DEMAND FOR VOLUNTEERS

1.) Developing New Service Opportunities – Working with Organizations and Communities to Use Service as a Strategy

One of the primary functions of the ICVS is to work with organizations and communities to help them use service as a strategy to fulfill their missions by engaging Iowans in solving pressing community challenges. We do this by connecting those agencies in need with programming that we or our partners fund, or by providing technical assistance on how to better utilize community volunteers to fulfill that need. The introduction of new programming at the state and federal levels, along with new flexibility to utilize other funding streams to support service programs, combine to make new program development a vital piece of Iowa’s State Service Plan.

As we work to support new program development, we keep in mind the mission of the Iowa Commission on Volunteer Service, which directs us to use service to “improve lives, strengthen communities, and foster civic engagement.” Research has shown that when volunteers perceive that their service is helping to make a difference towards real problems, they are also more likely to be highly engaged in their communities. In other words, the bigger the need, and the more directly a volunteer experience is addressing the need, the more likely people will be willing to help. So, we want to help organizations develop programs that use volunteers in meaningful ways to address substantial problems.

In addition, we know that service itself can improve the life of the recipient and can strengthen a community by building a bond between the community and its residents. These fortified ties can help communities retain residents who will improve the community. The ICVS will provide help to any organization that wants to use service to improve lives and strengthen communities. We have created strategies for dedicating our resources to targeted service opportunity development. Priority is given to selecting programs that utilize the principles of collective impact to be part of comprehensive community solutions.
Priorities in Developing New Service Opportunities

- Programs that are part of or utilize a comprehensive community strategy.
- Programs or strategies that engage underrepresented populations and those that provide a high return on investment as outlined in 4) Expanding Iowa’s Volunteer Base.
- Programs in geographic areas that are underserved or have the highest need.
- Programs that benefit rural or minority areas.
- New service opportunities to develop community capital that meet Iowa needs in the following focus areas:
  - Community Safety and Disaster: Keep all community members emotionally and physically safe, and help communities to prepare for or recover from emergency situations and natural disasters.
  - Economic Opportunity: Ensure all Iowans have the opportunity for economic success and stability, and help communities fulfill their most pressing needs.
  - Education & Youth Development: Ensure that all Iowa youth have the assets for success, particularly through school achievement and drop-out prevention with an emphasis on the Governor’s plan for literacy and STEM.
  - Environment: Build sustainable communities and preserve our natural resources.
  - Healthy Futures: In support of the Healthiest State initiative, improve the health of Iowans, particularly through efforts to address obesity and chronic health conditions. Improve nutrition, wellness, and rural healthcare.

Targeted Strategies & Tactics for Developing New Service Opportunities (* Asterisks indicate strategies or tactics that fall in the policy realm)

A. Through our grant making, grant guidelines, and performance measures, encourage the creation of programs that align with ICVS priorities.
B. Develop targeted initiatives to generate volunteers that align with ICVS priorities.
C. Provide assistance and training on the collective impact model to help such community efforts move forward.
D. Work with faith partners to expand service opportunities and volunteer programs run by faith-based institutions.
E. Partner with funders, both public and private, to give community organizations incentives to utilize volunteers.
F. Support colleges and K-12 educational institutions to help them implement targeted community volunteer efforts.
G. Work with nonprofit organizations to develop more technical, skilled and high-quality volunteer opportunities.
H. Work with state agencies to integrate volunteer management and recruitment into other state programs.
I. Work with the Department of Criminal Investigation and other state partners to reduce the financial burden of volunteer background checks and to provide best practices for volunteer background check policies. *
J. Communicate the value and importance of funding volunteer management to businesses and foundations.
K. Provide tools for motivated individuals to develop their own volunteer initiatives or programs, enabling social entrepreneurship.
L. Expand resources that strengthen Iowa’s capacity to engage volunteers to solve challenges facing the state.
M. Support legislative efforts to increase funding to Iowa organizations that utilize volunteers and national service to accomplish their charitable missions more efficiently and effectively. *
N. Expand opportunities to serve in communities and public lands to improve our environment. Use the Iowa Power Fund to jumpstart energy efficiency efforts and partner with the Department of Natural Resources and local entities to improve conservation efforts.
O. Utilize Volunteer Centers, college civic engagement programs/offices, RSVPs and employer volunteer programs, and similar entities to mobilize more volunteers for community environmental sustainability projects.
P. Develop new education programs such as Reading Corps or other volunteer tutoring programs that focus on specific skills, such as reading and math proficiency by 3rd/4th grade and middle school intervention programming.
Q. Sustain student engagement and learning through expansion of Service Learning opportunities both in school- and community-based settings through our partnerships with the Department of Education, Iowa Campus Compact, Iowa State Extension and others in the Iowa Coalition for the Integration of Service Learning.
R. Expand summer learning through summer enrichment programs, such as national service programming or Summer Youth Corps that target disadvantaged or at-risk youth.
S. Encourage and support efforts to mobilize communities to be engaged with youth through community collaborations. Utilize program models that engage communities and resources to improve school achievement by promoting proven models and best practices and continue our partnership with the Iowa Collaboration for Youth Development.
T. Through the Iowa Mentoring Partnership, work to develop new mentoring programs to ensure all young Iowans have access to a caring adult.
U. Through partnerships and programming, promote the utilization of volunteers, including national service participants, to provide financial literacy education to adults by connecting with them at the time they are making important financial decisions (such as filing taxes, purchasing a car or home, opening a checking or savings account).

V. Utilize national service participants to help prevent and resolve social problems that can impede economic success, such as child and domestic abuse.

W. Develop and support programs that provide basic needs, such as improving housing options for low income Iowans, addressing hunger, or providing transportation to connect Iowans to essential services and educational opportunities.

X. Support nutrition and community wellness programming focused on prevention of obesity, including health education and outreach, access to fresh fruits and vegetables through community gardens, improved food choices at schools and in low-income or rural areas and increased physical activity.

Y. Use programming to improve accessibility of legal services that address housing, employment, public benefits, or family issues.

Z. Support programming that ensures public safety during emergencies and natural disasters.

SERVICE DEVELOPMENT: DEMAND FOR VOLUNTEERS

2.) Improving Existing Services & Programs – Developing Quality National Service and Volunteer Experiences and Programs through Training, Technical Assistance, and Monitoring (* Asterisks indicate strategies or tactics that fall in the policy realm)

Most fields have a debate between quantity vs. quality should time be spent on creating more programs or better programs? For service, the ICVS believes that there is not an issue of quantity vs. quality. While we need to do both, the data is quite clear that the best way to generate more service—whether it be a greater number of volunteers, of national service opportunities, or of service programs—is to improve the quality of the opportunities and programs. We know that better programs have better retention rates and, with 35.5% of traditional volunteers and more than 15% of national service participants leaving their service early, increasing retention rates through better screening, placement and volunteer management is one of the most efficient ways to increase service. In addition, funding for the expansion of service programming is often awarded on a competitive basis, in which quality and efficacy in addressing a need are key factors in determining who is selected. In other words, better quality will lead to more volunteers, programs, and opportunities in Iowa.

Objectives in Improving Existing Services & Programs

- Improved volunteer retention and program performance through the use of effective volunteer management practices.
- Stronger national service programs and better member experiences through improved program management and training.
- Improved sustainability of service programs.
- Quality mentoring programs supported through the Iowa Mentoring Partnership (IMP), following the IMP Strategic Plan.
- Quality disaster preparedness and response delivered by volunteers and national service programs.

Targeted Strategies and Tactics for Improving Existing Services & Programs

A. Explore grouping national service programs in issue specific state service corps to help replicate successful models.
B. Develop better methods for measuring and evaluating program impact.
C. Work with Iowa nonprofits to become Nonprofit Service Enterprises—organizations that fundamentally leverage volunteers and their skills to successfully deliver on the mission of the organization (www.reimaginingservice.org).
D. Raise the professional profile of volunteer managers within organizations.
E. Provide training on effectively engaging skills-based volunteers.
F. Develop an online space for community organizations to share best practices and successes.
G. Increase participation in local volunteer manager networking groups for best-practice sharing, networking and other opportunities and connect Directors of Volunteers in Agencies (DOVIAs) from across the state together.
H. Provide tools and strategies for national service programs operating in the same community to partner with each other.
I. Advocate for funding that enables the Iowa Commission on Volunteer Service to operate at full capacity. *
J. Provide and improve quality assessment tools for supported service programs.
K. Work to expand potential funding sources for volunteer management.
L. Expand the number of organizations providing local technical assistance and training to volunteer managers through volunteer center development, partnerships with institutions of higher learning and inclusion in nonprofit management trainings.

M. Offer training, resources and technical assistance to mentoring programs. Sponsor training and conference events for mentoring programs on best practices and the Elements of Effective Practice. Ensure quality through ICVS certification and/or improved program quality assessment tools.

N. Guarantee solid program management through monitoring of programs overseen by the ICVS. Ensure programs are meeting community needs and achieving results through assessment or performance measures.

O. Provide a statewide network of learning and support for volunteer managers and service programs through continued support of the annual Iowa Nonprofit Summit, other program-specific trainings and improved web-based trainings and resources. Look to provide training more efficiently through national and regional partnerships with other states and organizations with like goals.

P. Train national service program directors, interested volunteer managers, local designated voluntary organizations and AmeriCorps members in disaster preparedness and response, especially the management of spontaneous volunteers.

Q. Analyze, collect and disseminate data relevant to Iowa’s service community, including the annual Volunteering and Civic Life in America report and other state and national resources, as a way to monitor our successes and identify deficiencies.

R. Work to collect and disseminate data specific to volunteer management within Iowa’s nonprofit organizations, through partnership with Iowa Secretary of State.

S. Explore volunteer rating systems, including web-based systems, to encourage organizations to provide quality volunteer experiences.

**ENGAGEMENT IN SERVICE: SUPPLY OF VOLUNTEERS**

3.) Building a Culture & Climate of Service – Volunteer Promotion & Recognition

Like most behaviors, service and volunteering are learned behaviors and are very much influenced by cultural norms and expectations. According to annual research done for the Volunteering and Civic Life in America report, volunteering is spread out among all demographic groups. Yet, despite this diversity in volunteers, non-volunteers report that they see volunteers as people “different from themselves.” Individuals and agencies also report both real and perceived barriers that prevent them from sharing or expanding their service.

When there are true barriers preventing service, the ICVS needs to work with partners to remove these barriers and create an environment in which service is promoted. To address perceived barriers, the ICVS needs to demonstrate that service and volunteering are something in which all active citizens can and should participate.

We also know that if volunteers feel valued and are properly recognized, they are more likely to continue to volunteer and their friends and family are also more likely to be engaged in service opportunities. Therefore, we have outlined strategies that will: engage people in service early in life, support episodic volunteering as a gateway to engage people in service, build a cultural expectation of service and community engagement, and prevent and eliminate obstacles to service and volunteering.

**Objectives in Building a Culture & Climate of Service**

- Increased public awareness of volunteerism and a cultural expectation to serve.
- More Iowans self-identify as volunteers due to better branding of volunteerism.
- Volunteers are appreciated and honored, creating an environment in which others aspire to participate in volunteerism and service.
- A cultural expectation for service makes “serving” the norm and “not serving” the exception.
- State and local leaders value and promote service and service opportunities.
- Barriers inhibiting a positive climate for growth of service as a strategy are removed.
Targeted Strategies and Tactics for Building a Culture & Climate of Service (* Asterisks indicate strategies or tactics that fall in the policy realm)

A. Build the cultural expectation and awareness of service through support of the Governor and Lieutenant Governor’s Call to Service/What’s Your 50? Campaign.
B. Support statewide volunteer recognition for outstanding individual volunteers, volunteer groups, volunteer management leaders and quality volunteer programs.
C. Demonstrate the diverse faces of volunteerism through ICVS marketing and publicity.
D. Promote service by underrepresented individuals in various volunteer sectors (men as mentors, women as board members, young people in service clubs, etc.).
E. Provide processes for organizations and individuals to report their volunteer hours and promote their successes.
F. Promote the connection between volunteering and community development.
G. Publicize the health, well-being, economic, and educational benefits of service and volunteerism to those that serve.
H. Maintain an active policy committee at the Commission level to identify and advocate for the removal of barriers to success and to educate policy makers (local, state and federal) about the value of service.
I. Promote awareness of the Iowa Commission on Volunteer Service and the services available through the ICVS.
J. Educate nonprofit leaders about the value of volunteer management and how to practice volunteer management in an effective and professional manner.
K. Create a state employee volunteering policy. *
L. Support corporate leaders in workplace volunteer efforts.
M. Develop and conduct promotional events in conjunction with identified state and national Days of Service as a gateway to regular volunteerism.
N. Utilize surrogates to deliver messaging, cataloging those who are well versed to speak on each relevant service subject matter.
O. Promote youth volunteering and family volunteer opportunities in order to instill the ethic of service in youth.

ENGAGEMENT IN SERVICE: SUPPLY OF VOLUNTEERS

4.) Expanding Iowa’s Volunteer Base — Volunteer and National Service Recruitment

It is an accepted principle of volunteer management that people are more likely to volunteer if they are asked, and much more likely to volunteer if a trusted source or friend is the one who asks them. This tells us that we not only need to ask Iowans to serve, but we also need to increase and diversify our recruiters and connect with people closer to home. We have outlined strategies that utilize more Iowans to invite people to serve.

Furthermore, many non-volunteers are afraid to make a long term commitment to volunteering, which suggests that promoting episodic volunteering options may be fruitful in engaging more Iowans. So we have included strategies in this plan to better market available opportunities and to engage Iowans without requiring a long term commitment.

We have listed specific strategies for volunteers whose engagement in service is of extra value. For at-risk youth and Iowans with disabilities we feel service will pay extra dividends by increasing future employment success and long term outcomes. Iowans over 55 years of age and students are populations that are at or approaching transitional periods of life—graduation or retirement—when Iowans are most likely to leave the state. We believe that service can offer an important remedy to the “brain drain” and the “gray drain.” By engaging people in their communities we can create bonds that graduation and retirement will not break.

Objectives in Expanding Iowa’s Volunteer Base

- More Iowans are asked to serve in direct and indirect ways.
- Volunteer and national service programs are diversified and better connected with segments of the population that are underrepresented as volunteers or whose service provides maximum value, including:
  - Iowans age 55+
  - Opportunity youth (those at-risk for or currently out of school or unemployed)
  - Iowans with disabilities
  - Veterans
  - Students
  - Minority populations
Targeted Strategies and Tactics for Expanding Iowa’s Volunteer Base

A. Enhance marketing of existing volunteer opportunities, with an emphasis on connecting with Iowans where they congregate.
B. Create a pathway to service through episodic volunteer opportunities, such as Iowa and national Days of Service, and provide trainings to organizations on how to turn episodic volunteers into regular volunteers.
C. Target as volunteers those populations that have high returns on investment, such as college students and adults transitioning to retirement.
D. Support the development of new leaders and succession planning within the volunteer sector.
E. Support community efforts to continuously engage and incorporate new volunteers and to successfully transition responsibility among volunteers for a healthy “volunteer lifecycle.”
F. Expand nonprofit training on the importance of term limits for boards and volunteer positions, engaging new volunteers, and transitioning out volunteers.
G. Mobilize civic membership organizations to connect with local nonprofit, community and faith-based organizations for volunteering and service activities.
H. Work with employers, big and small, on identifying strategies for engaging employees at all skill levels in volunteering, especially those nearing retirement.
I. Persuade leaders (such as CEOs, Mayors, Governor, clergy) to call on Iowans to serve.
J. Provide training on developing volunteer opportunities for special populations including families, at-risk youth, persons with disabilities, and individuals who work more than one job, and for intergenerational volunteering.
K. Encourage individuals to explore nontraditional volunteer positions.
L. Partner with organizations serving targeted demographic groups to help engage those populations in volunteering.
M. Utilize social media as a way to ask Iowans to serve.
N. Develop and utilize statewide volunteer recruitment marketing strategy for www.volunteeriowa.org (the ICVS web-based volunteer portal).
O. Support targeted recruitment efforts utilizing endorsers like the Coaches’ Challenge.
P. Connect more young people to service opportunities through community-based and/or school-based service-learning.
Q. Expand the number of college students volunteering and pursuing national service following graduation, through our partnership with Campus Compact.
R. Increase the number of disadvantaged youth (“opportunity youth”) participating in community-based and school-based service learning opportunities, to help them see that they can make a positive impact in their local communities. Incentivize this population’s participation through ICVS supported programs.
S. Promote the empowering benefit of service to Iowans with disabilities and opportunity youth.
T. Promote the transitional benefits of national service to veterans. Recruit veterans, particularly returning veterans, into service opportunities, including opportunities that utilize their military experience.
U. Support local AmeriCorps Alums chapters in their efforts to engage alums on an ongoing basis.

