



AmeriCorps

# **CITY SERVICE CORPS AMERICORPS HOST SITE AGREEMENT BETWEEN NYC SERVICE & THE MAYOR'S OFFICE OF IMMIGRANT AFFAIRS (MOIA)**

<b>I. GENERAL PROVISIONS.....</b>	<b>2</b>
<b>II. MEMBER POSITION DESCRIPTION.....</b>	<b>2</b>
<b>III. RESPONSIBILITIES OF THE PARTIES – NYC SERVICE .....</b>	<b>3</b>
<b>IV. RESPONSIBILITIES OF THE PARTIES – HOST SITE.....</b>	<b>4</b>
<b>V. HOST SITE SUPERVISOR RESPONSIBILITIES.....</b>	<b>7</b>
<b>VI. HOST SITE REPORTING .....</b>	<b>8</b>
<b>VII. HOST SITE FINANCIAL RESPONSIBILITIES .....</b>	<b>9</b>
<b>VIII. NONDISCRIMINATION.....</b>	<b>10</b>
<b>IX. DRUG-FREE WORKPLACE.....</b>	<b>11</b>
<b>X. DELEGATION AND SUBCONTRACTING .....</b>	<b>11</b>
<b>XI. PROHIBITIONS OF USE OF CORPORATION ASSISTANCE (I.E., PROHIBITED ACTIVITIES) ...</b>	<b>12</b>
<b>XII. UNALLOWABLE ACTIVITIES.....</b>	<b>13</b>
<b>XIII. INDEMNIFICATION CLAUSE.....</b>	<b>14</b>
<b>XIV. AMENDMENTS.....</b>	<b>14</b>
<b>XV. AGREEMENT SIGNATURES .....</b>	<b>15</b>
 <b>APPENDIX A: MEMBER POSITION DESCRIPTION(S) .....</b>	 <b>17</b>
<b>APPENDIX B: REASONABLE ACCOMMODATIONS .....</b>	<b>17</b>
<b>APPENDIX C: AMERICORPS MEMBER GRIEVANCE PROCEDURES.....</b>	<b>17</b>
<b>APPENDIX D: TELESERVICE POLICY .....</b>	<b>18</b>
<b>APPENDIX E: KEY 2024-2025 PROGRAM DATES .....</b>	<b>20</b>
<b>APPENDIX F: MEMBER ONBOARDING CHECKLIST.....</b>	<b>21</b>



This Host Site Agreement, hereinafter referred to as "the Agreement," between the following two parties: 1) **NYC SERVICE**, the AmeriCorps Grantee Agency and Sponsor of the workforce development service program known as **CITY SERVICE CORPS** and 2) **THE MAYOR'S OFFICE OF IMMIGRANT AFFAIRS (MOIA)**, hereafter referred to as "Host Site," sets forth the parties' understanding concerning the establishment and operation of a local project, hereinafter "the Project," under the Corporation for National and Community Service (Corporation/CNCS) AmeriCorps program, pursuant to the National and Community Service Act of 1990 (42 USC 12501 et seq.) and the implementing regulations in 45 CFR parts 2510 through 2529, hereinafter referred to as "the Act". AmeriCorps, nor the state agency from whom the grant is directly derived, the NY State Commission on National and Community Service (the Commission), are not a party to this agreement.

## **I. GENERAL PROVISIONS**

**Agreement Duration.** This Agreement shall become effective on the date of 05/15/2024 and shall end thereafter on 07/31/2025, unless terminated sooner by either or both of the parties. The duration of this agreement covers the member recruitment and supervisor orientation period, the member service period of **September 3, 2024 to June 27, 2025** and the subsequent program term wrap-up period.

**Agreement Termination.** Termination of this Agreement may occur if the Host Site materially fails to comply with any of the terms as outlined in this Agreement.

## **II. MEMBER POSITION DESCRIPTION**

The Host Site shall adhere to the Member Position Description found in *Appendix A: Member Position Description(s)* of this Agreement. Host Site may not make any changes to the Member Position Description without first requesting a change to NYC Service and then gaining approval from NYC Service. If approved by NYC Service, the amendment must be signed by the Host Site. The updated Member Position Description must then be signed by both the member and the Host Site and then added to the member contract on file with NYC Service.





AmeriCorps

### III. RESPONSIBILITIES OF THE PARTIES – NYC SERVICE

#### **Prior to Member Service**

- a. Oversee general operations, management, and enactment of the AmeriCorps program.
- b. Conduct program-wide recruitment to support Host Site's project-specific recruitment efforts.
- c. Ensure AmeriCorps eligibility of all members.
  - i. NYC Service will complete a National Service Criminal History Check (NSCHC) consistent with the statutory requirements in 42 USC § 12645g, supplemented by regulatory requirements in 45 CFR §2540.200 - §2540.207.
  - ii. Eligibility determination includes FBI, State of residence, and National Sex Offenders Registry checks, as well as citizenship and identity verification, as required by AmeriCorps. NYC Service will determine eligibility prior to the start of service.
- d. Place AmeriCorps members with the Host Site at NYC Service's discretion.
- e. Provide general technical support and assistance to the Host Site in the planning, developing, and implementing of the Project.
- f. Assign to each Host Site a Program Point Person (i.e., Coordinator, Associate, or VISTA Leader) to oversee compliance matters and fidelity to program goals. The Program Point Person will serve as the Host Site's primary point of contact with NYC Service.

#### **During Member Service**

- g. Provide a mandatory supervisor orientation and quarterly mandatory supervisor trainings to provide critical program knowledge, review compliance matters, and support the development of supervisors as managers, mentors, and coaches.
- h. Periodically review and assess the Host Site's use of AmeriCorps members to achieve the objectives and perform the task(s) specified in the Member Position Description, including through Host Site compliance visits throughout the program term.
- i. Support the Host Site and AmeriCorps member(s) as they implement approved projects in accordance with the AmeriCorps program's policies and procedures.
- j. Provide members with the following:
  - i. Minimum health care coverage, if requested by the member.
  - ii. Transit benefits, including MetroCards and/or OMNY benefits.
  - iii. Mandatory and supplementary learning and development workshops, service days, and member engagement events.
  - iv. Branded AmeriCorps gear. Each member is required to wear an AmeriCorps branded item each day they are receiving service hours.
- k. Manage the processing of any requests by members or supervisors to end the service term before the scheduled end date.

#### **After Member Service**

- l. Securely store member records as the Commission and/or AmeriCorps may require for a period of three years after completion or termination of the Project, or longer if required for administrative proceedings and/or litigation purposes, and to provide access to such records to the authorized entities for the purpose of litigation, audit, or examination.





