

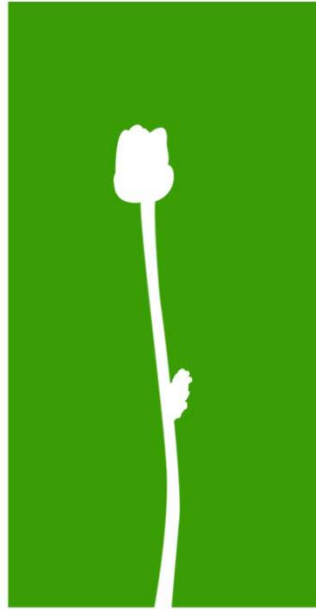


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p e e r s . p r a c t i c e s . k n o w l e d g e . t o o l s

Welcome to All Systems Go: Practical Management Tools from the Field



Dr. Mary Ellen Isaacs, ACE Program

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Texas

Agenda

- Getting Your Act Together
- Getting Off to a Strong Start
 - Break
- Getting the Right Team
 - Building the Corps

Goals and Objectives

- Participants will have a greater understanding of program management systems to assist with member selection and retention.
- Participants will leave the session with field-tested, practical, take-it-home and use it materials.
- Participants will understand that managing an AmeriCorps program is a continuous learning opportunity.

Getting Your Act Together

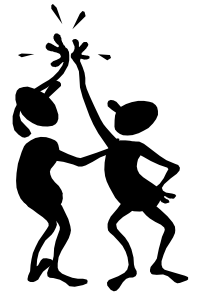
Key Point: First and foremost – files, files, files!!!

Common Errors:

- CBC verification
- Contract dates
- High school verification
- Timesheets



Getting Your Act Together



Activity #1

- Open envelope #1 and distribute 1 copy to each participant
- Complete worksheet for your program
- Timeline can be actual dates, months or time of year (i.e. pre-enrollment, beginning of year)

Getting Off to a Strong Start

Key Point: Policies and Procedures make or break program as far as retention and quality.

- Don't expect what you don't inspect.
- Members are ambassadors of your program in everything that they do.