Special Plan Expanding the Volunteer Base for Iowans Age 55+ (* Asterisks indicate strategies or tactics that fall in the policy realm)

A. Create policies to increase service by adults age 55 or older. Address how to best use such adults as sources of social capital and how to utilize their skills and experience to address community needs.
B. Explore utilization of the ICVS Volunteer Solutions registration system to develop a “skill bank” for volunteers with life experiences that could better be utilized by charitable organizations across Iowa.
C. Explore incentives like real property tax abatement for mature Iowans to volunteer, similar to programs already in existence in bordering states. *
D. Expand counties covered by Senior Corps programs to increase volunteerism by individuals aged 55 and over.
E. Support Senior Corps expansion through potential resource development and exploration of additional resources. Assess potential of additional state, federal or community foundation funds to expand Senior Corps service areas.
F. Assist with regular meetings and training of Senior Corps programs.
G. Evaluate and seek grant and fee-for-service resources, as appropriate, for senior volunteer programs.
H. Use AmeriCorps VISTA resources to build capacity of Senior Corps.
I. Utilize targeted messaging and train existing programs on how best to recruit and utilize Iowans age 55+.
J. Partner with organizations currently serving Iowans 55+ to recruit and develop opportunities to serve.
K. Connect with colleges and universities with high numbers of non-traditional students.
L. Demonstrate the value of connecting experienced Iowans to local communities, both from a skill level perspective and a from a retention perspective.
M. Conduct outreach to nonprofits, the Iowa Department of Education, Iowa colleges and universities, and other state agencies to develop a list of high need volunteer positions to better connect to our 55+ volunteers.
N. Recommend the Iowa Department on Aging take specific action to better engage mature Iowans in service.
O. Promote employer volunteer opportunities that can transition into retirement.
P. Develop a marketing plan to businesses encouraging:
   o Time sharing or flexible work schedules for Iowans 55+ that can keep employees in the work force longer and spark more volunteer service among this demographic.
   o Employer volunteer programs that include employees 55+, including making “pro-bono” connections for certain high need professions (information technology, marketing, accounting, legal etc.).
Q. Encourage and recommend the use of 55+ volunteers for civic engagement and multigenerational activities by making it a priority for new program development and in funding decisions for afterschool programs, mentoring, and other intergenerational activities.
R. Explore program models like Experience Corps, as well as work to expand existing Senior Corps programs through national service funding.
S. Encourage the development of Encore service programs in the state through:
   o Actively pursuing partnership opportunities with AARP, Iowa Department on Aging, and others to conduct outreach and explore ideas.
   o Making programs that utilize 55+ a funding priority and new program development priority.
   o Working with Iowa’s solid network of Senior Corps programs.

**CONNECTION OF VOLUNTEER SUPPLY AND DEMAND**

5). Building Iowa’s Volunteer Infrastructure

A healthy volunteer infrastructure is the key factor for ensuring that all other components of the service and volunteerism field work together. Research from the United Nations on volunteering worldwide shows that, while the specific ways that volunteering is implemented may differ from place to place, a healthy volunteer infrastructure will always make volunteerism a better and more impactful community resource.

We also know that people are more likely to volunteer if they have choices and if it is easy for them to find out how they can help; this is especially true in times of disaster. Improving technology and our online volunteer infrastructure can better facilitate this connection. In our plan, we outline steps that will strengthen Iowa’s volunteer infrastructure to provide a shared understanding of volunteerism and its value. A healthy volunteer infrastructure creates an environment in which diverse best practices are shared and the full potential of volunteers is realized.

**Objectives in Building Iowa’s Volunteer Infrastructure**

- Place-based volunteer infrastructure and capacity building efforts are supported across Iowa.
- The development of more programs or organizations that build local volunteer infrastructure is encouraged.
- Statewide coverage by volunteer centers or volunteer connector organizations.
- Statewide support for issue-specific or population-based volunteer infrastructure or capacity building initiatives.
- Expanded ability of communities to connect volunteers to needs during times of disaster.
- Increased internal capacity of the Iowa Commission on Volunteer Service to serve as an exemplary state service commission.

**Targeted Strategies & Tactics for Building Iowa’s Volunteer Infrastructure** (*Asterisks indicate strategies or tactics that fall in the policy realm)

A. Work with the Corporation for National and Community Service to allow RSVP to be used as a volunteer connector for people of all ages in areas that are unserved or underserved by other volunteer centers. *
B. Provide best practices and resources on starting a volunteer center or volunteer connector organization.
C. Support and strengthen existing volunteer centers and other referral networks.
D. Provide best practices on sustaining a volunteer center or volunteer connector organization.
E. Work with cities and towns to engage volunteers in meeting community needs and to develop volunteer connecting services in unserved or underserved areas.
F. Promote the use of a consistent statewide web-based volunteer referral and management system.
G. Expand counties served by volunteer connector organizations (such as volunteer centers, United Ways, RSVPs, information and referral centers). Determine if other local organizations such as chambers of commerce, hospital volunteer offices, or faith communities are serving or could serve as community volunteer referral organizations.
H. Develop statewide volunteer disaster management tracking tools.
I. Help support local spontaneous disaster engagement plans and the development of community and voluntary organizations active in disaster (COADs and VOADs).

J. Utilize mobilization and deployment strategies for disaster that will support Iowa’s emergency volunteer infrastructure.

K. Develop mobilization plan for national service participants in Iowa that will enable members, program directors and/or commission staff to respond in case of local, state or national disasters.

L. Provide technical assistance to businesses wishing to establish employee volunteer programs.

M. Conduct outreach to fill the gaps in the use of Volunteer Solutions as a statewide online volunteer management portal (www.volunteeriowa.org) in order to increase the number of postings of available volunteer opportunities including:
   - Encourage nontraditional partners like libraries or chambers of commerce to establish county- or community-based volunteer referral recruitment hubs.
   - Encourage local communities to designate staff and/or an agency to administer a local version of Volunteer Solutions.

N. Promote the Cities of Service model (www.citiesofservice.org) with mayors to build local infrastructure.

**NUMERICAL GOALS**

**Numerical Goals in Volunteer and National Service Recruitment**

*General Volunteers (based upon Volunteering and Civic Life in America reports)*

- Total volunteer engagement: **1,000,000+ volunteers per year.**
- Average Iowa resident volunteers: **50 hours per year.**
- Older adults: Baby Boomers (born between 1946 and 1964) **43% engaged**, all older adults age 65+ **40% engaged**, age 55-64 **43% engaged**, age 65-74 **45% engaged**, age 75+ **35% engaged.**
- Young people: college students **45% engaged**, teenagers (age 16-19) **41% engaged**, Millennials (Born in/after 1982) **33% engaged.**

*National Service Participants (from CNCS National Service in Iowa report)*

- AmeriCorps: **1,200 members per year**

**Numerical Goals in Volunteer Promotion**

*General Volunteers (based upon Volunteer Solutions postings and program reporting)*

- Days of Service: **20% increase** in the number of projects taking place on special Days of Service each year (to include Martin Luther King Day, Global Youth Service Day, and 9/11 Day of Service and Remembrance) and **100% of ICVS programs** participate in a Day of Service.
- Volunteer Solutions: **20% increase** in number of opportunities posted and/or agencies using the system.

**Numerical Goals in Volunteer Retention and Effective Volunteer Management Practices**

*General Volunteers (based upon Volunteering and Civic Life in America reports)*

- Volunteer Retention: Make progress towards long term goals, 80% statewide retention rate, and maintain role as leader in Volunteer Retention.

*National Service Programs (based on AmeriCorps and Volunteer Generation Fund reporting)*

- AmeriCorps Members: **100+% member enrollment** and **90% member retention**
- Community volunteers recruited: **35,000**
- Individuals benefitting from the service: **25,000** from the following categories: disadvantaged youth, children of prisoners, mentees
- AmeriCorps programs’ local matching share: **47%**
- Programs reporting improved member civic engagement: **90%**
- Number of agencies implementing three or more effective volunteer management practices due to ICVS-supported programming: **500**
- Number of agencies reporting increased efficiency due to ICVS-supported programming: **350**
- Number of agencies reporting increased effectiveness due to ICVS-supported programming: **350**
3.9. Commission and Commissioner Ethics

What Do We Mean by Ethics?

1) First, do no harm.
2) Respect people as ends, not as means.
3) Respect participants’ ability to play a role in determining what they need.
4) Respect everyone’s human, civil and legal rights.
5) Do what is best for everyone under the circumstances.
6) Don’t abuse your position or exploit a participant to gain a personal advantage or to exercise power over another person.
7) Don’t attempt an intervention in areas in which you are not trained and/or competent.
8) Actively strive to improve or correct to the extent possible, the situations of participants in your program and the community.

Why is ethical behavior important in community interventions?

Program effectiveness
Consistent ethical behavior can lead to a more effective program. Considering ethical principles in all aspects of community intervention will lead you to finding the most effective and community centered methods and will bring dividends in participation, community support and funding possibilities.

Standing in the community
An organization that has a reputation for ethical action is far more likely to be respected by both participants and the community than one that has been known to be unethical in the past. An organization that is recognized as ethical is also apt to be seen as competent. That type of community support makes it easier to recruit staff, volunteers, board members, and to raise money and public support.

Moral credibility and leadership
If you work for the betterment of the world, it is consistent to act as you wish the rest of the world to act. Ethical action reflects why you started community intervention in the first place. You have a moral obligation to yourself, the individuals you work with and the community to be ethical in all you do, and to expect the same from others. If you fulfill that obligation, and everyone knows it, your voice will have a greater impact.

Professional and legal issues
Many of the health and human service professions often involved in community interventions are held to specific codes of ethics by the professional certification or licensure organizations.

Some Definitions of Ethics
• Ethics are a value anchors to frame discussions about situations that have not been settled by law, rules, court decisions, arbitration, or otherwise settled.
• The field of ethics, also called moral philosophy, involves systematizing, defending and recommending concepts of right and wrong behavior (according to the Encyclopedia of Philosophy)
• The discipline dealing with what is good and bad and with moral duty and obligation, a set of moral principles or values, a theory or system of moral values, the principles of conduct governing an individual or a group (according to Webster’s Dictionary)

General Ethical Responsibilities for Commissions
• Responsibility to funders, both public and private
• Responsibility to staff members
• Responsibility to members
• Responsibility to the community
3.10. Risk Management

Risk Management: Definitions

- Risk management is about dealing with uncertainties. It is about the potential for identifying, and the forecasting of, risks, and doing everything reasonable to control them.
- Risk management need not be expensive or highly technical. In fact managing most risks requires little more than healthy doses of common sense, deliberate forethought, and good planning. In most circumstances, good risk management is simply good management.

Risk Management: Types

Every time an organization recruits volunteers and other community service workers, it introduces some measure of risk and liability to itself and to its clients, staff, other volunteers, and possibility to others as well. Risk is always connected to volunteer involvement and community service.

Risks come in many different forms. Consider this sampling of common risks associated with volunteer involvement and community service.

- Accidents
- Serious injury to and including death of client, client’s family member, volunteer, staff, or member of general public
- Volunteers stepping outside of job descriptions, exceeding skills and or authority
- Substandard performance by volunteers resulting in harm to clients, event participants or the public
- Breach of confidentiality
- Volunteers inappropriately speaking for or misrepresenting the organization
- Loss or damage to property
- Theft, misappropriation of funds, fraud
- Abuse of a client (physical, emotional, sexual, or financial) by member, vice versa, including abuses arising out of on-line relationships
- Loss of agency reputation, organizational credibility, or public trust
- Loss of ability to raise funds and the ability to recruit volunteers in the future
- Lawsuits arising out of any of the above.

Risk Management as a Process

How Can Commissions Manage This?

Risk management is most effective when it is integrated into other organizational systems including:

- Program and service planning
- Cost benefit analyses
- Service agreements with clients
- Collaboration or partnering agreements with other agencies or contractors
- Financial management, including funding agreements, contracts and awards
- Program evaluation agency governance
- Policy development
- Personnel management including screening protocols and performance reviews
- Facility management and grounds maintenance
SECTION 4

**Finance:** Management of monetary assets; commission has systems in place to be a good steward of resources and money and fulfill its fiduciary responsibility.

### 4.1. Commissioners as Stewards of Tax Dollars

**What is your Fiduciary Responsibility?** As a commissioner you have three basic duties:

1. **The Duty of Care** - exercising reasonable caution in making decisions about the management of your organization.
   - Know the budget
   - Know the allocation for the state
   - Work at the “big picture” level
   - When necessary help to obtain additional funds or resources for programs
   - Share a reasonable amount of time
   - Be well informed about needs across the state

2. **The Duty of Loyalty** - putting your personal and professional interests aside for the good of the organization.
   - Avoiding any conflict of interest. Avoiding any appearance of monetary gain for you or your family.
   - Be well informed about needs
   - If permitted, include the work of the Commission in your charitable contribution list annually
   - Work for the good of service and volunteerism as outlined by your Commission
   - Never do anything that would embarrass the Commission if it were made public

3. **The Duty of Obedience** – being true to the organization’s mission. Overseeing the use of funds for the purpose for which the organization was established. Be familiar with state and federal statutes relating to your commission’s oversight responsibility.
   - Know the rules that govern the Commission- federal and state
   - Follow the rules in personal and collective activities
   - Visit programs, participate in meetings, and other duties as outlined in the Commission Guidelines

**What are your Financial Management and Oversight Responsibilities?**

1. The Commission should oversee and maintain:
   a. Programmatic and financial goals and implementation strategies.
   b. A financial management system to disburse funds and track program and administrative costs.
   c. An appropriate process to review and select quality programs to be funded.
   d. A timely report and evaluation program which includes financial data.
   e. A system to ensure that matching funds are received for the State Commission Administrative Grant.
   f. A program to secure funds from public and private sources.
   g. An internal training program for program providers and staff on financial grants management.
   h. Periodic audits of state office and funded programs to ensure the integrity of all financial expenditures.

2. The key to success in this area is to hire a competent Executive Director who in turn hires excellent staff.

3. An important role for the commission is to establish a finance committee who provides fiscal oversight with the assistance of the Executive Director and appropriate staff.