AmeriCorps

#### IV. RESPONSIBILITIES OF THE PARTIES – HOST SITE

##### Prior to Member Service

- a. Support recruitment efforts for AmeriCorps position(s) by engaging in Project-specific recruitment activities, which may include: social media posting, newsletter inclusions, and/or sharing on organization or job placement sites. All supervisors at a Host Site are required to attend a mandatory Host Site recruitment and social media training provided by NYC Service.
- b. Complete the Member Onboarding Checklist, provided by NYC Service at supervisor orientation, to ensure that any organization-specific background check and/or paperwork required by the Host Site beyond AmeriCorps requirements (completed and certified by NYC Service) is completed before member orientation and does not delay member start date. The Host Site should contact the member directly for this and does not need to involve NYC Service for site-specific items.
- c. Arrange and be responsible for providing on-site orientation and training for all incoming AmeriCorps members within the first two weeks of their service at the Host Site. The Host Site must develop, submit, and implement a Member On-Site Orientation and Training Plan covering the member's first two weeks of service. This should include an overview of the Equal Employment Opportunity (EEO) process and point of contact for the EEO at the organization. See *"Appendix F: Member Onboarding Checklist."*

##### During Member Service

- d. Manage AmeriCorps members' service hours to ensure that the required hours of service in the Member Contract are attained before the member's scheduled completion date.
  - i. Provide enough service to ensure that member hour goals are being met. To complete the AmeriCorps hours requirements (1200 hours), members should serve full-time the Host Site for at least 35 hours each week. If a Host Site has a challenge with meeting the 35-hour week at any point during a member service term, the Host Site should reach out to NYC Service.
  - ii. Ensure the member is available for service Monday through Friday, 9 AM to 5 PM. This schedule must give the member at least 35 hours of service time. If the host site would prefer an alternative schedule (e.g., Tuesday through Saturday, 10 AM to 6 PM), they must contact NYC Service for approval.
  - iii. Work with the member(s) to ensure they are effectively tracking their allotted 15 days of medical and personal leave time available for use any time throughout their term of service, with supervisor approval.
  - iv. If a member would like to request scheduled time off (pre-approved vacation, etc.), this request must be submitted to the supervisor at least one week in advance.
  - v. In cases of illness or emergency, the member must notify their direct supervisor of an unexpected absence before the day begins. The supervisor dictates how that should be communicated. If a member is out for illness for three or more consecutive days, the member must submit a doctor's note to the supervisor and NYC Service. Once a member returns to service, they must submit this information with their timesheet.
  - vi. In the case of an emergency that will keep the member out of service for five or more service days, the member should contact their Host Site supervisor and NYC Service Point Person to discuss placing the member on temporary leave (suspension). The living stipend, childcare, and medical coverage are suspended during the leave period.
  - vii. If a member falls significantly behind in hours or abuses time off (i.e., taking excessive time off and not meeting Host Site expectations), the member can be placed on a performance development plan or be removed from the program. NYC Service is the only entity that can terminate a member's service.





**AmeriCorps**

- viii. AmeriCorps members absent without notice for three or more consecutive days will be considered to have abandoned their Host Site, which may affect member stipend. The Host Site must notify NYC Service at the end of each day. If a member has not arrived or provided sufficient information by the end of the third day, the member will be exited from the program by NYC Service.
- e. Review the AmeriCorps Member Position Description with each AmeriCorps member.
- f. Provide additional training and enrichment opportunities to their assigned AmeriCorps member(s) based on member skills assessment completed during Host Site orientation.
- g. Operate the Project in accordance with the provisions of the Act, applicable program policies and regulations, and other federal laws, regulations, and policies which are, or become, applicable to the program.
- h. Ensure that all the Host Site's supervisors participate in mandatory AmeriCorps Host Site Supervisor Orientation and all Host Site Supervisor Trainings provided by NYC Service. If a host site misses two or more mandatory trainings, they are at risk of not being selected as a host site for a new program year.
- i. Provide each AmeriCorps member with the training, tools, and resources necessary to complete the activities described in the AmeriCorps Member Position Description, including ID, email, and access to any essential technology or system that a member needs to complete their service. Note: If a host site provides any technology or supplies to the member, the host site is responsible for return policies and any damage to the technology or supplies.
- j. If any personnel change at the Host Site agency, including a new staff member appointed as AmeriCorps Host Site Supervisor or an assigned supervisor taking an extended leave from the Host Site, Host Site must notify NYC Service at least five business days before this change. The host site must assign a new (or temporary, in case of an extended leave) supervisor. Newly appointed supervisors must attend an orientation with the Host Site's NYC Service Point Person.
- k. Provide a safe working environment which includes:
  - i. Making every reasonable effort to ensure that AmeriCorps members' health and safety are protected during their assigned duties. The Host Agency shall not assign or require AmeriCorps members to perform duties that would jeopardize their safety or cause them to sustain injuries.
  - ii. Adhering to the New York State Health Department and NYC Department of Health and Mental Hygiene codes by providing sufficient bathroom and workplace facilities and following all public health mandates and requirements.
- l. In case of an instance in which the AmeriCorps member departs before the completion of the service date, Host Sites will provide NYC Service with the following:
  - i. Email documenting member's final date of service.
  - ii. Completed End of Term Evaluation form provided by NYC Service.
  - iii. Completed and submitted outstanding timesheets and programmatic reports.
- m. Allow AmeriCorps members to participate in:
  - i. MLK Day of Service and 9/11 Day of Service
  - ii. Events hosted or supported by AmeriCorps and/or the Commission.
  - iii. NYC Service events and projects throughout the year including, but not limited to:
    - 1. Program Kickoff Event
    - 2. Required AmeriCorps Trainings
    - 3. Life After AmeriCorps Day
    - 4. End-of-Year Recognition Ceremony
- n. Report to NYC Service, within 24 hours, the unscheduled departure of AmeriCorps members, and otherwise keep NYC Service informed within 24 hours of unscheduled changes of status and conditions of members, (e.g., arrests, hospitalization, and absence without leave.)