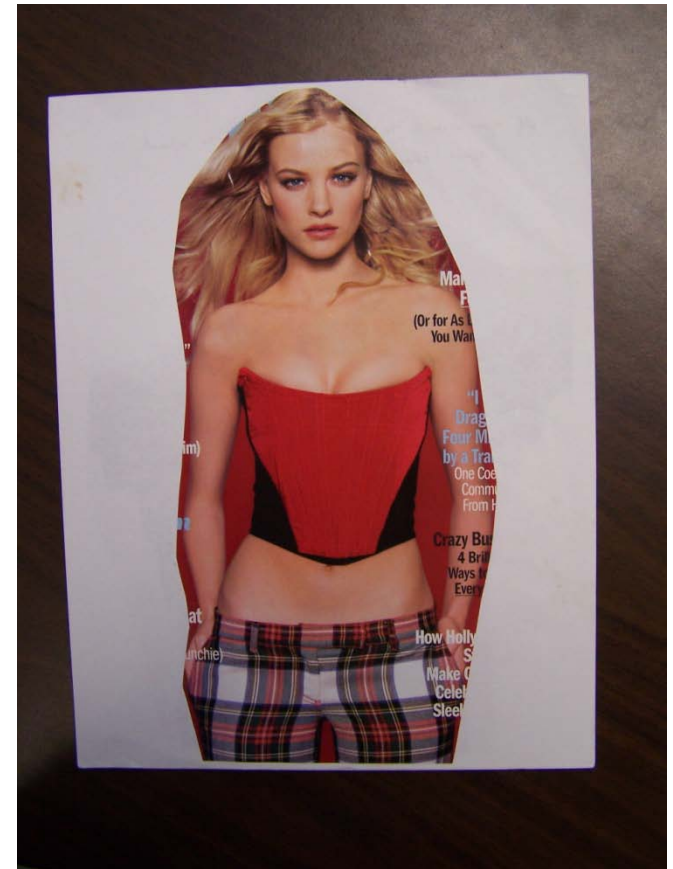


Tried and True Ideas

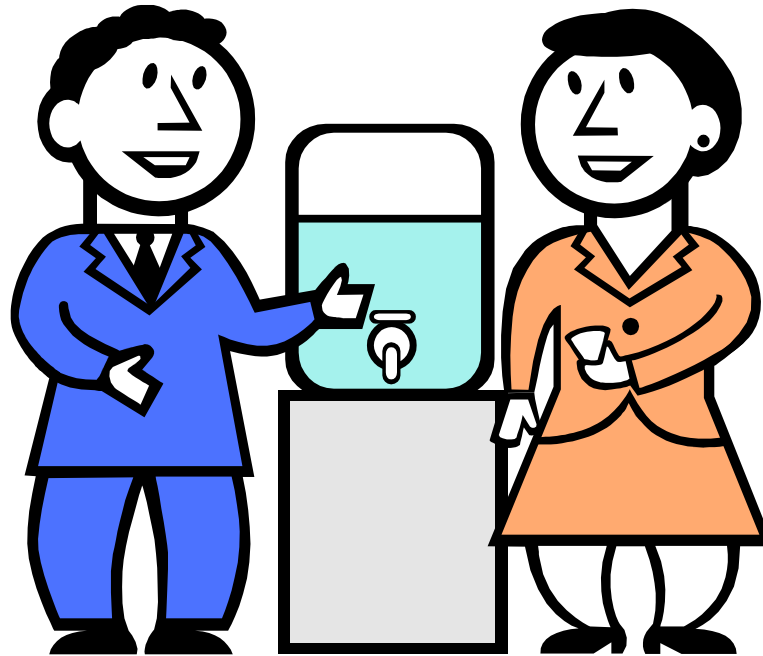
- Professionalism Spectrum
- Ambassador Hats
- Fashion Do's and Don'ts
- Non-negotiables

Fashion Do's and Don'ts

- Fashion Don'ts from Cosmo, GQ, etc.
- Fashion Do's from Lands End, LL Bean Catalogues



Break



Getting the Right Team

Key Point: Maintains high retention rate, quality of services, and relationships with partners.



Interview Process

ACE Program

- My AmeriCorps application
- Screen applicants for some college, writing sample
- Complete e-mail interview w/in 10 days or dropped
- In-person or phone interview (1 hour)
- Review pool and make decisions

CIS of CT

- CIS of CT AmeriCorps application
- Schedule AmeriCorps staff interview (1 ½ hours)
- Match applicant to campus needs and applicant preferences
- Second interview with site supervisor
- Review pool and make decisions

Getting the Right Team

Activity #3

- Open envelope #3 and distribute 5 red strips to each participant
- On each sheet of paper list one of your top 5 program needs or member attributes needed for success in your program.

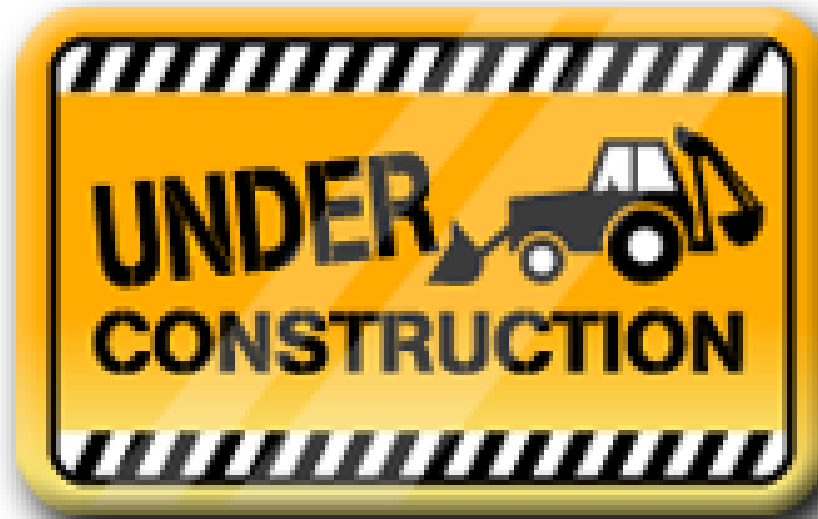
Getting the Right Team

Activity #3

- Open the large envelope and match interviews questions to your attributes.

• Building the Corps

Key Point: Service is hard and members need to feel connected to the mission and organization.



Building the Corps Tried and True Ideas

- Member Retreat
 - Cool Page
 - Bedtime Quotes (hugs and kisses)
 - Meals
 - Low Ropes
- Pre-Service Training
 - Fill Your Bucket
 - Five Objects
 - Dinner at staff member's house
- Year-long
 - Monthly social calendar
 - Tutor appreciation day
 - Tutor talent
 - Fun activities – Amazing Race, Dart Bowl
 - Civic Reflection
- Recognition
 - Newsletter Shout-out
 - B-day & holiday cards
 - Most hours gifts

Questions, Comments, Outbursts

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