4. It is important to remember that your role on a Commission is to approve funding decisions, then let staff follow through on gathering information and developing the plan for budget expenditures. **Do not meddle!!!**

*Source: Commissioner Training, Allen Penn, June 2003, Baltimore, MD.*
4.2. Budgets

The ICVS receives several types of grants from the Corporation for National and Community Service as well as appropriations from the Iowa Legislature and in-kind contributions from the Iowa Economic Development Authority.

Corporation Funding:

- Administrative Grant: State Administrative grant funds are to support the operations of state commissions and alternate administrative entities in implementing their duties as required by the National and Community Service Act of 1990, as amended. Funds are allotted on a population-based formula. They require a 50/50 cash/in-kind match and cover salaries/benefits of commission staff; travel of staff and commissioners, normal operating expenses (utilities, indirect costs) travel equipment and consultant services. The states portion of the match can be a combination of cash & in-kind.

State Funding:

- Administrative
- Mentoring
- RSVP
- Power Fund

IEDA Contributions:

- Staff
- Office Space
- Administrative Support

Community & Private Sector Resources

- Iowa Nonprofit Summit sponsors

4.3. Financial Reports

During each Commission meeting a financial report similar to this is distributed and discussed to inform commissioners about the current status of the budgets.
4.4. Grant Review Process

About Grants and Proposals

“Proposal” or “Grant Proposal” is the document an organization prepares requesting funding. We read or review “Proposals” to make funding decisions. A “Grant” is the financial award made as a result of a successful proposal. We commonly make the mistake of saying we “read grants” or “we sent in a grant”, when we really mean “Proposal.” The grant is the award (the money) NOT the request for the funding.

Each state is responsible for developing an application process that includes the review and selection of AmeriCorps proposals to put forward to the Corporation for funding. Key policies and elements for program applications are laid out in the AmeriCorps Guidelines. The Corporation generally awards AmeriCorps grants to commissions for three-year project periods.

State commissions must review new applications and continuation requests, prepare recommendations for programs to fund under the competitive pool and select formula programs. You are also responsible for thoroughly reviewing the detailed budget and budget narrative and correcting all compliance issues before submitting competitive applications to the Corporation in eGrants. This includes making sure that applicants complete the Summary of Accomplishments and Outcomes, if applicable. You should set a due date for applications that allows you adequate time to review the requests, analyze the budgets, and work with programs on revisions of budgets, proposed activities, and performance measurement objectives, as necessary.

See Section 3.6 “Administrative Policies” for a detailed description of the ICVS grant review process.

Definitions of State - National AmeriCorps Grants and Other Terms

<table>
<thead>
<tr>
<th>Notice of Funds Available – (NOFA)</th>
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<tbody>
<tr>
<td><strong>National Level:</strong> A legal notification published in the federal register, describing the availability of funds for programs.</td>
</tr>
<tr>
<td><strong>State Level:</strong> Commissions publish their NOFA’s through various media outlets to solicit applications.</td>
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<table>
<thead>
<tr>
<th>AmeriCorps National Competitive Funding</th>
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</thead>
<tbody>
<tr>
<td><strong>National Level:</strong> Annual pool of funds against which state commissions may compete to fund additional AmeriCorps programs in their state.</td>
</tr>
<tr>
<td><strong>State Level:</strong> Grant applicants submit their applications to their Commission for consideration. After a peer review process, each state may choose to forward selected grant applications to be considered at the national level. These applicants compete against others from throughout the country</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>AmeriCorps State Formula Funding</th>
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</thead>
<tbody>
<tr>
<td><strong>National Level:</strong> The annual allotment given to each state against which the State Commission solicits proposals for AmeriCorps funding. This allotment is also determined based on state population.</td>
</tr>
<tr>
<td><strong>State Level:</strong> Money allocated to the states is made available through competitive grants to Applicants within the state. Matching funds are required from applicants.</td>
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<table>
<thead>
<tr>
<th>AmeriCorps National Direct Funding</th>
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</thead>
<tbody>
<tr>
<td><strong>National Level:</strong> AmeriCorps programs are funded directly by CNCS through multi-state non-profit organizations. The national parent agency serves as the sub-grantee. They in turn place AmeriCorps members in their affiliates throughout the country.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AmeriCorps Education Awards Funding</th>
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<tbody>
<tr>
<td>A source of AmeriCorps funds</td>
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</table>
4.5. Personal Ways Commissioners Can Contribute to the Well-being of the Commission

Commissioners must be able and willing to contribute their skills and resources in support of the commission. Commissioners are expected to attend meetings, contribute their expertise and play an active role in the development of resources through advice, personal contributions, suggestions of contacts, and solicitation of others, including policy makers.

Think about how you can/are personally contributing to the well-being of the Commission and how you would like to contribute in the future. Below are various ways you can contribute:

<table>
<thead>
<tr>
<th>OUTREACH</th>
<th>FUND DEVELOPMENT</th>
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</thead>
<tbody>
<tr>
<td>• Government (administrative)</td>
<td>• Assists in securing matching resources</td>
</tr>
<tr>
<td>• Legislature</td>
<td>• Assists in identifying foundations and grants that may support commission work</td>
</tr>
<tr>
<td>• Local</td>
<td>• Facilitates relationships with companies and organizations that may offer resources to the commission</td>
</tr>
<tr>
<td>• Corporations</td>
<td>• Writes grants on behalf of the commission</td>
</tr>
<tr>
<td>• Foundations</td>
<td>• Solicits funds from foundations or private sources</td>
</tr>
<tr>
<td>• Traditional Volunteer Sector</td>
<td>• Conducts public policy work to ensure ongoing federal and state support</td>
</tr>
<tr>
<td>• Communications Sector</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAINING &amp; TECHNICAL ASST.</th>
<th>PUBLIC RELATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Participates in Program Director Training</td>
<td>• Does public presentations</td>
</tr>
<tr>
<td>• Participates in Member Trainings</td>
<td>• Presents at other organizations</td>
</tr>
<tr>
<td>• Reviews training curricula or materials to identify improvements</td>
<td>• Develops commission marketing plan</td>
</tr>
<tr>
<td>• Leads training sessions</td>
<td>• Reviews volunteer recognition nominations</td>
</tr>
<tr>
<td>• Provides referrals of prospective trainers or consultants that can offer services to the commission</td>
<td>• Utilizes social media to highlight the work of the commission</td>
</tr>
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<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>PLANNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Participates in site visits</td>
<td>• Participates in State Service Plan (SSP)</td>
</tr>
<tr>
<td>• Reviews grant proposals/applications</td>
<td>• Participates in Strategic Planning process</td>
</tr>
<tr>
<td>• Assists with financial or program reviews</td>
<td>• Helps to develop Action Plan</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMISSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Speaks at Days of Service</td>
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<tr>
<td>• Attends retreats</td>
</tr>
<tr>
<td>• Attends meetings</td>
</tr>
<tr>
<td>• Nominates potential Commissioners</td>
</tr>
<tr>
<td>• Communicates with Legislature</td>
</tr>
<tr>
<td>• Serves in leadership position on Commission</td>
</tr>
<tr>
<td>• Identifies Grant Reviewers</td>
</tr>
<tr>
<td>• Seeks collaborative relations</td>
</tr>
<tr>
<td>• Works with recognition program or scholarships</td>
</tr>
<tr>
<td>• Assists in Commission evaluations</td>
</tr>
<tr>
<td>• Recommends Commissioners members</td>
</tr>
<tr>
<td>• Reviews Annual Report</td>
</tr>
</tbody>
</table>
SECTION 5

**Community Relations / Public Policy:** Community relations and partnerships involve advocating and collaborating on behalf of the commission to tell the story of national and community service. The commission assures the implementation of strategies for public policy, collaborations, and partnerships, consistent with its mission, resources, and constituencies.

Five types of community relations carried out by commissions:

- **Collaboration:** The act of working together with one or more groups in order to achieve a common goal
- **Advocacy:** Active promotion of a cause or principle
- **Partnership:** A relationship between individuals or groups that is characterized by mutual cooperation and responsibility, as for the achievement of a specified goal
- **Public Relations:** The methods and activities employed to establish and promote a favorable relationship with the public
- **Coalition:** A temporary union between two or more groups, the merging of things into one body, or mass

5.1. **Advocacy:** This is an extremely important function for commissioners. Commission staff are limited in what they can do as much of their time is funded by federal sources. This makes it even more important for commissioners to assume the role of communicating positions of the commission to elected officials on matters relevant to their public policy agenda.

**Tips on Advocacy**
1. Communicate first with the paid staff and leadership of the commission. NEVER go it alone.
2. Practice the art of purposeful education of elected and appointed officials.
3. Getting your message through is only possible through effective communication.
4. Everyone needs to know everything. Secrets harm the impact of educating.
5. Refer to the ICVS public policy agenda and specific instructions and trainings provided by the Public Policy Committee.

5.2. **America’s Service Commissions (ASC):** [www.asc-online.org](http://www.asc-online.org)

The American Association of State Service Commissions (ASC) is a nonpartisan, nonprofit organization representing and promoting state service commissions across the United States. The American Association of State Service Commissions (Also known as America’s Service Commissions, ASC is a peer network of governor-appointed commissioners, along with staff from the state commissions.

ASC’s work is focused in three core areas including:
- National Representation
- Advocacy
- Peer-to-Peer Support

State service commissions are governor-appointed public agencies or nonprofit organizations made up of more than 1,110 commissioners - private citizens leading the nation’s philanthropic movement. The nation’s 52 state service commissions operate at the state and local level granting more than $215 million from federal national service funds while matching these federal dollars with over $28 million from state and local sources to support citizen service and volunteerism in America. These funds support more than 650 AmeriCorps programs and 33,000 AmeriCorps members.

ASC was launched in 1997 by a group of state service commissioners and executive directors. The motivation for establishing the Association was a belief that voluntary service, in all its forms, would be strengthened and enhanced by an organization that could mobilize the expertise of commissioners and staff to serve the state commission network.

Dedicated to advancing service and volunteerism in the United States, ASC works on behalf of a network of commission members and staff, who promote and represent all of the streams of national and community service.

In 2012, ASC completed a comprehensive strategic direction plan with input from state service commissions and the national service and volunteer field. The strategic goals include: 1. Strengthen and expand the association; 2. Advance policy and stakeholder engagement; 3. Build network capacity; 4. Demonstrate collective impact.
Programs: The commission’s operations to address community needs. Program planning supports the development and sustainability of programs that address needs in the state.

6.1. Elements of Volunteerism

vol·un·teer [vol-uhn-teer] noun
1. a person who voluntarily offers himself or herself for a service or undertaking.
2. a person who performs a service willingly and without pay.
3. Military. a person who enters the service voluntarily rather than through conscription or draft, especially for special or temporary service rather than as a member of the regular or permanent army.
4. Law.
   a. a person whose actions are not founded on any legal obligation so to act.
   b. a person who intrudes into a matter that does not concern him or her, as a person who pays the debt of another where he or she is neither legally nor morally bound to do so and has no interest to protect in making the payment.

As a commissioner, people will expect you to know about all volunteering and national service in Iowa (even if the commission is not the funder).

Overall, in Iowa in 2011:
- 38.4% of residents volunteer, ranking them 3rd among the 50 states and Washington, DC.
- 41.9 volunteer hours per resident.
- 73% do favors for their neighbors.
- 90.9% eat dinner with their family a few times a week or more.
- 49.4% discuss politics a few times a month or more.
- 910,180 volunteers.
- 99.3 million hours of service.
- $2.2 billion of service contributed.
- Additional data is available at www.volunteeringinamerica.gov/IA

6.2. ICVS Programs, Services, and Initiatives

ICVS Programs

AmeriCorps: a national service program that enables individuals to commit a significant amount of time to voluntary service designed to meet community needs.

Disaster Volunteers: The Iowa Commission on Volunteer Service can provide resources to help emergency managers develop a good plan to mobilize and manage the unaffiliated/spontaneous volunteers who want to help and will flock from all over to assist their neighbors, friends, and even complete strangers during and after a disaster strikes.

Governor’s Volunteer Awards: provides all Iowa nonprofit, charitable, and government organizations with a non-competitive, easy, and low-cost way to honor local volunteers with a prestigious state-level recognition award.

Green Corps: these programs involve AmeriCorps or Iowa Summer Youth Corps members in major transformative projects emphasizing energy efficiency, historic preservation, neighborhood development, and storm water reduction and management.

Iowa Mentoring Partnership: the certifying body for local mentoring programs and currently supports a network of more than 80 programs from across the state.
Iowa Summer Youth Corps: programs involve disadvantaged youth (ages 16-25) in meaningful service opportunities that enrich the learning experience, teach civic responsibility and fulfill unmet community needs.

Iowa Volunteer Hall of Fame: Like the “Oscars” for volunteers — being selected for this honor is the most prestigious state-level honor volunteers can receive.

Reach Out Iowa: a service learning, community-based program.

Volunteer Generation Fund: a new opportunity created by the Edward M. Kennedy Serve America Act (SAA).

ICVS Services and Initiatives

AmeriCorps VISTA Team: The ICVS is a grantee within the AmeriCorps VISTA program and directly coordinates a VISTA project. VISTA members may be placed directly with the commission or with partner host sites if VISTA placements with partner sites are determined to be furthering commission goals.

Days of Service: Each National and State Day of Service is unique and special in its own way, yet all have the same purpose; making a difference for the community. Organizations and volunteers across the state take part in activities and service projects to bring attention to causes and issues needing change and make contributions to solutions.

Governor’s Council on National Service: This Council was established under Executive Order 84 with the purpose to make recommendations on how to expand volunteer opportunities and national service for Iowans both here in Iowa and across the country. The Council’s preliminary report, released July 1, 2014, outlines the Council’s plan to meet the goals in the executive order. The final report of recommendations will be presented by the end of February 2015, when the Council will dissolve. The Council is exploring both traditional and non-traditional ways to expand service and provide more opportunities for people of all ages to serve Iowa and their country.

Iowa’s Promise: an initiative to ensure that all young people are provided the “Five Promises” (established by America’s Promise Alliance, www.americaspromise.org/About-the-Alliance/Five-Promises.aspx) that lead to a successful start in life: Caring Adults; Safe Places; A Healthy Start; Effective Education; Opportunities to Help Others.

Service Enterprise Initiative: ICVS staff has been involved in an intense process that will lead to the commission becoming certified as a Service Enterprise. ICVS will continue participating in this initiative (along with partners we select) to serve as a Service Enterprise Hub in the coming year. A Service Enterprise by definition:

- Leverages volunteers and their skills to deliver on the social mission of the organization
- Deeply integrates volunteers
- Reduces costs
- Increases efficiency and effectiveness

Volunteer Iowa Day at the Capitol: gives the Commission and its partner organizations a chance to talk with legislators about the impact volunteer have in Iowa and the critical services volunteers provide.

Volunteer Background Check Stakeholders Group: Pursuant to Executive Order 80, in January, 2014, Governor Branstad directed the ICVS to help lead a stakeholder group tasked with developing ways to streamline and improve the background check process for volunteers in organizations and schools throughout Iowa. The group is developing a strategy for establishing a volunteer background check network and will provide guidance on appropriate levels of screening for different types of volunteers, in order to improve the efficiency and utility of volunteer screening while reducing redundant background checks.

Volunteer Centers of Iowa: a statewide network that connects, builds, promotes and mobilizes Iowa Volunteer Centers. Volunteer Centers of Iowa meet on a monthly basis via conference call and in-person a couple of times a year. The meetings serve to provide training, networking and information-sharing opportunities for the membership.