**AmeriCorps**

- o. Not employ, recommend for employment, nor otherwise facilitate the employment of AmeriCorps members assigned by NYC Service to the Host Site for any commitment that would interfere with their full-time service defined in their AmeriCorps Member Agreement. This includes prohibiting hiring the member as part-time staff on other projects within the host site, even outside of the division where the member is placed. Host sites that hire members to start part or full-time work before the end of their term of service will not be eligible to serve as a host site in the future.
- p. Not assign AmeriCorps members to serve on projects or in offices based or otherwise located outside of New York City unless granted explicit permission, in writing, from NYC Service.
- q. Work with NYC Service to provide site-specific information needed to help inform NYC Service of their approval/disapproval of a member's reasonable accommodation request. The Host Site will then provide for any approved accommodation in the process and update NYC Service as needed. See *Appendix B: "Reasonable Accommodations"* for more information.
- r. Adhere to the AmeriCorps Grievance Procedures outlined in the Program Handbook and defined in the AmeriCorps Member Contract.
- s. Immediately notify NYC Service of any unusual incident, occurrence, or event that involves the staff, volunteers, or officers of the Host Site or AmeriCorps members, including but not limited to the death or serious injury of any staff or member; the arrest of any staff or member; possible criminal activity on the part of any staff or member; destruction of property by any staff or member; significant damage to the physical plant of the Host Site; or other matters of a similarly serious nature.
- t. Utilize the Performance Development Plan and/or mediation plan as outlined in the Supervisor Handbook for any performance challenges that may arise with a member, outside of immediate safety risks posed by the member. In any case, NYC Service is the only entity that can terminate a member's service. The Host Site agrees to contact NYC Service when performance challenges arise. The Host Site cannot terminate a member for any reason.
- u. Allow AmeriCorps members opportunities to participate in local and/or national emergency disaster relief efforts if needed in the event of a disaster including, but not limited to, mandatory deployment by NYC Service or AmeriCorps. All AmeriCorps Program policies, terms, and conditions remain in effect. The benefits and protections afforded and provided to AmeriCorps members and Grantee Agencies and Host Sites shall continue while on special disaster relief assignment if the AmeriCorps members are in traditional service at the originally assigned Host Site.
- v. Ensure that persons selected as AmeriCorps members to serve at the Host Site are not related by blood or marriage to the Host Site project staff.
- w. Post NYC Service-provided AmeriCorps signage at the Host Site, preferably near the member's workstation/area, as required by AmeriCorps.





AmeriCorps

## V. HOST SITE SUPERVISOR RESPONSIBILITIES

### Prior to Member Service

- a. Develop and submit five Host Site-specific interview questions that will be asked to all assigned applicants for review.
- b. Review member applications, conduct interviews with members, and submit the interview form to NYC Service within the allotted timeframe.

### During Member Service

- c. Adhere to the Status of AmeriCorps Members During Service. As amended, the definition of "participant" in the National and Community Service Act of 1990 applies to AmeriCorps members. AmeriCorps members are not employees of the AmeriCorps program or the federal government. As such, "a participant (member) shall not be considered to be an employee of the organization receiving assistance under the national service laws through which the participant (member) is engaging in service" (42 USC 12511(30)(B)). Moreover, members are not allowed to perform an employee's duties or otherwise displace employees.
- d. Successfully onboard incoming member using the NYC Service-provided Onboarding Checklist. See *"Appendix F: Member Onboarding Checklist"* for more information.
- e. Provide mentorship, coaching, and task management to each member assigned during the entire service term.
  - i. Mentorship is defined as a demonstrated commitment to developing new workforce skills for members beyond what the member already receives from the training and workshops provided by NYC Service.
  - ii. Coaching is a demonstrated commitment to strengthening a member's existing skillsets and supporting members in achieving their personal and professional goals, including post-service career plans.
  - iii. Task management is a reasonable, manageable, and appropriate delegation of activities and assigned projects based on the Member Position Description.
- f. Conduct weekly check-in with each AmeriCorps member, at a minimum, to review member performance, status on assigned projects, and overall progress towards project goals and support the member's Life After AmeriCorps plans.
- g. Participate in NYC Service compliance and monitoring host site visits and any additional visits as requested by NYC Service, AmeriCorps, and/or the Commission.
- h. Complete Mid-Year and End of Term Assessments and meet with each AmeriCorps member regarding these assessments.
- i. Complete all mandatory compliance and program-required documents. For more information see *Section VI: 'Host Site Reporting.'*
- j. Attend mandatory AmeriCorps Host Site Supervisor Orientation and trainings.
- k. Remind any member assigned to the Host Site to wear at least one item of NYC Service-provided AmeriCorps-branded gear each day the member is in service and gaining service hours, as required by AmeriCorps.
- l. For teleservice: Seek prior NYC Service approval for any teleservice the member requests by using the process outlined in the Supervisor Handbook. A member can only gain hours through teleservice with NYC Service permission. See *Appendix D: "Teleservice Policy."*
- m. Follow and adhere to all other policies, including updated policies that may occur throughout the year, as set by NYC Service in the program handbook. These resources will be given to host sites at Supervisor Orientation. If supervisors are unsure whether a Host Site-specific policy is in opposition to AmeriCorps and NYC Service policies, they should contact their NYC Service Point Person for review and clarification.
- n. All direct Host Site supervisors must read, initial, sign, and date the *"Expectations of Direct Supervisor(s)"* document, distributed at Supervisor Orientation.





AmeriCorps

## VI. HOST SITE REPORTING

All NYC Service AmeriCorps host sites must adhere to NYC Service and AmeriCorps reporting policies and requirements. Failure to comply with NYC Service and AmeriCorps reporting requirements could put members' living allowance at risk and NYC Service's ability to retain federal and state funding.

All assigned supervisors will:

- a. Maintain such records and accounts and make accessible such reports and investigations concerning matters involving AmeriCorps members and the Project as NYC Service may require, including data records and source documentation for member reports.
  - i. The parties agree to retain copies of all respective records for three (3) years after completion or termination of the Project, or longer if required for administrative proceedings and/or litigation purposes.
  - ii. Federal, State, and City auditors, and any other persons duly authorized by Sponsor or Host Site, shall have access and the right to examine any said documents during said three (3) year period. This includes all source data used to report on member-assigned metrics.
- b. Verify the accuracy of and approve each AmeriCorps member's service hours by e-signing the member's weekly timesheet and confirming that the member has e-signed the weekly timesheet. Timesheets run Saturday-Friday. Members will submit their timesheet at the end of the service day on Friday, and supervisors have until Monday at 5 PM to approve. NYC Service staff will review and approve after the Host Sites have approved. The weekly timestamp is an essential element for compliance with AmeriCorps regulations, as well as for processing member payroll.
- c. Verify and validate monthly report data. This data is used for federal AmeriCorps reports on member progress against AmeriCorps performance measures. A Host Site is at risk of being unable to host members in future years if there are more than two consecutive reports unapproved at any given time.
- d. Submit a Mid-Year Assessment, End-of-Term Assessment, and any other compliance documents for each member assigned at the Host Site as requested by NYC Service.
- e. Submit Pre-Service and End-of-Year data that tracks the impact prior to and after the member's service term.
- f. Complete any other required surveys or reports that NYC Service may request throughout the program term.
- g. Use a Performance Development Plan to address any member performance challenges, and send the plan and all supporting documentation to NYC Service following the timeline outlined in the Supervisor Handbook.
- h. In the case of a member dismissal, the Host Site supervisor must send all supporting documentation.
- i. Provide additional information necessary to NYC Service as requested.





## VII. HOST SITE FINANCIAL RESPONSIBILITIES

The Host Site is required to provide the funding, via OMB transfer, for the full living stipend and associated employer FICA for each member serving at the host site. NYC Service is responsible for administering payroll biweekly via the CSS payroll system operated via DYCD.

### **Living Allowances, Other In-Service Benefits, and Taxes**

- *Living Allowances.* A member living allowance is not a wage and programs may not pay living allowances on an hourly basis. Programs must distribute the living allowance at regular intervals and in regular increments. Living allowance payments may only be made to a participant during the participant's term of service and must cease when the participant concludes the term of service or when instructed by NYC Service. Additionally, the program may not provide a lump sum payment to a participant who completes the originally agreed-upon term of service in a shorter period of time. In addition, the program must adhere to AmeriCorps regulations as they relate to living allowances; in particular, they are not required to provide unemployment insurance or provide fringe benefits.
- *Taxes and Insurance.* Requirements related to member living allowances and benefits are in 45 CFR §§2522.240 and 2522.250. In addition, NYC Service must ensure that the following procedures are followed:
  - *Liability Insurance Coverage.* NYC Service is responsible for ensuring adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on- and off-site project activities.
  - *Workers' Compensation and Disability Coverage.* NYC Service is responsible for ensuring that members are covered under their workers' compensation and disability policies.
- *FICA (Social Security and Medicare taxes).* The Host Site must cover the employer share of FICA for any member receiving a living allowance, which is part of the overall total transferred via OMB. NYC Service also must ensure that the payroll vendor is withholding the employee share of FICA (currently 7.65%) from the member's living allowance.
- *Income Taxes.* Per federal AmeriCorps rules, NYC Service must withhold Federal personal income taxes from member living allowances, requiring each member to complete a W-4 form at the beginning of the term of service and providing a W-2 form at the close of the tax year. NYC Service must comply with any applicable state or local tax requirements.
- *Other Taxes.* NYC Service must ensure that any other required payroll taxes (e.g., the metropolitan commuter transportation mobility tax, if applicable) are properly paid.



AmeriCorps

## VIII. NONDISCRIMINATION

### **Nondiscrimination**

No person with responsibilities in the operation of the project, whether affiliated with NYC Service or the Host Site, shall discriminate against any AmeriCorps member, or member of the staff of, or beneficiary of the Project.

Per the City Commission on Human Rights' Law, this includes discrimination based on age, immigration or citizenship status, arrest or conviction record, caregiver status, color, credit history, salary history, disability, gender (including sexual harassment), gender identity or expression, lawful occupation, lawful source of income, marital or partnership status, national origin, pre-employment marijuana testing, pregnancy and lactation accommodations, presence of children, race, religion/creed, sexual orientation, sexual and reproductive health decisions, status as a current or former military service member, status as victim of domestic violence, sexual violence, or stalking, and unemployment status.

### **Sexual Harassment**

Sexual harassment is a form of discrimination based on sex, which is prohibited as addressed directly above. The Host Site must prohibit sexual harassment and take immediate corrective action and/or disciplinary action if violations occur. Such sexual harassment violations include:

- Acts of "quid pro quo" sexual harassment where a supervisor demands sexual favors for service benefits, regardless of whether the Host Site, its agents or supervisory employees should have known of the acts.
- Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of sexual nature which have the purpose or effect of creating an intimidating, hostile or offensive service environment.
- Acts of sexual harassment toward fellow AmeriCorps members or non-employees, where NYC Service or Host Site, its agent or its supervisory employees knew or should have known of the conduct, unless it took immediate and appropriate corrective action.

All host sites are required to have sent NYC Service their Sexual Harassment/EEO policy before the program year.

Any instance of sexual harassment or other EEO violations at the host site between employees, volunteers, contractors, interns, and the member are to be handled by the agency's EEO officer and policies. If any instance of sexual harassment or other EEO violations occurs between the member and another member or NYC Service staff, contractor, intern or volunteer, those instances will be handled by the Mayor's Office Equal Employment Opportunity (EEO) team.





AmeriCorps

## **IX. DRUG-FREE WORKPLACE**

In accordance with the Federal Drug-Free Workplace Act of 1988, the program is committed to maintaining a drug and alcohol-free environment. Members are therefore notified that:

- a. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace and places of service;
- b. Actions, including termination from the program, will be taken against any member for violations of such prohibitions;
- c. As a condition of service as an AmeriCorps Member, the Member agrees to:
  - i. Abide by the terms of drug-free workplace policy;
  - ii. Notify the program director in writing if he or she is convicted for a violation of a criminal drug statute occurring in the workplace and must do so no more than five calendar days after the conviction. The Member must remain drug-free for the remainder of the year.
- d. As part of an ongoing member orientation and training, the program will inform Members about:
  - i. The dangers of drug abuse in the workplace and service area;
  - ii. The program's policy of maintaining a drug-free workplace;
  - iii. Any available drug counseling, rehabilitation, and employee assistance programs; and
  - iv. The penalties that you may impose upon members for drug abuse violations occurring in the workplace or service area.

## **X. DELEGATION AND SUBCONTRACTING**

The Host Site is prohibited from delegating or assigning any of its obligations or duties contained in this Agreement. AmeriCorps members may not be assigned by the Host Site to perform duties with other public or private non-profit agencies or organizations not defined in the AmeriCorps Member Position Description or without explicit approval by NYC Service.



AmeriCorps

## **XI. PROHIBITIONS OF USE OF CORPORATION ASSISTANCE (i.e., PROHIBITED ACTIVITIES)**

NYC Service and Host Site both agree that while charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, members may not engage in the following activities:

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- h. Providing a direct benefit to—
  - i. A business organized for profit;
  - ii. A labor union;
  - iii. A partisan political organization;
  - iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
  - v. An organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support those religious activities;
- i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as the Corporation may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above.

Individuals may exercise their rights as private citizens/residents and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.





## **XII. UNALLOWABLE ACTIVITIES**

### **Fundraising**

An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in §2520.40.

AmeriCorps members may participate in fundraising activities but ONLY under limited circumstances. Members may generate funds/resources directly in support of the AmeriCorps program's service activities.

Examples of fundraising activities members may perform include, but are not limited to the following:

- a. Seeking donations of books from companies and individuals for a program in which volunteers tutor children to read;
- b. Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
- c. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;
- d. Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;
- e. Seeking a donation from alumni of the program for specific service projects being performed by current members.

AmeriCorps members may not:

- a. Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
- b. Write a grant application to the Corporation or to any other Federal agency.

### **Nonduplication**

Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

### **Nondisplacement**

- a. An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.
- b. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.
- c. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
- d. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
  - i. Will supplant the hiring of employed workers; or
  - ii. Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.



**AmeriCorps**

- e. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—
  - i. Presently employed worker;
  - ii. Employee who recently resigned or was discharged;
  - iii. Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
  - iv. Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
  - v. Employee who is on strike or who is being locked out.