Volunteer Solutions: a statewide system for volunteers and organizations to use to connect. Potential volunteers can enter their area of interest and the geographic area they would like to serve and instantly see a list of organizations that are currently looking for volunteers. Organizations that need volunteers can quickly “advertise” their open volunteer positions.
What’s Your 50?: A Call to Service, is a public private partnership consisting of Iowa businesses, volunteer centers, nonprofits, and national service programs working in partnership with the Governor’s Office and the Iowa Commission on Volunteer Service to challenge Iowans to volunteer 50 hours each year.
Section 7

Responsibilities of...

7.1. State Commissions

State Commissions exist to foster a bi-partisan state-level commitment to advancing service initiatives in the state. Writ large, Commissions have the role of developing and communicating a statewide vision and ethic of service and promoting that vision throughout their state. This includes a variety of responsibilities related to promoting service and developing service programs, and collaborative approaches in the state.

State Commissions are governor appointed public agencies or private nonprofit organizations, made up of more than 1,200 private citizens, leading the nation’s philanthropic movement. State Commissions grant more than a quarter of a billion dollars from federal national service funds in addition to the more than $100 million annually from local sources to support citizen service and volunteerism in America.

State Commissions make it possible for millions of Americans to volunteer through AmeriCorps, and they also promote and support Learn & Serve America, AmeriCorps* VISTA, Retired Senior Volunteer programs, Foster Grandparents programs, and Senior Companions as well as many other state based initiatives.

State Commissions make a difference to America by supporting other community service agencies that depend on volunteers to meet community needs, and make a difference in local communities.

Articulate and Communicate a Vision and Ethic of National Service in the State

As part of performing these responsibilities, the State Commission promotes both the concept and ethic of national service in the state. Commissions are relatively new entities and work, implicitly, as part of a team of service “interests.” This role presents both a challenge and an opportunity for Commissions. Part of the challenge is:

- Learning how to make the implicit or potential team real.
- Understanding how best to work with the variety of existing service groups.
- Learning which of the crucial state and community needs can be addressed through service.

Part of the opportunity for the Commission is the ability to catalyze service impacts through the AmeriCorps initiative and through other creative partnership strategies.

Build an Infrastructure to Implement the Vision and Support the Service Ethic

This is a second very large role of the State Commissions—to build a solid infrastructure that supports achieving service goals and objectives, and enhances the quality of life for those who live in its communities. This requires identifying organizations that might operate programs that meet identified community needs (not just traditional service organizations, but new ones), or new strategies for addressing identified needs in an efficient and effective way. It also entails ensuring that these organizations are able to administer effective programs, monitoring and assessing the effectiveness of community service provided in the state to provide a basis for enhancing the impacts of service, and continually developing more resources for solving problems efficiently.

As already indicated, the State Commission does not act in a vacuum and is not solely responsible for solving community and statewide problems. The Commission can accomplish a great deal by exercising its role as coordinator and facilitator creatively. Building a solid infrastructure entails developing and maintaining productive partnerships. Both with other Corporation programs and with programs funded through other sources, as well as with individual volunteer initiatives. Seek to do good, and you will find that happiness will run after you.

Ensure the Sustainability of the Vision

Sustainability is a challenge to State Commissions on several levels. With increasing match requirements to their administrative funding, Commissions need to ensure their own viability. Commissions also should help leverage additional support to enable their grantees to address crucial community problems as effectively as possible. In fulfilling their role in capacity building and infrastructure development, Commissions should use their administrative funds and PDAT resources as creatively as possible. Commissions are in a position to use their collective influence and the connections of individual Commission members to access other public and private resources.
7.2. **Commission Chair, Vice-Chair**

Chair Job Description (*adapted from materials from BoardSource*)

1. Is a voting member of the Commission
2. Serves as the Chief Volunteer of the organization
3. Is a partner with the Executive Director in achieving the organization's mission
4. Provides leadership to the Commission, who sets policy and to whom the Executive Director is accountable.
5. Chairs meetings of the Commission after developing the agenda with the Executive Director.
6. Encourages Commission’s role in strategic planning
7. Appoints the chairpersons of committees, in consultation with other commissioners and staff.
8. Serves as ex officio member of committees and attends their meetings when invited.
9. Discusses issues confronting the organization with the Executive Director.
10. Helps guide and mediate Commission actions with respect to organizational priorities and governance concerns.
11. Reviews with the Executive Director any issues of concern to the Commission.
12. Monitors financial planning and financial reports.
13. Formally evaluates the performance of the Executive Director and informally evaluates the effectiveness of the commissioners.
14. Evaluates annually the performance of the organization in achieving its mission.
15. Performs other responsibilities assigned by the Commission.

Vice Chair Job Description (adapted from materials from BoardSource). This position in typically successor to the Chair position:
1. Is a voting member of the Commission
2. Performs Chair responsibilities when the Chair cannot be available (see Chair Job Description)
3. Reports to the Commission Chair
4. Works closely with the Chair, Executive Director, and staff
5. Participates closely with the Chair to develop and implement officer transition plans.
6. Works with staff to coordinates advisor assignments for new commissioners
7. Serves as ex officio member of committees and attends their meetings when invited.
8. Performs other responsibilities as assigned by the Commission

7.3. Commissioners

ROLES

Commissioners are the volunteers responsible for governing the State of Iowa Agency (Iowa Commission on Volunteer Service / Volunteer Iowa), which is responsible for administrating Iowa’s National Service and volunteer programs.

Commissioners are empowered by both Federal and State statute to set the national service priorities for the state and determine what programs best meet the needs of Iowa. Commissioners oversee the programs of the Corporation for National and Community Service, develop and implement the State Service Plan, and are responsible for executing a state recruitment plan, a state program development and training plan and a state disability placement plan.

Commissioners perform many of the following activities:
- Catalysts and Visionaries for service in their state
- Advocates for service in and outside of the state
- Creators of sustainable infrastructures for service, including hiring or oversight of staff
- Developers of resources on behalf of service
- Builders of inter and intra state relationships
- Builders of networks across states that include key opinion leaders
- Implementers of federal policy and Creators of complimentary state policy initiatives
- Overseers of programs that exert fiduciary responsibility
- Leaders that enhance and advance service as a strategy
- Capacity Builders for service through awareness and training
- Proactive and Pre-emptive Agents for service
- Partners with staff

EXPECTATIONS

Support the mission and vision of the Iowa Commission on Volunteer Service and comply with the three legal fiduciary duties (additional details in Section 4.1 of this handbook).
- The Duty of Care: Exercising reasonable caution in making decisions about the management of your organization.
- The Duty of Loyalty: Putting your personal and professional interests aside for the good of the organization. Avoiding any conflict of interest. Avoiding any appearance of monetary gain for you or your family.
- The Duty of Obedience: Being true to the organization’s mission. Overseeing the use of funds for the purpose which the organization was established. Be familiar with state and federal statutes relating to your commission’s oversight responsibility.
Tips for Being an Effective, Engaged Commissioner

- Attend Board Meetings and Retreats (Quorums, Quorums, Quorums, Quorums!)
- Read materials so you are well informed
- Respond to e-mails and/or phone calls
- Come prepared to actively participate at meetings
- Come to trainings/conference to celebrate our efforts and network
- Volunteer to sit on Grant Review or other sub-committees
- Come to Legislative events at the Capitol
- Talk to your legislators both locally and nationally
- Speak to your personal civic and professional groups
- Foster ICVS’s relationships with businesses
- Demonstrate that you are interested in hearing everyone’s viewpoints
- Be willing to compromise and/or adjust your viewpoint
- Practice active listening
- Invest the time and energy to get to know your fellow Commissioners
- Promote and educate everyone you come in contact with about service, volunteerism and the work of the Commission
- Build relationships, knowledge and awareness of ICVS programs and identify potential new partnerships

7.4. Committees

**Executive Committee** (consists of ALL voting commissioners serving as officers; Commission Chair is elected by the commission; Vice-Chair and additional officers are appointed by the Chair)
- Chair: Gary Fry
- Vice Chair: Bernie Van Roekel
- Past Chair: Patti Fields
- Staff: Adam Lounsbury, Jody Benz
- Meets: in months between full Commission meetings

**Responsibilities:**
- Approve legislative requests
- Submit administrative budget and plan
- Executive Director review and oversight
- Review progress toward state strategic plan
- Generate agenda for full commission meetings
- Review overall operations, partnerships and potential opportunities for service in Iowa
- Act on behalf of full commission for regular business between meetings. Executive Committee is an official body with the full policy making power of the commission and is subject to all open meetings rules or other rules regarding official entities.

**Program Development Committee**
- Co-Chairs: Ashley Farmer-Hanson and Dennis Trollope
- Staff: Kristin Honz
- Meets: Prior to each full commission meeting and by conference call in months between full Commission meetings. Other conference calls or meetings scheduled as needed.

**Purpose:** To guide the Iowa Commission on Volunteer Service’s program operations through policy, budgets and funding allocation; and to develop strategies to increase the range and scope of volunteer and service based programs in Iowa.

**Responsibilities:**
- Develop and implement work plan for DEVELOPMENT portion of State Service Plan
- Develop Program Policy (AmeriCorps, RSVP, IMP, Learn & Serve Community Based, etc.)
- Develop Program Funding Recommendations to Full Commission
- Develop Strategy/Plan for New Program Development outlined in State Service Plan (AmeriCorps, Mentoring, RSVP, Volunteer Centers, Communities of Promise, etc.)
- Develop and approve Program Performance Measurements
• Develop and approve a training plan for ICVS Programs (AmeriCorps, Mentoring, RSVP, Iowa’s Promise and other volunteer based programs/organizations)
• Ensure ICVS is fulfilling statutory program monitoring and development requirements.

Subcommittees:
• Grant Review Committee
• Mentoring Certification Review Committee
• Accessibility Team (The A-Team)
• ICISL (Iowa Coalition for the Integration of Service-Learning)
• RSVP Review Committee (ad hoc for new programs only)

Volunteer Engagement Committee
Co-Chairs: Nancy Franz and Sue Driscoll
Staff: Rachel Bruns, Jody Benz
Meets: Prior to each full commission meeting. Additional meetings or conference calls as needed in between.
Purpose: To develop strategies that encourage and allow more Iowans to serve. To promote service and help others to recognize the value of service in meeting Iowa’s most critical needs.
Responsibilities:
• Develop and oversee implementation of work plan around ENGAGEMENT portion of State Service Plan
• Develop and oversee implementation of a program marketing plan and strategies.
• Provide oversight of ICVS websites.
Subcommittees:
• Marketing Committee
• Governor’s Volunteer Awards Ceremony Site Planning Committees
• Volunteer Hall of Fame Nomination Review Committee
• Days of Service Committee
• Iowa Nonprofit Summit Planning Committee

Public Policy Committee
Co-Chairs: Emily Shields and Jordan Vernoy
Staff: Jamie Nagel, Adam Lounsbury
Meets: Prior to each full commission meeting and by conference call in months between full Commission meetings
Purpose: To guide the Iowa Commission on Volunteer Service’s development and advocacy of public policy at the state and federal level designed to increase opportunities to serve and remove barriers for engagement for organizations.
Responsibilities:
• Develop and implement work plan for Policy Objectives portion of State Service Plan or ICVS Work Plan
• Review legislation affecting service and volunteerism at the state and federal level.
• Develop and present to full commission recommended action on policy recommendations to executive or legislative bodies at the federal or state level.
• Serve as a designee of the commission to legislators and policy makers for specific functions, especially those not allowable for staff.
• Generate informational material to educate lawmakers about the work and the requests of the commission.
• Work with partners to build support for the commission’s policy making objectives.
7.5. Committee Chairs, Co-Chairs

Role Description

Each committee is led by a chair or co-chairs that are appointed by the Iowa Commission on Volunteer Service (ICVS) Chair, but are often suggested by the committee itself or recommended by the Executive Director. The co-chairs conduct the committee meetings and guide the committee through the agenda items.

Chairing is a key role on any standing committee, which requires diplomatic and leadership skills of a high level. The Chairperson(s) must ensure that the committee functions properly, that there is full participation during meetings, that all relevant matters are discussed and that effective decisions are made and carried out. The co-chairs must often conduct Commission-related work between meetings, in coordination with one another, staff, and other Commission officers or members.

Purpose: To lead the committee through the business of planning, implementing, and evaluating the tasks and responsibilities assigned to the committee in alignment with the goals of the larger organization.

Success Criteria:
- Committee builds a sense of teamwork
- Committee completes tasks assigned to group
- ICVS completes work plan projects as developed by the committee

Responsibilities:
- Uses the State Service Plan (SSP) to guide work of committee
- Plans and coordinates the committee's work for the year in accordance with the goals of the SSP
- Makes sure committee members clearly understand their job and how it relates to the overall work of the organization
- Develops agenda for meetings in conjunction with ICVS Chair, Executive Director, and staff assigned to committee
- Calls meeting to order and leads committee meetings, including guiding discussion/decision-making
- Involves all members in the decision making
- Delegates responsibilities to committee members
- Provides reports from committee meetings to the Commission during full commission meetings
- Attends and participates in Executive Committee meetings
- Keeps the Executive Committee apprised of committee activities and progress, as appropriate
- Coordinates annual evaluation of the major committee activities and issues that were covered during the year
- Informs Executive Director of staff support performance

Resources Available:
- ICVS Staff member(s) assigned to committee
- ICVS Chair and Executive Director
- Other committee members
- Training/consultation with ICVS Chair, Executive Director, and staff

Additional ICVS staff help is available to committee co-chairs with:
- Planning committee meetings
- Scheduling conference calls
- Preparing notes and motions from the meetings
- Distributing material to the committee whenever needed to keep members informed, particularly agenda material before a meeting

Report to:
- Commission

For Questions, Contact:
- ICVS Chair and/or Executive Director
- ICVS Staff member(s) assigned to committee
7.6. Committee Members

Duties of Committee Members

- The specific duties of committee members vary according to the committee. However, all members of committees are expected to:
  - Attend all meetings of the committee
  - Complete all assignments made by the committee co-chairs
  - Respond promptly to all correspondence from the committee or from the ICVS office

Top Ten List for Committee Members

1. RSVP your attendance plans to staff; make attendance a priority
2. Come prepared to committee meetings
3. Seek common direction in working with others
4. Share oneself as a resource in the group
5. Be open to listen to ideas of others
6. Take responsibility for helping the group make decisions and solve problems
7. Speak only for oneself (or the sector you represent)
8. Evaluate the group effort
9. Evaluate one’s own contributions; help celebrate and honor successes
10. Follow up and do that which is agreed upon after the meeting of the group

7.7. Commission Staff

In general, the staff as a whole is responsible for designing and carrying out the activities and tasks necessary to implement actions approved by the commission in fulfilling its duties. Individual staff member job descriptions are currently being reviewed and revised. An update to this handbook will provide details of what each staff member is responsible for.

The Executive Director reports to ICVS Executive Committee; all other staff members report to the Executive Director.
SECTION 8

Resources

8.1. New Commissioner Advisors

Informed, engaged, and dedicated commissioners are vital to the Commission’s ability to carry out its responsibilities effectively. To guarantee all commissioners are able to contribute to the success of the ICVS and its programs, it is very important for new appointees to get off to a great start.

Turnover on any volunteer board or commission is to be expected, and by most bylaws it is mandatory. With the loss of experienced volunteers comes some loss of institutional memory and experience. No matter how talented incoming members may be, without the assistance of experienced commissioners some, if not all, of the new members would be at a loss as to how to proceed in the best interest of the organization.

This program helps new commissioners quickly get up to speed and begin making valuable contributions to our mission. While much of the work of the commission can be quite complicated, the concept for our advisor program is very simple: experienced commissioners are paired with new commissioners to provide guidance, answer questions, and help familiarize new members with the work of the ICVS and the expectations of commissioner involvement.

Formal introductions take place just prior to the new members’ orientation session or first meeting, but some advisors may try to make connections even before that time. Advisors are available to discuss commission business, answer questions, and help you prepare for upcoming meetings. ICVS staff is also available for assistance.

8.2. ICVS Website / Social Media / ASC Wiggio Group

- ICVS primary website: www.volunteeriowa.org
- Various ICVS online sites and Social Media:
  - Iowa Mentoring Partnership website: www.iowamentoring.org
  - Facebook: www.facebook.com/volunteeriowa
  - Flickr: www.flickr.com/volunteeriowa
  - Twitter: http://twitter.com/VolunteerIowa; Handle: @VolunteerIowa
  - YouTube: www.youtube.com/volunteeriowa
  - Volunteer Iowa subscription list: https://app.e2ma.net/app2/audience/signup/1732801/1720872/?v=a
- ASC (America’ Wiggio Group -- An online place for commissioners, staff, and friends of state service commissions to communicate, help one another, and share resources and ideas: You can join this group here: http://wiggio.com/group_open_join.php?groupid=1612584&password=asconline&ref=672228.
8.3. Directories
The most up to date version of the commissioner/staff contact list will always be available on the “Commissioner HOME” section of www.volunteeriowa.org. NOTE: You can only see this section of the website after you log in.

8.3.a. Commissioners and Staff

Officers:
Gary Fry, Chair
Bernie Van Roekel, Vice Chair
Patti Fields, Past Chair
Program Development Committee Co-Chairs: Ashley Farmer-Hanson, Dennis Trollope
Volunteer Engagement Committee Co-Chairs: Nancy Franz, Sue Driscoll
Public Policy Committee Co-Chairs: Emily Shields, Jordan Vernoy

Commissioners:

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8.3.b. AmeriCorps State Programs 2014 – 2015

EDUCATION & YOUTH

City of Davenport AmeriCorps/Youth Corps Program
The City of Davenport AmeriCorps/Youth Corps Program expands on a partnership between the City and the Davenport Community School District to bring community interventions to at-risk students. This program seeks to reduce dropout rates among at-risk students, connect them to the community in positive ways, build their jobs skills and provide them with tools to encourage their educational persistence and success.

AmeriCorps members will coordinate the delivery of community resources and programs to at-risk students in schools. They will expand the capacity of the Stepping Stones and Pathways programs, which offer academic assistance, enrichment, recreation, and career exploration experiences to local at-risk youth. In addition, AmeriCorps members will increase the number of mentoring relationship throughout the Quad Cities using the Big Brothers Big Sisters model. Finally, they will identify and coordinate service opportunities and projects for at-risk youth.

Each year 24 local youth who have been identified as being at risk for dropping out of school will serve as Youth Corps members, participating in summer service projects that will provide them with unique experience in a broad range of career fields including science, communications, teaching, urban planning, law enforcement, library sciences, and government. These activities will reconnect these youth to the community and give them the real-world career-oriented experiences that will encourage them to complete their education.

For more information, contact: Theresa Hauman, 563-888-2217, thauman@ci.davenport.ia.us

Des Moines Public Schools AmeriCorps Program
The Des Moines Public Schools (DMPS) AmeriCorps Program is a collaboration between the school district, the offices of the Governor of Iowa and the Mayor of Des Moines, Big Brothers Big Sisters of Central Iowa, Community! Youth Concepts, United Way of Central Iowa, and the Community Foundation of Greater Des Moines. The overall goal of this program is to reduce dropout rates in the district by focusing on immediate outcomes related to improving the academic performance of, and increasing the school engagement in, those students served.

AmeriCorps members will be assigned to an elementary school, middle school, or international baccalaureate school to perform one of the following services:

- Elementary Schools – tutoring with a focus on literacy and math to help all students gain and maintain proficiency in these subject areas.

- Middle Schools – mentoring in partnership with businesses from the community to introduce students to the world of work, stress the importance of education, and model paths on how to realize one’s own interests and dreams.

- International Baccalaureate Schools – creating service learning opportunities for K-12 students that will connect their education in the classroom to the world beyond their school’s walls.

Each component of the program is greatly enhanced by the involvement of local businesses, organizations, and community volunteers. AmeriCorps members will also help build the capacity at their school sites to utilize these valuable resources.

For more information, contact: Eric Whitney, 515-242-7944, eric.whitney@dmschools.org

Youth Achievement AmeriCorps Program
The Youth Achievement AmeriCorps program, facilitated by the United Way of East Central Iowa, is an education program that operates in Cedar Rapids, IA. Fifteen full-time members serve with the program in an effort to help close the achievement gap between lower-income youth and their higher income peers by providing support in a collaborative network of quality in and out-of-school time education and social support programs in Cedar Rapids.
Youth Achievement AmeriCorps members serve in multiple partner sites. These include:

1) RED Ahead (2 members)- RED Ahead is an early literacy program that reaches parents of children birth to five years old and provides support to help children get on track in literacy. This program provides instruction, materials and books to improve parents’ practice of early literacy and language activities and skills they can use when working with their children.

2) Elementary Schools (10 members)- Youth Achievement AmeriCorps members serve in five elementary schools in the Cedar Rapids Community School District. These include: Grant, Grant Wood, Harrison, Johnson and Van Buren. At the sites members provide tutoring (one-on-one and small group) and enrichment support. Enrichment support includes Kids on Course programming and Jane Boyd Community House programming.

3) Middle School (3 members)- Three Youth Achievement AmeriCorps members serve at McKinley Middle School in Cedar Rapids providing math tutoring (one-on-one and small group), and after-school support for students.

Youth Achievement AmeriCorps Goal: Lessen the achievement gap in the Cedar Rapids community between lower-income youth and their higher-income peers.

Targets within that goal include:
- Expand early literacy programs to help more children be prepared for kindergarten.
- Increase the number of low-income elementary school students who are proficient in reading and math.
- Increase the number of low-income middle school students who are proficient in math.

Youth Achievement AmeriCorps partners:
- Cedar Rapids Community School District
- Kids on Course
- Four Oaks/Jane Boyd Community House
- Hawkeye Area Community Action Program (RED Ahead)

For more information, contact: Kelli Holubeck, 319-398-5372, ext. 32, kholubeck@uweci.org

Graceland University AmeriCorps Youth Launch

The Graceland University AmeriCorps Youth Launch Program was established in 2008 with a vision to lift individuals and rural communities out of poverty through education and capacity building. AmeriCorps Youth Launch provides the following services in a six county region (Decatur, Ringgold, Clarke, Union, Wayne, and Lucas): After School Programming, Academic Assistance, Enrichment Activities, Service Learning Opportunities, Mentoring Programs and Volunteer Recruitment, among many other services. AmeriCorps Youth Launch provides opportunities for students to lead successful, rewarding, and productive lives. AmeriCorps Members build valuable developmental assets, instill civic engagement, and help young people find the “SPARKS” that ignite their passions in life.

The AmeriCorps Youth Launch members are strengthening all of the communities in the six-county region by uniting individuals and institutions in common efforts to support youth, through after school programming, mentoring, and positive youth development in schools and youth centers.

For more information, contact: Shannon Harris, 641-784-5495, smharris@graceland.edu

AmeriCorps 4H Outreach Program

The Iowa AmeriCorps 4-H Outreach program is a broad based, intermediary youth development program. AmeriCorps members will serve at host sites across the state that are selected through an application process open to any non-profit organization, school, government agency, or faith based program providing youth development opportunities to Iowa K-12 youth. As a result of this process, our members’ activities will be diverse as they work on a variety of different projects to meet locally identified needs. Projects have included mentoring, after school programs, nutrition education, youth philanthropy, service learning projects, expansion of club programs such as 4-H to non-traditional audiences, environmental education and summer programming.

While we continue to support research based programming in all of these educational areas, in 2014-2015 programming will include an added emphasis on Healthy Living and STEM in support of the Governor’s statewide initiatives.
The targeted outcome of AmeriCorps 4-H Outreach is to engage Iowa K-12 youth with learning experiences that will help them to become productive citizens, outstanding communicators, effective leaders and successful learners.

2014-2015 Host Sites include:
• Centerville Community School District
• Community Foundation of Greater Dubuque
• Hamilton County Extension & Outreach
• ISU Extension & Outreach Region 11, Dubuque/Jackson Counties
• Iowa Department of Human Rights
• Marshall County Extension & Outreach
• Mills County Extension & Outreach
• Muscatine County Extension & Outreach
• Nahant Marsh Education Center, Davenport
• Northeast Iowa Food & Fitness Initiative, Decorah
• Story County Extension & Outreach
• United Action for Youth, Iowa City
• Woodbury County Extension & Outreach/Midtown Community Center

For more information, contact: Judy McCarthy, 515-294-1611, mccarthy@iastate.edu

The Iowa College AmeriCorps Program
Iowa Campus Compact advances the public purposes of college and universities by depending their ability to improve community life and to educate students for civic and social responsibility. The Iowa College AmeriCorps Program (ICAP) was created to increase levels of volunteerism among college students in Iowa as part of their academic experience, while engaging them in their local campus community.

ICAP members help meet the greatest needs in their local campus community by volunteering 300 or 450 hours of service during an academic year. Volunteer hours are invested in after-school programs, mentoring, mobilizing volunteers, National Days of Service, alternative break trips, housing assistance, and many other efforts to serve local Iowa nonprofits and schools.

Members serve in the following campus communities:
• Buena Vista University, Storm Lake
• Central College, Pella
• Coe College, Cedar Rapids
• Cornell College, Mount Vernon
• Drake University, Des Moines
• Grand View University, Des Moines
• Loras College, Dubuque
• Mercy College of Health Sciences, Des Moines
• Simpson College, Indianola
• Wartburg College, Waverly

For more information, contact: Justin Ellis, 515-235-4681, jellis@iwcc.edu, http://IowaCollegeAmeriCorps.weebly.com

Partners in Learning
The Partners in Learning AmeriCorps Program focuses on literacy with the primary goal of empowering youth to improve academically.

The Partners in Learning program will support a total of 32 AmeriCorps members who will provide supplementary reading instruction to 600 at-risk children during the school year at thirteen Dubuque Community Schools. At the end of the 1st program year, AmeriCorps members will be responsible for increasing scores of 150 Kindergarten, 1st, 2nd and 3rd grade children.
One AmeriCorps member will be responsible for planning and implementing teen programming for at-risk youth and will engage 50 teens on a monthly basis at the Multi-Cultural Family Center. Seventeen AmeriCorps members will engage 200 youth in academic summer enrichment programs in various Dubuque parks, Multicultural Family Center and a childhood enrichment center, thereby decreasing summer learning loss.

Besides the development of all these activities, the Partners in Learning Program also provide Dubuque County residents the opportunity to engage in meaningful community service alongside AmeriCorps Members.

For more information, contact: Corrine Kroger, 563-584-8644, corrine.kroger@clarke.edu

**Iowa Reading Corps AmeriCorps**
The Iowa Reading Corps AmeriCorps Program is a statewide initiative of United Ways of Iowa to help ensure that all Iowa students are on track to read at grade level by the end of 3rd grade. The program places AmeriCorps members, trained as Elementary Literacy Tutors, at schools across Iowa to implement prescribed literacy interventions for students who are just below proficiency in reading. Each day, members meet individually with students to conduct 20-minute tutoring sessions that focus upon building students’ literacy skills and follow a Response to Intervention model. With a goal of strengthening the connection between schools and communities, Iowa Reading Corps AmeriCorps members also partner with local United Ways to conduct summer programming and volunteer recruitment initiatives based upon local need.

For more information, contact: Melissa Simmermaker, iowa.readingcorps@gmail.com

**Youth Service Momentum AmeriCorps Program**
Community Youth Concepts (CYC) is a youth development nonprofit based in Des Moines that offers youth programming to 10-24 year olds and training and technical assistance to other youth-serving organizations. CYC offers programming in service learning, mentoring, community engagement, substance use diversion, and after school opportunities.

The CYC AmeriCorps State Program engages AmeriCorps members in leading service learning programs in Des Moines and nearby communities of need. Members will address the needs of at-risk youth between the ages of 5 and 21, resulting in greater engagement of youth in addressing community needs. This program provides youth and adults increased exposure to the value of service learning and expands opportunities for its use.

The CYC AmeriCorps Program Member is responsible for the coordination, planning, and facilitation of service learning and youth development programs; collecting data on program outcomes and measures and providing timely reports on activities; developing Days of Service opportunities and recruiting volunteers; participating in training and networking activities; and building capacity of organizations to create service learning opportunities with youth.

Service location sites include:
- Community Youth Concepts
- Children and Families Urban Movement
- EMBARC (Ethnic Minorities of Burma Advocacy and Resource Center)
- One Iowa
- MICA (Mid-Iowa Community Action)
- Proteus

For more information, contact: Andraya Stender, 515-243-4292, andraya@cyconcepts.org, www.cyconcepts.org
ECONOMIC OPPORTUNITY & HEALTHY FUTURES

Each One Reach One AmeriCorps Program
Community Corrections Improvement Association administers The Each One Reach One AmeriCorps program, partnering with eleven community partners. This AmeriCorps program focuses on building solutions for safer communities by collaborating with these partners to infuse social supports and services complementary to mentoring that strengthen our communities and empower those in need to overcome significant barriers. Meaningful mentoring practices address the issues facing at risk youth, families, offenders (particularly veterans) and chronically unemployed/underemployed in targeted high crime, high poverty neighborhoods.

AmeriCorps Members provide direct and support services to the following programs: members at Children of Promise mentor at risk children, particularly targeting those with a parent in the corrections system. Neighborhood Centers of Johnson County, HACAP, Foundation 2, The Salvation Army, Young Parents Network, and Jane Boyd Community House offer community based, after school and summer programs to at risk youth. Members provide adult mentoring/life skills services to adult offenders by facilitating 1:1 mentor matches, Circles of Support and Accountability, and cognitive group therapy facilitation. Members serve alongside and mentor offenders completing community service projects as part of an effort to repair the harm they have done to communities. Members also provide workforce development offenders, particularly targeting those who are veterans; they also reach out to chronically unemployed/underemployed residents in high crime, high poverty targeted neighborhoods. Wrap around supports include: Linn County Public Health—providing access to healthcare for underserved people in the community, and The North Liberty Pantry offers food assistance and education for low income residents.

For more information, contact: Kristin Norfolk, 319-721-6835, ccia.norfolk@gmail.com

Habitat for Humanity of Iowa AmeriCorps State Program
The Habitat for Humanity of Iowa AmeriCorps State program supports six local Habitat affiliates by providing vital manpower and skills. Member activities revolve around the goal of eliminating poverty housing. They work to build decent and affordable housing for low income families who would not normally be able to afford an adequate place to live. The services provided by members allow Habitat for Humanity (HFH) affiliates to jumpstart home production in their areas.

Habitat AmeriCorps members manage volunteers, do direct house-building activities, lead community volunteers on construction sites, and help develop additional resources including funds, partnership, in-kind materials, and volunteers. Other activities include event planning, marketing, and outreach/partner family support.

Members are placed in the following affiliates: Greater Des Moines HFH, Cedar Valley HFH, Iowa Valley HFH, North Central Iowa HFH, Siouxland HFH, Jasper County HFH, and Marion County HFH.

For more information, contact: Jessica Burt, 515-266-6886, jburt@iowahabitat.org, www.hfhia.org

Iowa Legal Aid AmeriCorps
Iowa Legal Aid is a non-profit organization that provides free legal help in non-criminal matters to Iowans who have nowhere else to turn.