### **XIII. INDEMNIFICATION CLAUSE**

The Host Site shall defend, indemnify and hold NYC Service, the City, its officers and employees harmless from any and all claims (even if the allegations of the lawsuit are without merit) or judgments for damages on account of any injuries or death to any person or damage to any property and from costs and expenses to which NYC Service, the City, its officers and employees may be subjected or which it may suffer or incur allegedly arising out of or in connection with any operations of the Host Site and/or its subcontractors to the extent resulting from any negligent act of commission or omission, any intentional tortious act, or failure to comply with the provisions of this Agreement or of the Laws. Insofar as the facts or Law relating to any claim would preclude NYC Service and the City from being completely indemnified by the Host Site, NYC Service and the City shall be partially indemnified by the Host Site to the fullest extent permitted by Law.

### **XIV. AMENDMENTS**

This NYC Service and Host Site Agency Agreement may be amended at any time, in writing, executed by authorized representatives of NYC Service and Host Site. No AmeriCorps requirements may be changed. All proposed amendments must be sent to NYC Service for approval.





## XV. AGREEMENT SIGNATURES

In witness whereof, the parties whose signatures appear below attest to having the authority to enter into this Agreement and agree that this Agreement will become effective on the aforementioned date.

Please complete all non-completed boxes in the chart below. Please add new lines for all separate budget/object/line of appropriations codes.

Amount Per Member <i>Member Stipend + Employer FICA</i>	Total # of Members Requested	Total Agency Commitment to Transfer <i>Amount X # of members</i>	Budget Code	Object Code	Line of Appropriations
\$22,876	X <u>6</u>	= \$ <u>137,256</u>	1750	600	190

Below are listed the supervisor(s) for the program year. If there is a change in supervisor(s) the organization agrees to let NYC Service staff know at least five (5) business days before the change. Please complete for all direct day-to-day supervisors by adding as many blocks of information as is needed.

**Supervisor Name:** Ledia Dobi  
**Supervisor Title:** Assistant Director of Community Engagement  
**Supervisor E-mail Address:** ldobi@moia.nyc.gov  
**Supervisor Phone Number:** (212) 748-0215  
**Position(s) Supervised:** 2

**Supervisor Name:** Lovely Paulemon  
**Supervisor Title:** Senior Manager of Constituency Service  
**Supervisor E-mail Address:** lpaulemon@moia.nyc.gov  
**Supervisor Phone Number:** (212) 788-9964  
**Position(s) Supervised:** 2

**Supervisor Name:** Shaina Coronel  
**Supervisor Title:** Director of Communications  
**Supervisor E-mail Address:** scoronel@cityhall.nyc.gov  
**Supervisor Phone Number:** (646) 385-0334  
**Position(s) Supervised:** 1

**Supervisor Name:** Tom Totorici  
**Supervisor Title:** Executive Director, Legal & Support Initiatives  
**Supervisor E-mail Address:** ttotorici@moia.nyc.gov  
**Supervisor Phone Number:** (212) 748-0219  
**Position(s) Supervised:** 1



**AmeriCorps**

All listed supervisors will need to sign a form at Supervisor Orientation acknowledging their participation in the role of supervisor and their adherence to the policies laid out in this agreement as well as in the Supervisor Handbook.

Below is the fiscal point person for the agency in regards to this agreement:

**Fiscal Point Person Name:** Jasniya Sanchez  
**Fiscal Point Person Title:** Deputy Chief of Staff  
**Fiscal Point Person E-mail Address:** jsanchez2@moia.nyc.gov  
**Fiscal Point Person Phone Number:** (212) 748-0218

Below is the OMB Task Force person for the agency in regards to this agreement:

**OMB Task Force Person Name:** Steve Tam  
**OMB Task Force Person Title:** Citywide Government Operations Taskforce, DCAS Unit  
**OMB Task Force Person E-mail Address:** tamsteve@omb.nyc.gov  
**OMB Task Force Person Phone Number:** (212) 788-6142

By signing this agreement, the Host Site acknowledges that both the fiscal point person and the OMB Task Force Member for the agency have been informed of the fiscal implications for participation as a Host Site.

Members cannot begin serving at a Host Site until this agreement has been returned to NYC Service signed by the Host Site representatives. The deadline for returning this Agreement **is Friday, June 7, 2024 at 5:00PM.**

The below signatories all agree to this agreement:

**Agency Commissioner or Division/Unit Head where Member(s) will be serving:**

*Name:* Manuel Castro

*Title:* Commissioner

*Signature:* 

*Date:* 5/30/24

**Person Submitting Agreement:**

*Name:* Miguel Santana

*Title:* Chief of Staff


*Signature:* 

*Date:* 5/31/2024

**For NYC Service:**

Aaron Miner

Deputy Chief Service Officer, National Service and Fiscal Operations

*Signature:* 

*Date:*

06/18/2024





AmeriCorps

#### **APPENDIX A: MEMBER POSITION DESCRIPTION(S)**

The Host Site shall adhere to the Member Position Description(s) found here including all associated documents found at the end of this agreement. Any changes to the Member Position Description(s) throughout the program year must first be approved by NYC Service.

#### **APPENDIX B: REASONABLE ACCOMMODATIONS**

NYC Service encourages an inclusive environment where all members can have access to serve and receive the reasonable accommodation necessary to reach their full potential during their service year. A reasonable accommodation's primary function is to enhance productivity and provide equal opportunities for people with disabilities to serve.

All reasonable accommodation requests are handled through the member's individual Host Site EEO/Reasonable Accommodation Policy. Host Sites will be asked to submit their EEO/Reasonable Accommodation Policy to NYC Service prior to their member starting service. Members have the right to request an accommodation at any time during their service term, and the information provided in the request cannot be used to discriminate against the member.

If a member makes a reasonable accommodation request through their host site, supervisors should follow the steps below:

- a. Inform the Professional Development and Member Support Director that a reasonable accommodation request was submitted by the member through their Host Site's RA process.
- b. Keep the Professional Development and Member Support Director updated on the status of the RA request.
- c. Let the PD & Member Support Director know when a final determination has been made (approved/not approved)
- d. If a member decides to file an appeal for a non-approved RA, the member will follow the appeal process set forth by the host site's EEO/Reasonable Accommodation policy. The supervisor will inform the PD & Member Support Director that the member has filed an appeal.
- e. Submit any approved accommodation(s) to the PD & Member Support Director to be kept in the member's secure file.

#### **APPENDIX C: AMERICORPS MEMBER GRIEVANCE PROCEDURES**

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

Full details on NYC Service's grievance policies can be found in the Supervisor Handbook.