Our goal is to ensure that the legal system works for all, regardless of income. Typical cases involve protecting victims of domestic abuse; preventing illegal evictions, foreclosures, and unsafe housing; securing income support; and preventing consumer fraud and abusive debt collection practices.

AmeriCorps members’ service will enhance equal access to justice for low-income and older Iowans. Project sites include our offices in Cedar Rapids, Council Bluffs, Davenport, Des Moines, Dubuque, Iowa City, Mason City, Ottumwa, Sioux City and Waterloo.

Through this Project, members will help Iowa Legal Aid staff:
• Enhance the quality of the unified intake system, conduct intake with clients in regional offices and the Legal Hotline for Older Iowans;
• Perform outreach to low income, minority, elderly and/or English as a second language Iowans;
Members with appropriate bilingual skills also help with interpretation and translation for limited English proficiency applicants and clients.

- Enhance the Iowa Legal Aid /Pro Se/ Coordination Project;
- Design and implement programs to enhance Iowa Legal Aid’s volunteer management practices;
- Coordinate local Advisory Council’s development of promotional activities for Iowa Legal Aid;
- Enhance the Iowa Legal Aid Website www.iowalegalaid.org
- Support a research partnership of Iowa Legal Aid’s Equal Justice Project and the University of Iowa School of Social Work to improve legal services to abuse victims and their families that ensure sustainable safety and economic improvement

For more information, contact: Gail R. Klearman, 515-243-1198, ext. 1678, gklearman@iowalaw.org

**Iowa Coalition Against Domestic Violence AmeriCorps Program**

The Iowa Coalition Against Domestic Violence seeks to engage all people in a movement to change the systems that perpetuate violence against women. We do this through education, advocacy and quality victim services.

For more information, contact: Monica Goedken-Abramowitz, 515-244-8028, monica@icadv.org, www.icadv.org

**Public Allies Iowa AmeriCorps**

The Public Allies Iowa AmeriCorps Program is a partnership between Public Allies and Iowa Community Action Association to advance new leaders, strengthen non-profits and increase civic engagement. Public Allies Iowa AmeriCorps is a state-wide program with a goal to reduce poverty and increase access to opportunity pathways. Public Allies Iowa AmeriCorps identifies diverse individuals who are at least 17 years old who have not had previous access to education or work experiences to serve as Members. Through an intensive non-profit management trainings and leadership development program, Members serve in an apprenticeship with a non-profit or public organization to develop the capacity of the organization so increased services can be provided to the community.

For more information, contact: Laura Aldrich, 515-288-0374, lraldrich@iowacaa.com

**AmeriCorps Partnering to Protect Children**

The new AmeriCorps Partnering to Protect Children program will support one full-time project coordinator housed at Iowa State University and 10 full-time AmeriCorps members who will serve in 10 Community Partnership to Protect Children (CPPC) sites throughout Iowa. AmeriCorps members will assist local efforts to prevent child abuse, with focus on denial of critical care (“neglect”). Working directly with local site coordinators, AmeriCorps members will build community capacity through awareness and collaboration. As a result, communities will expand and improve local family support through enhanced community engagement in abuse prevention efforts.

For more information, contact: Janet Melby, 515-294-6392, jmelby@iastate.edu
Green Iowa AmeriCorps
Green Iowa strives to actively improve energy conservation in Iowa communities. Members provide energy education, weatherization, and outreach services throughout Black Hawk, Linn, Winneshiek, Dubuque, Jefferson and Polk counties with hopes to reach communities across the state in the near future.

This program engages Iowans of all ages through energy awareness activities, projects, presentations, and workshops. The members work in teams to implement a successful home weatherization program that significantly reduces air infiltration, and saves homeowners $50-$350 annually on utility bills. Additionally, the teams facilitate weatherization workshops that recruit and train volunteers in the techniques and benefits of home weatherization.

While enrolled in Green Iowa AmeriCorps, members build a comprehensive energy knowledge base. Trainings incorporate presentations, on-site field trips, and hands-on skills development. Although members primarily work in teams, they also have the opportunity to act as leaders and plan independent projects. Green Iowa AmeriCorps members frequently cooperate with local partners to effectively serve as a community resource.

This program operates through the University of Northern Iowa’s Center for Energy and Environmental Education in Cedar Falls, offering services throughout urban and rural Iowa communities.

For more information, contact: Ashley Craft, 319-273-7273, greeniowadirector@gmail.com, www.greeniowaamericorps.org

Keepers of the Land AmeriCorps
The Keepers of the Land AmeriCorps Program with the Iowa Department of Natural Resources (DNR) serves as environmental stewards throughout the state of Iowa. Members will work to conserve and enhance our natural resources to improve the quality of life for Iowans and ensure a legacy for future generations.

The spirit of natural resource conservation is a long-standing tradition in the United States. Since the historically recognized efforts of the Civilian Conservation Corps (CCC) in the 1930s, Iowans have been active in conservation education and practices to protect and enhance, not only the projects established by the CCC, but ongoing initiatives that collectively ensure Iowa’s natural diversity and environmental health. The DNR’s Keepers of the Land AmeriCorps program commits to further expanding and increasing conservation efforts in Iowa.

The program continues to grow in member size every year enabling more individuals the opportunity to assist in restoring Iowa’s landscape. Members will serve at 52 DNR sites throughout Iowa. Through this statewide connection members:
• Recruit and train volunteers in natural resource conservation, education, and protection
• Restore native ecosystems
• Enhance wildlife habitat
• Improve water quality
• Provide hands-on environmental education
• Promote human and environmental health

During an AmeriCorps term with the DNR Keepers of the Land program, all members are provided the opportunity to engage in professional development to gain empowerment in furthering their personal growth, community involvement, and career goals preparing them for life after AmeriCorps.

For more information, contact: Linda King, 515-242-5074, linda.king@dnr.iowa.gov, http://americorps.iowadnr.gov
8.3.c Iowa Communities of Promise

In Iowa there are currently fourteen Communities of Promise* (COP). It is our hope that one day all 99 counties in our state will be committed to fulfilling the Five Promises as Communities of Promise.

ALLAMAKEE
Contact Information:
Allamakee County’s Promise
Barbara Winters
Waukon, IA
(563) 568-4013
bwinters@allamakee.k12.ia.us

BUENA VISTA
Contact Information:
Buena Vista’s Promise
Jennifer Movall
P.O. Box 1086
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BURLINGTON / WEST BURLINGTON
Contact Information:
Michelle Randall
West Burlington’s Promise
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(319) 752-6027
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CEDAR VALLEY
Contact Information:
Diane Derifield
Cedar Valley’s Promise
1407 Independence Ave.
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(319) 291-2603
dneebel@dhs.state.ia.us

DICKINSON COUNTY
Contact Information:
Norm Johnson
YMCA
1900 41st St.
Spirit Lake, IA 51360
(712) 336-9622
normymca@campfoster.org

HAMILTON COUNTY
Contact Information:
Kathy Getting
Power Up YOUth!
509 Division Street
Webster City, IA 50595
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HENRY COUNTY
Contact Information:
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LAMONI
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RINGGOLD COUNTY
Contact Information:
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Ringgold County’s Promise
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SCOTT COUNTY
Contact Information:
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SPENCER
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8.3.d. Iowa Mentoring Partnership Certified Programs by County

**Allamakee**
Allamakee Mentoring Program  
Kathy Schwartzhoff  
kathys@helpingservices.org  
PO Box 372  
Decorah, IA 52101  
563-387-1720

**Boone**
Youth & Shelter Services – GRIP Mentoring (Boone County)  
Barb Biersner  
bbiersner@yss.ames.ia.us  
105 S. Marshall Street  
Boone, IA 50036  
515-432-7983 ext 5513

**Carroll**
New Opportunities - Carroll County Mentoring  
Regina Jackson, Christy Jenkins  
cjenkins@newopp.org  
rjackson@newopp.org  
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Carroll, IA 51401  
712-792-9266

**Audubon**
New Opportunities - Audubon County Mentoring  
Kelli Jensen  
kjensen@newopp.org  
413 Tracy St.  
Audubon, IA 50025  
712-563-2777

**Bremer**
BBBS of Northeast Iowa-Bremer  
Keri Kono  
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805 West Bremer Ave. Ste. 3  
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**Cedar**
BBBS of Johnson County  
Jill Kromminga, Scott Hansen  
jill@bbbsjc.org  
smhansen@iastate.edu  
3109 Old Hwy 218 South  
Iowa City, IA 52246  
319-337-2145

**Benton**
BBBS of East Central Iowa  
Kate O’Brien-May  
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**Cerro Gordo**
One on One Mentoring Program - Clear Lake/Ventura  
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mentorclv@yahoo.com  
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641-420-9660

**Black Hawk**
BBBS of Northeast Iowa – Black Hawk  
Katie Klein  
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**Buena Vista**
TeamMates of Storm Lake  
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712-732-8105, ext. 1226

**Chickasaw**
Star Mentoring  
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New Hampton, IA 50659  
641-394-4053, ext. 220

**Buchanan**
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Jeanine Nemitz  
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BBBS of Clinton
Kellie Hillis
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563-243-4223

Clinton Community Schools (Study Connection)
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Plains Community Mental Health
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Reach and Rise Dubuque YMCA
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Mentor Dubuque
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Multicultural Family Center
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St. Mark Community Center
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Volunteers for Youth
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JUMP for Kids (Journey Up Mentoring of Pella)
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Everybody Wins! Iowa
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Johnston Youth Mentoring Program - Johnston Community Schools
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Mentor Iowa
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Visiting Nurse Services of Iowa Foster Grandparents
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New Opportunities - Sac County Mentoring Jayne Wilhelm
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Davenport Community Schools - STAARS Debra Stevenson
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641-422-4303

Winnebago
One on One Mentoring Program - Forest City
Scott Jackson
sjackson@forestcity.k12.ia.us
1405 West L Street
Forest City, IA 50436
641-585-2670

RSVP of North Central Iowa
Molly Anderegg
andermol@niacc.edu
North Iowa Area Community College,
500 College Drive
Mason City, IA 50401
641-422-4303

Winneshiek
Building Bridges Through Mentoring
Kathy Schwartzhoff
kathys@helpingservices.org
PO Box 372
Decorah, IA 52101
563-387-1720, ext. 108

Woodbury
BBBS of Siouxland
Kristine Bornholtz
kbornholtz@bigbrothersbigsisters.com
3650 Glen Oaks Blvd
Sioux City, IA 51104
712-239-9890

Rotary Club of Rock Valley
Cathy Bonestroo
cathyb@rvrseniorvolunteerprograms.org
1514 14th St.
Rock Valley, IA 51247
712-476-2628

Worth
One to One Mentoring - Mason City
Jessica Prazak
jprazak@masoncity.net
10 1st St. NW
Mason City, IA 50401
641-421-2708

RSVP of North Central Iowa
Molly Anderegg
andermol@niacc.edu
North Iowa Area Community College,
500 College Drive
Mason City, IA 50401
641-422-4303
### 8.3.e. Iowa RSVP Programs

**Boone, IA**  
Boone County Hospital  
Counties Served: Boone, Greene  
Director: Michelle Hull  
(515) 433-7836,  
michelehh@co.boone.ia.us

**Carroll, IA**  
Carroll County RSVP  
Counties Served: Carroll  
Director: Stacy Venteicher  
(712) 792-4212,  
crsvp@hotmail.com

**Cedar Rapids, IA**  
United Way of East Central Iowa  
Counties Served: Linn, Jones  
Director: Kayla Paulson  
(319) 398-5372,  
kppaulson@uweci.org

**Clinton, IA**  
Mobile Meals United  
Counties Served: Clinton  
Director: Kathy Frye  
(563) 243-7787,  
kfrye-rsvp@hotmail.com

**Council Bluffs, IA**  
Connections Area Agency on Aging  
Counties Served: Mills, Pottawattamie  
Director: Kelly Butts  
(712) 328-2540,  
kbutts@southwest8.org

**Decorah, IA**  
Decorah Public Library  
Counties Served: Winneshiek, Allamakee, Howard  
Director: Kathy Barloon  
(563) 382-3717,  
rsvp@decorah.lib.ia.us

**Des Moines, IA**  
United Way of Central Iowa  
Counties Served: Dallas, Polk, Warren  
Director: Joy Talmon  
(515) 246-6544,  
jtalmon@unitedwaydm.org

**Dubuque, IA**  
Finley Hospital  
Counties Served: Dubuque  
Director: Beth Miller  
(563) 589-2622,  
Elizabeth.Miller3@unitypoint.org

**Fort Madison, IA**  
City of Fort Madison  
Counties Served: North Lee  
Director: Jimmy Wendorf  
(319) 372-8917,  
jwendorf@fortmadison-ia.com

**Iowa City, IA**  
Elder Services, Inc.  
Counties Served: Johnson, Des Moines, Iowa, Muscatine  
Director: Melissa Fox  
(319) 338-0515,  
mfox@elderservicesinc.com

**Lamoni, IA**  
Graceland University  
Counties Served: Decatur, Ringgold  
Director: Jesse Bolinger  
(641) 784-5132,  
bolinger@graceland.edu

**Mason City, IA**  
North Iowa Area Community College (NIACC)  
Counties Served: Cerro Gordo, Hancock, Winnebago, Worth  
Director: Molly Anderegg  
(641) 422-4303,  
andermol@niacc.edu

**Mount Pleasant, IA**  
The Fellowship Cup  
Counties Served: Henry  
Director: Carol Dustman  
(319) 385-6547,  
RSVP@thefellowshipcup.org

**Newton, IA**  
ISU Extension, Jasper County  
Counties Served: Jasper  
Director: Denice Fischer  
(641) 792-6433,  
fischerd@iastate.edu

**Ottumwa, IA**  
United Way of Wapello County  
Counties Served: Jefferson, Monroe, Wapello  
Director: KaLeigh White  
(641) 682-1264,  
k.white@wapellocouw.org

**Rock Island, IL**  
West. IL Area Agency on Aging  
Counties Served: Scott (IA), Rock Island (IL)  
Director: Dave Layton  
(309) 793-6800,  
dlayton@wiaaa.org

**Spencer, IA**  
Iowa Lakes Community College  
Counties Served: Clay, Emmet, Kossuth, Palo Alto, Dickinson  
Director: Mary Steele  
(712) 262-8858,  
msteele@iowalakes.edu

**Story City, IA**  
Story City Senior Citizens, Inc.  
Counties Served: Hamilton, Marshall, Story, Webster  
Director: Kalen Petersen  
(515) 733-4917,  
director@cirvsp.org

**Waterloo, IA**  
Covenant Medical Center  
Counties Served: Black Hawk, Fayette  
Director: Sheila Bohr  
(319) 272-2552,  
rsvpwaterloo1@hotmail.com
8.3.f. Volunteer Centers of Iowa

Volunteer Centers of Iowa
2013 Membership List (* Asterisks indicate that the VC is also a Volunteer Generation Fund Grantee)

The Volunteer Centers of Iowa is a statewide network that connects, builds, promotes and mobilizes Iowa Volunteer Centers. Volunteer Centers of Iowa meet on a monthly basis via conference call and in-person a couple of times a year. The meetings serve to provide training, networking and information-sharing opportunities for the membership.

A Volunteer Center is defined as a professional organization that maintains an online presence that facilitates engaging volunteers in meaningful opportunities to serve, heightens awareness of volunteering by recognizing community volunteers, and builds the capacity for effective volunteering by providing learning opportunities in volunteer management. Individuals with questions about partnering with the Volunteer Centers of Iowa or those who are interested in joining the group should contact the Chair of the Volunteer Centers of Iowa.