#### **APPENDIX D: TELESERVICE POLICY**

NYC Service AmeriCorps members are expected to earn their hours while serving at their host site locations. Members are required to accrue service hours at their host sites so that the hours can be easily verifiable and supervised.

However, there may be instances when a teleservice arrangement may be required. This can only occur if the following conditions are met:

- Adherence to guidelines set forth by AmeriCorps [teleservice policies](#) in addition to NYC Service policies.
- A system for validating service hours approved by the supervisor and the NYC Service point person.

While teleservice is permitted, remote service and virtual service are not allowed under the AmeriCorps State and National Program. Remote service is defined as an arrangement in which an AmeriCorps State and National member is not located within the commuting area of the geographic community where the service is to occur and is not expected to be physically present at the service site and/or community events. Virtual service sites refer to organizations that do not have a physical location.

Members requesting teleservice arrangements under the auspices of reasonable accommodation for a disability are excluded from this policy, as those requests are covered under other laws and policies. Members are allowed to TeleServe while their accommodation request is in the process of review.

#### **Teleservice Expectations**

The following guidance is provided for those situations in which a host site determines that teleservice is appropriate or when a member's service hours can properly be accrued through teleservice.

- The teleservice agreement should be set by the supervisor and discussed with members; the supervisor and member should sign the agreement, and a copy must be sent to NYC Service for our records. At any time, supervisors and/or NYC Service reserve the right to discontinue or modify the ability to TeleServe.
- The member's teleservice/hybrid work schedule should be determined during the first month of service. If the host site chooses to move a member to a teleservice/hybrid schedule *after* the first month of service, they must inform NYC Service of the change and submit the signed agreement.
- The member must have access to technology (whether they agree to use personal technology or if the host is able to provide) to work on items during the Teleservice period. Host sites can decide whether they will provide the members with technology, but it is not an expectation that host sites are required to do so.

#### **Teleservice Communications**

In case of teleservice and/or closure, the minimum expectations by NYC Service in order to verify and validate hours for AmeriCorps compliance purposes include:

- Member sends an email each morning with their plan of service activities for that day;
- Member sends an email at end of day with a summary of accomplishments;
- Member will also fully detail their teleservice activities on their timesheet.

*While collecting teleservice hours, members cannot engage in prohibited or unallowable activities, including sending any political or other prohibited emails from personal emails during service hours.*





**AmeriCorps**

Additionally: The member should come into the worksite on a regular basis determined by the needs of the host site. It must be communicated to members that their teleserving arrangement is subject to change if policies or program needs change, or they do not meet expectations.

Supervisors must have check-ins and review member timesheets to provide oversight. This could include daily communication via email, weekly check-ins, and/or progress reports.

A teleservice agreement is not needed if the position regularly includes community engagement and outreach where the member is expected to be serving offsite, but not from home.

### **Termination of Teleservice**

A teleservice agreement may be revoked if a member fails to demonstrate:

- Adequate attendance and responsiveness;
- Adequate ability to meet project/work deadlines;
- Effective and timely daily communication with supervisors, coworkers, clients, or customers;
- Consistent productivity with measurable or quantifiable work product;
- Compliance with agency policies regarding cybersecurity and electronic communications

### **Extraordinary Circumstances**

In the event of a host site closure or the need for teleservice due to emergencies, COVID-19, and/or other agency-specified circumstances, the host site and member are expected to abide by the NYC Service AmeriCorps Member Teleservice Policy to support member service, in consultation and approval from the host site.

If a member's approved service can support doing tasks/activities via Teleservice during any of the circumstances listed above, the member has access to the necessary technology, and the host site has the capacity to support the provision, supervision and approval required for Teleservice, NYC Service expects the host site to allow the member to do so. This way, the member can continue gaining AmeriCorps service hours. NYC Service would then work with supervisor and member to ensure all parties understand basic expectations. In such instances, the same communications expectations are required as noted in the teleservice expectations.

If these conditions are not met, the member's hours will be **invalidated** and will not be counted towards their annual requirement. Members can appeal this decision with NYC Service and should be prepared to provide detailed documentation of their service activities for the invalidated hours.

It is important to note that NYC Service, the Commission, and/or CNCS/AmeriCorps can review and decide to cancel teleservice at any time if it does not meet stated policy standards.



AmeriCorps

## APPENDIX E: KEY 2024-2025 PROGRAM DATES

### NYC SERVICE RECOGNIZED HOLIDAYS

Below are the holidays recognized by NYC Service. If your host site has different holidays, your member should follow the host site holiday calendar. It is important to note, however, that members may fall behind in hour accrual if there are additional holidays than those listed below. Members will be responsible for making up all hours for site holidays to reach the hours goal of the program.

DATE	SPONSOR HOLIDAY
Monday, September 2, 2024	Labor Day
Monday, October 14, 2024	Columbus Day
Tuesday, November 5, 2024	Election Day
Monday, November 11, 2024	Veterans Day (Observed)
Thursday, November 28, 2024	Thanksgiving Day
Wednesday, December 25, 2024	Christmas Day
Wednesday, January 1, 2025	New Year's Day
Monday, February 17, 2025	Presidents' Day
Monday, May 26, 2025	Memorial Day
Thursday, June 19, 2025	Juneteenth
Friday, July 4, 2025	Independence Day

Note: MLK Day is a National Day of Service and members are expected to serve on that day.

### TENTATIVE CALENDAR OF REQUIRED SUPERVISOR MEETINGS

Supervisor Orientation will be hosted in person in July/August 2024. More details on the meeting agenda and location to come. At least a portion of the Supervisor Meetings will also be held in person. Supervisors will also be asked to attend an End-of-Year Recognition Event in June 2025.

DATE	MEETING
July 2024 – Date TBD	Supervisor Orientation
October 2024 – Date TBD	Supervisor Meeting #1
February 2025 – Date TBD	Supervisor Meeting #2
May 2025 – Date TBD	Supervisor Meeting #3
June 2025 – Date TBD	End-of-Year Recognition Event

### MEMBER TRAINING & ENGAGEMENT

NYC Service is committed to providing a member engagement plan centered around professional development, training, and building camaraderie across programs. The plan consists of workshops, teambuilding activities, service projects, and social events. **Required member events include:**

- 9/11 Day of Service (September 11)
- Community Meeting (December)
- MLK Day of Service (January 20)
- Life After AmeriCorps Day (February)
- "Leaving a Sustainable Legacy" Event (May)
- End-of-Year Recognition (June)
- Trainings & Service Projects (throughout year)





## **APPENDIX F: MEMBER ONBOARDING CHECKLIST**

*Note: Supervisors will receive a hard copy of this checklist at Supervisor Orientation.*

### **Prior to Member Start**

- ☐ Complete all internal forms and submit them to HR.
- ☐ Communicate any needed paperwork or other onboarding items to member(s) in time for them to start on the member start date.
- ☐ Communicate first-day details with your member(s) (e.g., dress code, start time and location, documentation they should bring, schedule of activities they can expect on their first day.)
- ☐ Provide new hire packet (e.g., welcome letter, handbooks, training materials, directory, etc.).
- ☐ Set up hardware and software access by reaching out to your IT team to make sure the member is all set up to use all relevant programs.
- ☐ Determine member work area and associated materials.
- ☐ Prepare for a tour of the organization.
- ☐ Assign mentors where you can introduce your member to colleagues who can serve as their mentors during their first weeks of service.
- ☐ Set SMART goals that cover the first 60 to 90 days of service.
- ☐ Explain AmeriCorps program and member role to colleagues.

### **Member Arrival: Welcome to the Organization**

- ☐ Introduce member(s) to colleagues and organization leadership.
- ☐ Introduce member(s) to coworkers during tour of facility.
- ☐ Show member(s) their work area.
- ☐ Show location of restrooms, lunch, and break rooms/space.
- ☐ Member attends regular staff meeting. Take time at staff meetings to remind everyone what the member's role will be. Help the member(s) feel welcome and part of the team.
- ☐ Discuss basic terms of work, policies, and procedures.
- ☐ Explain hours of work and overtime policies (e.g., comp time for late evenings), holidays, and leave days.
- ☐ Discuss timesheets and leave usage.
- ☐ Explain organization rules about absenteeism, tardiness, and the process for reporting absences or illnesses.
- ☐ Explain standards of conduct, including rules of dress, personal grooming, smoking, housekeeping, etc.
- ☐ Explain use of telephone, mail services, copier (security codes), computer network, etc.
- ☐ Explain safety procedures.
- ☐ Explain the break policy and lunch hour (e.g., restaurants in the area.)
- ☐ Review tech policies and platforms, communicate tech-related expectations.
- ☐ Explain how to order supplies, if necessary.

### **Organizational Purpose and Host Site Mission**

- ☐ Review the history, mission, background, and purpose of the host site.
- ☐ Review organizational structure.
- ☐ Provide copy of organizational chart and review staff duties.
- ☐ Explain departmental and divisional functions, goals, teams and team structure, and major projects.
- ☐ Explain the purpose of the AmeriCorps project and role of the member.
- ☐ Explain project goals and objectives.



**AmeriCorps**

- ☐ Review project past work (if applicable/project is in year 2 or more.)
- ☐ Provide time for member(s) to read and review any materials given to them.

**Member Assignment, Supervisory Relationship, & Community Investigation**

- ☐ Clarify individual member assignment(s), how goals will be achieved, and how progress in achieving project outcomes will be assessed.
- ☐ Review Member Position Description in detail, explaining specific responsibilities. **Important:** Make it clear what the expected project outcomes are, what the member will help create, and how it will help individuals or communities.
- ☐ Review the tasks outlined in the Position Description and identify skills and knowledge needed to complete project-specific tasks.
- ☐ Review performance reviews (e.g., date for first review, frequency thereafter.)
- ☐ Provide a copy of performance standards.
- ☐ Discuss performance expectations, standards, and reporting requirements.
- ☐ Explain supervisory and support structure, communications, reporting, and accountability.
- ☐ Discuss working relationship between the member and direct supervisor, mutual expectations, communication style, work style, support needs, etc.
- ☐ Review staff meeting and team meeting schedules.
- ☐ Explain steps in discipline procedure (e.g., verbal warning, written warning, etc.) and specify actions that result in disciplinary action.
- ☐ End the first meeting with member(s) on a positive, affirming note about how excited you are to have the member(s) working on the project.
- ☐ Have the member(s) interview other staff about work styles, communications, etc.



## City Service Corps Position Description

<b>Title of City Service Corps Member:</b> Community Engagement Specialist Corps Member
<b># of Members Assigned to Project:</b> 2
<b>Sponsoring Organization:</b> NYC Service, Office of the Mayor <b>Project Name:</b> City Service Corps
<b>City Agency &amp; Division:</b> Mayor's Office of Immigrants Affairs (MOIA)
<b>Location:</b> 253 Broadway, 4th FL New York, NY 10007
<b>Schedule:</b> Mon – Fri, 9AM – 5PM; some weekends/evenings as necessary.

**PLEASE NOTE:** The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved by NYC Service

### Assignment Objectives and Member Activities (September 2024 – June 2025)

#### Planned Period of Work

#### Goal of Project:

MOIA's Community Services unit serves as a central point of coordination and information-sharing between New Yorkers, community-based organizations, and City agencies. The Community Services team responds to constituent inquiries and requests for advocacy and support from immigrant New Yorkers, and ensures that MOIA identifies, addresses, and tracks the needs of immigrant communities. Immigrant New Yorkers may feel overwhelmed by the complexity of the issues they face or the perceived unresponsiveness of local government. The work of the Community Services team can help make City government more accessible and responsive.

MOIA supports the continued operation of the IDNYC municipal ID card program. The Outreach and Organizing team are critical in raising awareness and activating card holders to renew their cards. MOIA also spearheads a number of initiatives to expand free legal and health services for immigrant communities through Action NYC and NYC Care. MOIA's work cuts across a broad range of issues citywide and MOIA works closely with cities around the country to promote innovations in immigrant access to services. Community Engagement Specialist Corps Member will gain experience working with LGBTQIA+ and gender non-conforming individuals, faith communities, community-based organizations, and at-risk immigrant workers. Community Engagement Specialist Corps Member will be expected to help develop and implement outreach strategy and campaign plans, understand community concerns, and provide recommendations for how to deliver solutions and resources effectively.

<b>Objective: Settling in – learning about the organization and role Member</b> <b>Activities:</b> <ol style="list-style-type: none"> <li>1. Meet with organizational leadership</li> <li>2. Have Members familiarize themselves with material</li> <li>3. Review Assignment Description for clarity and/or revisions.</li> <li>4. Go over onboarding materials</li> </ol>	09/16/2024 - 9/30/2024
<b>Objective #1: IDNYC</b> The member will support NYC residents by helping them apply for a free municipal identification card. The IDNYC card grants qualified card-holders access to a wide variety of services and programs offered by the City of New York. <b>Member Activities will include and not be limited to helping applicants:</b> <ol style="list-style-type: none"> <li>1. Fill out Applications</li> <li>2. Change of Address</li> <li>3. Process Renewals</li> <li>4. Schedule Appointments</li> <li>5. Translate as Needed</li> <li>6. Process Referrals</li> <li>7. Connect to Community Services</li> <li>8. Promote IDNYC</li> </ol>	09/16/2024 - 6/30/2025
<b>Objective #2: Attend Community Meetings and Events</b> The member will facilitate Know Your Rights (KYR's) workshops in order to educate communities CBO's, schools, elected officials' staff and partners. Also, the member will attend community meetings and events to improve the well-being and security of Immigrant New Yorkers by providing access to services, resources, such as financial literacy, housing, and workforce development, healthcare, etc. <b>Member Activities will include and not be limited to:</b> <ol style="list-style-type: none"> <li>1. Conduct Know Your Rights Workshops to stakeholders, nonprofit organization, schools, elected officials/consulate staff and partners as requested</li> <li>2. Network with Faith Based Organizations, Community Based Organizations 3. Support team with tabling events and outreach as needed</li> <li>4. Share vital city resources.</li> </ol>	9/16/2024 - 6/30/2025
<b>Objective #3: Support Rapid Response Work</b> The member will support MOIA's outreach and organizing team in rapid response situations. For example, to assist with respite center operations. <b>Member Activities will include and not be limited to support:</b>	9/16/2024 - 6/30/2025
<ol style="list-style-type: none"> <li>1. Asylum Seeker Respite Centers</li> <li>2. Reticketing Site</li> <li>3. Overflow Site</li> <li>4. Mail Center</li> </ol>	