**VCI President**

LAMONI
Julie Neas
Volunteer Center of Southern Iowa (VCSI)
1 University Place
Lamoni, IA 50140
(641) 784-5401
Julie.Neas@graceland.edu
www.graceland.edu/vcsi
Union, Clarke, Lucas, Decatur, Wayne and Ringgold counties

**CEDAR RAPIDS**

Sue Driscoll
Volunteer Engagement Manager
United Way of East Central Iowa
1050 5th Avenue S.E., Suite 100
Cedar Rapids, IA 52403
(319) 398-5372 X22
sdriscoll@uweci.org
www.uweci.org
Linn, Jones, Benton, Cedar counties

**VCI Vice President**

OTTUMWA
Ali Wilson (Vice President)
Volunteer Center Coordinator
224 E. Second Street, Suite 1
P.O. Box 1778
Ottumwa, IA 52501
Phone: 641-682-1264
a.wilson@wapellocouw.org
Wapello County

**COUNCIL BLUFFS AREA**

United Way of the Midlands
1805 Harney Street
Omaha, NE 38102
(402) 522-7930
www.uwmidlands.org
Mills, Fremont and Pottawattamie counties

**AMES**

Anne Owens
Executive Director
Volunteer Center of Story County
130 S. Sheldon Drive, Suite 201
Ames, IA 50014
(515) 268-5323
anne.owens@vcstory.org
www.vcstory.org
Story County

**DAVENPORT**

Alisha Espey
Coordinator
Davenport Volunteer Connection
226 W. 4th Street
Davenport, IA 52801
Ph. (563) 888-3201
aespey@ci.davenport.ia.us
www.volunteerdavenport.com
Scott County

**DES MOINES AREA**

Shirley Burgess
Volunteer Engagement Officer
United Way of Central Iowa
1111 9th Street, Suite 100
Des Moines, IA 50314
(515)246-6519
sburgess@unitedwaydm.org
www.unitedwaydm.org
Polk, Dallas and Warren counties
DUBUQUE
Volunteer Dubuque!
1300 Main Street
Dubuque, IA 52001
563-589-4180
www.cityofdubuque.org/volunteer
Dubuque County

FAIRFIELD
Fairfield Volunteer Center
104 West Adams
Fairfield, IA 52556
641-209-9045
fairfieldvolunteers@gmail.com
www.fairfieldvolunteercenter.org
Jefferson County (focus on Fairfield)

FORT DODGE
Community Connections Volunteer Center
822 Central Ave., Ste 405
Fort Dodge, IA 50501
515-955-8880
www.ccvolunteercenter.com
Webster County

IOWA CITY AREA
Patti Fields
Community Impact & Engagement
Volunteer Center of Johnson County
1150 5th Street, Suite 290
Coralville, IA 52241
(319) 338-7823
pfields@unitedwayjc.org
www.volunteercenterjc.org
Johnson, Iowa and Washington counties

KEOKUK
Sue Prochazca
Volunteer Center Coord.
Volunteer Center of the Big River Region United Way
PO Box 251
Keokuk, IA
319-795-2190
vc@BigRiverUnitedWay.org
Lee County

MUSCATINE
Nichole Sorgenfry
United Way - Muscatine Community Volunteer Solutions
208 E. 2nd Street, Suite 201
Muscatine, IA 52761
(563) 263-5963
nichole@unitedwaymuscatine.org
www.unitedwaymuscatine.org
Muscatine County

MASON CITY
Angela Determan
Community Program Manager
City of Mason City
10 1st St NW, 2nd Floor
Mason City, IA 50401
Ph. (641) 424-7180
adeterman@masoncity.net
Cerro Gordo County (focus on Mason City)

WATERLOO/CEDAR FALLS
Lauren Finke
Executive Director
Volunteer Center of Cedar Valley
2101 Kimball Avenue, Suite 1414
Waterloo, IA 50702
(319) 272-2087
lauren_finke@vccv.org
www.vccv.org
Black Hawk County

EX-OFFICIO REPRESENTATIVE
Kristin Honz
Iowa Commission on Volunteer Service
200 E. Grand Avenue
Des Moines, IA 50309
(515) 725-3097
kristin.honz@iowa.gov
www.volunteeriowa.org
8.4. Acronyms, Definitions, and Terms

ASC (America’s Service Commissions) - Nonpartisan, nonprofit organization representing and promoting state service commissions across the U.S.

Audit - to examine with intent to verify, usually regarding financial accounts

America’s Promise Alliance - the organization founded by General Colin Powell to carry out the goals of the Presidents’ Summit for America’s Future, convened by President Clinton and Former President Bush in April 1997.

AmeriCorps (AC) - an umbrella term that refers to programs that are designated by the Corporation as national service programs and the participants in them.

Campus Compact - a national organization of college and university presidents with numerous state affiliates committed to advancing service on their campuses.

CNS or CNCS- Corporation for National and Community Service

Community of Promise (COP) - When community youth development programs (fulfilling each of the Five Promises) are brought together and an organizational structure is established, these community collaborations become “Communities of Promise”.

Community-based Organization (CBO) - any private nonprofit organization, including a church or other religious entity, that is representative of a community or a significant segment of a community; and is engaged in meeting human, educational, environmental, or public safety community needs.

Conference Call - A telephone call involving more than two people in which the participants are often in different locations.

Consortia - A group of organizations whose purpose is to collectively facilitate and support the work of a service program in ways that add material and human resources beyond those available to each organization individually.

Competitive Funding - see national competitive funding

Corporation - same as CNS or CNCS

Corporation for National and Community Service (CNS or CNCS or the Corporation) - The independent federal agency that encompasses the work and staff of two previously existing agencies, the Commission on National and Community Service and ACTION. The Corporation was created by the National and Community Service Trust Act of 1993.

Corporation State Office (or CSO) - The Corporation’s State Offices are federal offices staffed by federal employees in the state. They conduct public outreach and program support. They are directly responsible for developing grants and projects and for overseeing all Senior Corps and AmeriCorps*VISTA projects within their states.

Day of Service - Organizations and volunteers across the state gather to take part in national- and state-designated Days of Service such as Martin Luther King, Jr. Day, September 11 National Day of Service and Remembrance, and several others. Service projects held on a Day of Service help bring attention to causes and issues needing change as well as focus on service areas such as education, mentoring, community beautification and donation giving.

Domestic Volunteer Service Act of 1973 (DVSA) - authorizes AmeriCorps*VISTA, the Foster Grandparent Program, the Senior Companion Program, and the RSVP program. The legislation was last amended in 1993 as part of the creation of the Corporation for National and Community Service.

Education or Ed Award (officially the Eli Segal Education Award) - A post-service benefit of $5,645 (full time) or $2,822 (half time) earned by all AmeriCorps members successfully completing a term of service. The award is paid directly to a lending or educational institution and can be used to pay off education loans or to finance college, graduate school or approved vocational training. A new Trust Rule (effective 2009) has allowed the education award to be tied to the Pell grant amount; therefore, the education award will be increasing incrementally each year. In addition, the education award is now transferable for members who are 55 or over on the day they enroll. These members can transfer the education award to a child, grandchild or foster child. In addition, education awards can now be used to support costs at GI bill institutions.

eGrants - an online system designed to automate the entire grants and project management process from application to closeout. It allows applicants to find funding opportunities, apply for grants or projects, and manage grant reporting online. The system also allows the Corporation to review applications, award grants and manage those grants, and projects efficiently and effectively.

Eli Segal Education Award - commonly referred to as Education or Ed Award
**Evaluation** - A formal external assessment of program effectiveness and outcomes at the end of a given period of time. Evaluation is primarily the responsibility of the Corporation and is conducted by the Corporation with the cooperation of state commissions and programs.

**Faith-Based** - There is no clear definition at this point, though faith-based organizations are generally believed to be religious organizations. The debate continues on whether to include ‘non-traditional’ groups of faith such as the Hare Krishna’s and the Church of Scientology.

**Facebook** - A social-networking website where users can add friends, send messages, and build their own profiles. The ICVS has several “government organization” pages:

- Main site: [www.facebook.com/volunteeriowa](http://www.facebook.com/volunteeriowa)
- Global Youth Service Day: [www.facebook.com/gysdiowa](http://www.facebook.com/gysdiowa)
- Iowa Mentoring Partnership: [www.facebook.com/iowamentoring](http://www.facebook.com/iowamentoring)

**Fiscal Year** - A period of 12 months during which a particular budget is to be spent and accounted for. The federal government fiscal year begins on October 1 and ends on September 30. Iowa’s fiscal year is July 1 to June 30.

**FGP (Foster Grandparent Program)** - connects volunteers age 55 and over with children and young people with exceptional needs; part of Senior Corps

**Flickr** - An image-and video-hosting website where community members can share and comment on media. The ICVS posts photos of all our events on Flickr ([www.flickr.com/volunteeriowa](http://www.flickr.com/volunteeriowa)), which automatically shares them via “photostream” on the ICVS Facebook page.

**FSR (Financial Status Report)** - a semi-annual cumulative financial status report, summarizing expenditures during the reporting period using eGrants.

**Formula Funding (also called state formula)** - The annual allotment given to each state against which the state commission solicits proposals for AmeriCorps funding.

**Franklin Project** - an effort to improve citizenship by giving every young person in America the opportunity to do a service year. Find more information at [www.aspeninstitute.org/policy-work/franklin-project](http://www.aspeninstitute.org/policy-work/franklin-project)

**GoToMeeting** - The webinar system used by the ICVS.

**Governor’s Council (Governor’s Council on National Service in Iowa)** - created in 2014 by Executive Order 84, as a result of the launching of the Franklin Project, with the purpose to make recommendations on how to expand volunteer opportunities and national service for Iowans both here in Iowa and across the country.

**GVA (Governor’s Volunteer Awards)** - created in 1982, with inaugural awards presented in 1983. The program provides all Iowa nonprofit, charitable, and government organizations with a “non-competitive”, easy, and low-cost way to honor local volunteers with a prestigious state-level recognition award.

**HoF (Volunteer Hall of Fame)** - See “Volunteer Hall of Fame”.

**IACC (Iowa Campus Compact)** - a statewide association of college and university presidents who are committed to fulfilling the civic purposes of higher education by educating students for active citizenship and building strong communities by integrating community service, service-learning and community engagement opportunities into student’s academic and co-curricular activities.

**ICVS (Iowa Commission on Volunteer Service)** - a state government agency that works to help organizations fulfill their missions using service as a strategy/solution and to engage Iowans in their communities, empowering them to address Iowa’s most pressing challenges.

**IDED** - Iowa Department of Economic Development (2011 legislation replaced IDED with the Iowa Economic Development Authority)

**IEDA** - Iowa Economic Development Authority (2011 legislation replaced the Iowa Department of Economic Development [IDED] with the IEDA)

**IGOV** - Iowa Governor’s Office

**IMP (Iowa Mentoring Partnership)** - A division of the ICVS, the IMP supports local mentoring programs by providing statewide mentoring advocacy, education and resources, serving as the certifying body for Iowa mentoring programs and supporting local program providers and communities who want to operate quality mentoring programs.

**In-Kind** - Contributions and donations made in service and products, not cash.
Independent Sector (IS) - sponsors ground-breaking research, fights for public policies that support a dynamic, independent sector, and has created resources so staff, boards, and volunteers can improve their organizations and better serve their communities. IS conducts extensive research each year to establish both national and state dollar values for volunteer time, which the ICVS relies on for accurate reporting: www.independentsector.org.

IowaGrants - Iowa’s funding opportunity search and grant management system, which allows applicants to electronically apply for and manage grants received from the state of Iowa. ICVS uses this system for managing AmeriCorps, VGF, and RSVP grants: www.iowagrants.gov.

Learn & Serve America (LSA) - Service-learning programs designed to enrich academic learning and promote personal growth in participants while meeting community needs. There were two categories of Learn and Serve America programs: K-12 and Higher Education. The K-12 program had two components: school-based, which included formula allotment grants to State Education Agencies, and community-based, which were distributed on a competitive basis to state commissions, grant making entities, and other qualified organizations. Federal funding for this program was eliminated in Fiscal Year 2010.

Living Allowance - AmeriCorps member receive a modest living allowance during their term of service. This benefit is in addition to the education award available to members who successfully complete their term of service.

Matching funds - State commissions themselves, as well as the programs they fund, are required to meet certain specified match requirements as a condition for receipt of federal funding. For every dollar of federal funds, there is a designated percentage of cash or in-kind funds that the state commission or other organization must provide (this is the match).

Members - Participants in AmeriCorps (including AmeriCorps*NCCC, AmeriCorps*VISTA, and AmeriCorps*State and National programs) are referred to as members - not volunteers, interns, or employees.

MSY (Member Service Year) - new terminology that replaces FTE (full-time equivalent). MSY is defined as the equivalent of one full-time AmeriCorps member serving a minimum of 1,700 hours in one year.

National and Community Service Act of 1990 (NCSA) - Legislation signed into law by President George H.W. Bush that created a new independent federal agency, the Commission on National and Community Service. The Commission was charged with supporting four streams of service: Service-learning programs for school-aged youth; Higher education service programs; Youth corps; and National service demonstration models.

National and Community Service Trust Act of 1993 - amended the National and Community Service Act of 1990 and created AmeriCorps and the Corporation for National Service. The Act authorizes appropriations for AmeriCorps*State and National, AmeriCorps*NCCC, Learn and Serve America, the National Service Trust, and the Points of Light Foundation.

NCCC (National Civilian Community Corps) - full-time, team-based residential program for men and women age 18–24. Members are assigned to one of five campuses located in: Denver, Colorado; Sacramento, California; Perry Point, Maryland; Vicksburg, Mississippi; and Vinton, Iowa.

National Competitive Funding - An annual pool of funds against which state commissions may compete to fund additional AmeriCorps programs in their states.

National Directs - (AmeriCorps* National) - AmeriCorps programs funded directly by the Corporation through multi-state nonprofit organizations.

National Service - results-orientated service by an individual or group of individuals that help meet the nation’s needs in the area of education, public safety, the environment, and other human needs.

NOFO (Notice of Funding Opportunity) - A legal notification, published in the Federal Register, describing the availability of funds for a new federal program.

OIG (Office of the Inspector General) - Created by the National and Community Service Trust Act of 1993, the Corporation for National and Community Service Office of Inspector General (OIG) conducts and supervises independent and objective audits and investigations of Corporation programs and operations. Based on the results of these audits, reviews, and investigations, the OIG recommends policies to promote economy and efficiency and prevent and detect fraud and abuse in the Corporation's programs and operations.

OMB (Office of Management and Budget) - Assists the President in overseeing the preparation of the Federal budget and in supervising its administration in Federal agencies. The OMB also oversees and coordinates the Administration’s procurement, financial management, information, and regulatory policies.

Participant - The generic term used to describe any individual enrolled in a program funded by the Corporation, as opposed to the more specific term “member”, which refers to individuals enrolled in an AmeriCorps program.
Partnership - Two or more entities that have entered into a written or verbal agreement specifying the goals and activities of the relationship as well as the responsibilities, goals, and activities of each partner.

Program - A coordinated group of activities linked by common elements such as recruitment, selection and training of participants and staff, regular group activities, and assignment to projects organized for the purpose of achieving the mission and goals of national service, and carried out with the assistance provided under the National and Community Service Trust Act of 1993.

Program Sponsor - An entity responsible for recruiting, selecting and training members and participants, providing them benefits and support services, engaging them in regular group activities and placing them in projects.

Project Sponsor - An organization, or other entity, that has been selected to provide a placement for a participant or participants.

PSA (Public Service Announcement) - Message(s) in the public interest disseminated by the media without charge, with the objective of raising awareness, changing public attitudes and behavior towards a social issue.

RFP (Request for Proposals) - A term which some states or organizations use to describe the document issued to solicit proposals from other organizations. Others may call such a document a grant application or bid. Some commissions will issue RFPs for AmeriCorps programs from nonprofit organizations, local governments, higher education institutions, Indian Tribes, and state agencies.

RSVP (formerly known as Retired and Senior Volunteer Program) - Offers "one stop shopping" for all volunteers 55 and over who want to find challenging, rewarding, and significant service opportunities in their local communities; part of Senior Corps.

SCP (Senior Companion Program) - Brings together volunteers age 55 and over with adults in their community who have difficulty with the simple tasks of day-to-day living; part of Senior Corps.

SEA (State Education Agency or state department of education) - A formal governmental label for the state-level government agencies within each U.S. state responsible for providing information, resources, and technical assistance on educational matters to schools and residents.

SAA (Serve America Act) - Officially entitled the “Edward M. Kennedy Serve America Act”, this legislation took effect Oct. 1, 2009 and amends the National and Community Service Act of 1990 (NCSA) and the Domestic Volunteer Service Act of 1973 (DVSA) to revise their programs and reauthorize appropriations for them through FY2014.

SEI (Service Enterprise Initiative) - A pilot initiative supporting local nonprofits in completing a comprehensive assessment, training and consulting model that leads to nonprofits reimagining the way they strategically engage volunteers as well as earning certification as a Service Enterprise. Service Enterprises engage volunteers at all levels of their organization, resulting in more efficient and effective organizations.

SL (Service-Learning) - A method by which students improve academic learning and develop personal skills through structured service projects that meet community needs. Service-learning builds upon students’ service activities by providing them with opportunities to learn by preparing, leading, and reflecting upon their service experiences.

Signature Service (also called a Service Project) - A project undertaken by a large group of participants often from many different programs; usually in conjunction with a special Day of Service to highlight programs and their participants.

Social Media - Forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content. ICVS utilizes several social media systems: Facebook, Twitter, Flickr, and YouTube.

State Service Plan (SSP) - A three-year plan developed by each state commission in partnership with the Corporation State Office, the State Education Agency, and other appropriate organizations in the state. The plan describes the broad vision for promoting national service and volunteering and for building a solid infrastructure of high quality programs and support services in the state. Formerly called Unified State Plan (USP)

Streams of Service - A term used to refer to the many types of service programs, for example, Senior Corps, AmeriCorps, and Learn & Serve

Student Ownership - The notion that students can make important contributions to their school and communities.

SurveyMonkey - A simple way to create professional online surveys quickly and easily: everything from customer satisfaction and employee performance reviews, to course evaluations and research of all types. ICVS uses SurveyMonkey for training evaluations, collecting program quarterly reports, and much more.
TASC (Technical Assistance to State Commissions)- The TASC project is funded by the Corporation to assist state commissions achieve their goals through providing or arranging for needed technical assistance.

Twitter- A microblogging site that enables users to send “tweets,” or messages of 140 characters or less: www.twitter.com/VolunteerIowa, Handle: @VolunteerIowa

Unity Point Health (formerly Iowa Health)- A private partner which hosts the Iowa Mentoring Partnership website: www.iowamentoring.org.

Volunteer Awareness Day- an annual event coordinated and hosted by ICVS in the State Capitol to give organizations and programs that rely on volunteers a chance to talk with legislators about the impact volunteers have in Iowa and the critical services volunteers provide in their communities. Beginning in 2014, this event was replaced by Volunteer Iowa Day at the Capitol.

VAD (AmeriCorps*VISTA Assignment Description)- The document that describes the tasks for which a VISTA will be responsible, with rough timelines for the VISTA’s year of service, and an indication of the sponsor's priority of those tasks.

VISTA (Volunteers in Service to America)- AmeriCorps*VISTA is the national service program designed specifically to fight poverty. Authorized in 1964 and founded as Volunteers in Service to America in 1965, VISTA was incorporated into the AmeriCorps network of programs in 1993.

VGF (Volunteer Generation Fund)- a program authorized by the Edward M. Kennedy Serve America Act, is designed to increase the number of people who serve in meaningful roles as volunteers dedicated to addressing important needs in communities across America.

Volunteering and Civic Life in America report- CNCS hosts the most comprehensive collection of information on volunteering in the U.S. at its website: www.VolunteeringInAmerica.gov. The site allows civic leaders, nonprofit organizations, and interested individuals to retrieve a wide range of information regarding trends and demographics in volunteering in their regions, states, and nearly 200 metro areas. State volunteer rankings are included in the report.

Volunteer Iowa Day at the Capitol (replaced Volunteer Awareness Day)- Gives the Commission and its partner organizations a chance to talk with legislators about the impact volunteers have in Iowa and the critical services volunteers provide. Provides an opportunity for commissioners to present the ICVS Public Policy Agenda to elected officials.

Volunteer Hall of Fame (HoF)- annual state-level competitive volunteer recognition – the highest honor a volunteer can receive in Iowa; the people selected are those who have forever changed their community, the state, the nation, or the world with their volunteer service and action.

Volunteer Iowa- branding for the Iowa Commission on Volunteer Service

Webinar- a live online educational presentation during which participating viewers can submit questions and comments.

You Tube- A video-sharing website where users can share and upload new videos: www.youtube.com/VolunteerIowa
8.5. Reimbursement Information

8.5.a. General Overview of Reimbursement Process

Commissioners make their own travel arrangements, hotel reservations, etc. Commissioners must pay for hotel bills, parking fees, meals and misc. travel expenses, then submit a Commissioner Expense Report (along with original, itemized receipts) to request reimbursement. It’s perfectly acceptable to stay overnight with family or friends to save a little taxpayer money, just be sure to note that’s what you did on the expense form.

A few facts:

- Before the state will reimburse any travel costs, an individual (or organization) must have a W-9 on file. This form can be obtained at [http://www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf). Completed form should be returned to ICVS staff via U.S. mail or by fax (515.725.3010). Returning the form by e-mail is NOT recommended since it contains a Social Security number or EIN.

- ICVS staff will provide I.D. cards that verify you are a representative of a state government agency; you may need to provide this card to obtain special government hotel rates when traveling. A list of Iowa hotels that offer state government rates is online at [http://das.gse.iowa.gov/procurement](http://das.gse.iowa.gov/procurement) (look for the “Hotel/Motel/B&B Listing” link to get the latest list.

- Reimbursement Limits (NOTE: meals purchased within your county of residence and alcoholic beverages are not eligible for reimbursement):
  
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>$8.00</td>
</tr>
<tr>
<td>Lunch</td>
<td>$12.00</td>
</tr>
<tr>
<td>Dinner</td>
<td>$23.00</td>
</tr>
<tr>
<td>TOTAL Meals Per Day</td>
<td>$43.00</td>
</tr>
<tr>
<td>Lodging</td>
<td>$83 + tax</td>
</tr>
<tr>
<td>Mileage</td>
<td>$.39 per mi.</td>
</tr>
</tbody>
</table>

- Receipts: original, itemized receipts are required for every expense (other than mileage) you are requesting reimbursement for. The state’s receipt FAQ document is online at [www.das.sae.iowa.gov/travel_relocation/faq_meal_receipts.pdf](http://www.das.sae.iowa.gov/travel_relocation/faq_meal_receipts.pdf).

- Sample Reimbursement Form and official state rules for reimbursement for commissioners are included on the following pages. Sample meal receipts are shown below.

<table>
<thead>
<tr>
<th>Acceptable Meal Receipt</th>
<th>Unacceptable Meal Receipt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detailed receipt includes name of restaurant, date, and food items consumed.</td>
<td>Name of the restaurant and date are included, however this simple credit card ticket does not itemize the food and drink purchased. This receipt would be rejected by DAS, and the costs would be disallowed.</td>
</tr>
</tbody>
</table>
8.5.b. Sample Reimbursement Form

Make sure to complete ALL highlighted areas and attach original receipts. An electronic copy of the form is always included with online commission meeting materials and hard copies are included in commission meeting packets.

---

### Iowa Commission on Volunteer Service
Commissioner Expense Report

Please use ink, not pencil, and complete ALL applicable, highlighted lines. An original, itemized receipt is REQUIRED for every expense you are claiming. If you stay overnight, but are not asking for reimbursement of hotel expenses, include an explanation such as stayed with family/friends, another organization is paying expense, etc.

<table>
<thead>
<tr>
<th>Travel Details</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of travel:</td>
<td>Name:</td>
</tr>
<tr>
<td>Departing from:</td>
<td>Address:</td>
</tr>
<tr>
<td>To:</td>
<td>City:</td>
</tr>
<tr>
<td>Departure Date:</td>
<td>State:</td>
</tr>
<tr>
<td>Departure Time:</td>
<td>Zip code:</td>
</tr>
<tr>
<td>Return Date:</td>
<td>SS#:</td>
</tr>
<tr>
<td>Return Time:</td>
<td>NOTE: Claim cannot be processed without the SS #!</td>
</tr>
<tr>
<td>Mileage (round trip):</td>
<td>State of Iowa employee? Yes / No</td>
</tr>
</tbody>
</table>

### Expenses (ITEMIZED RECEIPTS ARE REQUIRED FOR ALL EXPENSES)

<table>
<thead>
<tr>
<th></th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast:</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Lunch:</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Dinner:</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Lodging:</td>
<td>$</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

If not claiming lodging, please explain why:

| Parking: | $ | | | | | $ | |

Miscellaneous:

| Explanation of misc. expenses: |

---

### CLAIMANT'S CERTIFICATION

I CERTIFY THAT THE ITEMS FOR WHICH PAYMENT/REIMBURSEMENT IS CLAIMED WERE FURNISHED FOR STATE BUSINESS UNDER THE AUTHORITY OF THE LAW AND THAT THE CHARGES ARE REASONABLE, PROPER, AND CORRECT, AND NO PART OF THIS CLAIM HAS BEEN REIMBURSED OR PAID BY THE STATE, EXCEPT ADVANCES SHOWN, AND I UNDERSTAND THE ROUTINE USES OF THIS FORM.

Signed: ___________________________ Date: ___________________________

---

### Allowable Reimbursement Rates

<table>
<thead>
<tr>
<th>Meals</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>$8.00</td>
</tr>
<tr>
<td>Lunch</td>
<td>$12.00</td>
</tr>
<tr>
<td>Dinner</td>
<td>$23.00</td>
</tr>
<tr>
<td>TOTAL Meals Per Day</td>
<td>$43.00</td>
</tr>
</tbody>
</table>

| Lodging | $83 + tax |
| Mileage | $.39 per mi. |

---

RETURN COMPLETED FORM TO:

Eve Palmer
Iowa Commission on Volunteer Service
200 East Grand Avenue
Des Moines, IA 50309

Questions? Contact Eve at 1.800.308.5987, 515.725.3092, or eve.palmer@iowa.gov
8.5.c. Official State Rules for Reimbursement for Commissioners

Department of Administrative Services - State Accounting Enterprise
Procedure No. 210.245
Effective Date: January 1, 2012

Subject: TRAVEL – IN-STATE – BOARD, COMMISSION, ADVISORY COUNCIL, AND TASK FORCE MEMBER EXPENSES

This procedure outlines the statewide policy governing travel for the various Board, Commission, Advisory Council, and Task Force Members of State government. It is the published policy of the State that all individuals engaged in travel for Official State business utilizes the most economical mode of transportation. Section 1.b. of this policy addresses acceptable alternatives when unique and unusual situations occur that prevent the most economical mode of transportation from being utilized.

1. Mode of Transportation
   a. Use of Privately Owned Automobile
      With the exception noted in 1(b) below, board, commission, advisory council members, and task force members normally use their private vehicle while conducting official state business.

      (1) The use of a privately owned vehicle will be subject to the rules of the DAS-GSE-Fleet & Mail. Reimbursement shall be on a mileage basis at a rate not to exceed the statutory rate as established by Code, and must be for official state business. The per-mile reimbursement includes all costs incurred in connection with the operation of the vehicle.

      (2) Whenever possible, board, commission, advisory council members, and task force members should travel with more than one member to a vehicle.

      (3) Travel shall be by the usually traveled route. Mileage shall be based on mileage published by the American Automobile Association (AAA), charts published by the Iowa Department of Transportation, or from internet sites such as MapQuest or similar sites. Any variation from the published mileage must be documented in writing. See Procedure 280.201.

   b. Use of Special Conveyances
      In certain instances, aircraft may be utilized when board, commission, advisory council members, or task force members travel for official state business. Documentation shall be available upon request to substantiate special conveyances. This substantiation in most instances will be from the perspective of cost effectiveness of the State and not that of the individual, Board, Commission, Council or Task Force Members.

      (1) The use of aircraft is acceptable when a board, commission, advisory council, or task force member resides 150 driving miles or more from the meeting site. Mileage shall be based on most direct route and mileage determined on the Iowa Transportation Map as published by the Department of Transportation.

      (2) If board, commission, advisory council members, or task force members reside within 150 miles of the meeting area, but are within the continuous flight pattern of the member who is outside of the 150 mile radius, those members may be picked up along the way, providing the extra stop is the most cost effective mode of transportation. A cost comparison must be attached to the claim relating to the airfare expense when it is submitted for payment.

      Major Iowa cities located 150 miles or more from Des Moines are: Burlington, Clinton, Davenport, Decorah, Dubuque, Estherville, Ft. Madison, Keokuk, LeMars, Manchester, Maquoketa, McGregor, Rock Rapids, Sabula, Sioux City, Spencer, Spirit Lake, and West Union.
      (Please note that this is not an all-inclusive listing).

1. Subsistence Allowance
   Board and Commission members, advisory council members and task force members are allowed 1 1/2 the rate employees are allowed while on official business for the State of Iowa. Official domicile rules do not apply to meal reimbursements for Board members. They are eligible to be reimbursed for meal costs regardless of where the meeting is held. The individual meal rates are rounded to the nearest dollar.
a. Meals

(1) Maximum reimbursable rates:
   (a) Breakfast $ 8.00
   (b) Lunch 12.00
   (c) Dinner 23.00
   TOTAL $43.00

(2) Board and Commission members, advisory council members and task force members are allowed the same flexibility in regard to meals, as are other state employees. Specifically, if a Board member is in a travel status and is entitled to be reimbursed for all three meals, the Board member can claim the amount actually expended, up to $43.00 on any combination of meals for that day. He/She is not limited to $8.00 for breakfast, $12 for lunch, $23.00 for dinner, only to $43.00 for the day. If a Board member is eligible for only breakfast and lunch, the Board member can be reimbursed actual expenses, up to $20.00 for those two meals.

(3) If a meal (such as lunch) is catered, the amount of this meal is included as a part of the $43.00 per day maximum.

(4) Receipts for meals are required per Executive Order #13, see Procedure 210.102 for more details.

b. Lodging

Maximum reimbursable amount is $83.00 plus tax, anywhere in the state.

c. Except for the reimbursable rates mentioned above, the same rules that apply to state employees, as outlined in (1) and (2) of this procedure also apply to Board and Commission members.

2. Other Expenses

Except for those differences mentioned above, all other travel policies that apply to regular state employees also apply to board, commission and advisory council members. See specific sections of the DAS-SAE-Accounting Policy and Procedures Manual for more details: [http://das.sae.iowa.gov/internal_services/210_travel.html](http://das.sae.iowa.gov/internal_services/210_travel.html).