**Preferred Skills and Qualifications:**

1. Ability to communicate professionally, both verbally and in writing
2. Interpersonal and communication skills in public speaking
3. Ability to juggle multiple priorities.
4. Ability to work independently and as part of a team.
5. Proficiency in reading, writing, and speaking Spanish, Mandarin, Bangla, Arabic, French, or Haitian Creole highly preferred.



### City Service Corps Position Description

<b>Title of City Service Corps Member:</b> Community Services Representative
<b># of Members Assigned to Project:</b> 2
<b>Sponsoring Organization:</b> NYC Service, Office of the Mayor
<b>Project Name:</b> City Service Corps
<b>City Agency &amp; Division:</b> Mayor's office of Immigrants Affairs (MOIA)
<b>Location:</b> 253 Broadway, 4th FL New York, NY 10007
<b>Schedule:</b> Mon – Fri, 9AM – 5PM; some weekends/evenings as necessary, 1 Remote Day

**PLEASE NOTE:** The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved by NYC Service.

### Assignment Objectives and Member Activities

(September 2024 – June 2025)

Planned Period of  
Work

#### Goal of Project:

MOIA's Community Services unit serves as a central point of coordination and information sharing among NYC residents, external collaborative partner organizations and institutions, internal Mayoral Office Divisions and external NYC government agencies CBO's and other government entities when necessary. The Community Services team responds to constituent inquiries and requests for accessing city available programs and resources and related supports. This work is conducted in direct response to constituent inquiries via the Ask MOIA Hotline, email inbox and through in person and virtual Know Your Rights forums (KYRF), and tabling events. Working closely with other MOIA teams and with City agency partners, the Community Services Corps Members ensure that we are effectively identifying and addressing the needs of immigrant communities and conducting comprehensive assessments to make the appropriate referrals. Immigrant New Yorkers may feel overwhelmed by the complexity of the issues they face. The work of the Community Services team can help make City government programs and resources more accessible.

**Objective #1:** Member will provide comprehensive assessment for eligibility for appropriate referral for city services and resources to all immigrant communities and connecting constituents to programs. Members will be doing hands-on case follow up with individuals and ensuring they are connecting to the appropriate program.

#### Member Activities:

1. Respond to email correspondence and hotline inquiries, ensuring proper tracking, response, and referral of inquiries. Input data in database for all completed KYR's, and referrals
2. Strengthen existing relationships and build new relationships with KYRF partners, participating in events where appropriate, coordinate interpretation needs of Know Your Rights Forums, where necessary.
3. Outreach Planning, assist in event planning, and support team tabling events. Conduct and coordinate Know Your Rights Forums (KYRs) to stakeholders,

09/16/2024 -  
11/30/2024

<p>nonprofit organization, schools elected officials/consulate staff and partners as requested,</p> <ol style="list-style-type: none"> <li>Establishing partnerships with community organizations and leverage existing staff/community members to develop an incentive program for immigrant New Yorkers.</li> <li>Develop an outreach strategy to engage with hard-to-reach communities within target outreach neighborhoods.</li> </ol>	
<p><b>Objective #2:</b> Continue to conduct and coordinate KYR's to educate communities CBO's, schools, elected officials' staff and partners as well as conducting more site visits with CBOs. To Improve the well-being and security of Immigrant New Yorkers by providing access to services, resources, such as financial literacy, housing, and workforce development, health care.</p> <p><b>Member Activities:</b></p> <ol style="list-style-type: none"> <li>Assist constituents to obtain appointments for legal assistance, address unmet needs for the existing and the incoming asylum seekers.</li> <li>Coordinate agency presence at external facing events such as tabling and recruiting volunteers and sharing vital city resources.</li> <li>Attend orientations and be trained on the functions of Community Services and become familiar with MOIA's mission and services.</li> <li>Serve in different capacities to support local organizations to address and elevate concerns for other city services. Identify and address the needs of immigrant communities and conduct comprehensive assessments to make appropriate referrals to other city agencies and CBO's.</li> <li>Work across teams to assist with the coordination of events and outreach for annual Immigrant Heritage Week in April and Immigrant Heritage Month in June</li> </ol>	<p>12/2/2024 - 2/28/2025</p>
<p><b>Objective #3:</b> Improve access for legal clinics for the immigrant communities for those who need to better understand and navigate the legal system while facing family, housing, food insecurities, financial, and personal crises. Continue to advocate and educate communities and staff on updated resources, changes through Know Your Rights forums, networking, attending events and other MOIA initiatives such as Immigrant Heritage Week (April), (June), and immigrant month (June).</p> <p><b>Member Activities:</b></p> <ol style="list-style-type: none"> <li>Continue to build rapport with external partners to ensure resources and services reach the communities.</li> <li>Building engagement in New York City's programs and services by building relationships with agencies and the larger community through KYR's forums</li> <li>Continue to support the team with constituency needs, remain proactive with sharing resources and real time information to successfully maintain partnerships with existing and new partners.</li> <li>Serve as a liaison between MOIA and the communities to elevate concerns and the needs for the immigrant communities. And help with the incoming migrants.</li> <li>Develop legacy piece for next year's CSC Member</li> </ol>	<p>03/1/2025 - 6/30/2025</p>

**Preferred Skills and Qualifications:**

- Ability to communicate professionally, both verbally and in writing
- Interpersonal and communication skills in public speaking
- Ability to juggle multiple priorities.
- Ability to work independently and as part of a team.
- Proficiency in reading, writing, and speaking Spanish, Mandarin, Bangla, Arabic, French, or Haitian Creole highly preferred



### City Service Corps Position Description

<b>Title of City Service Corps Member:</b> Immigrant Communications and Events Associate Corps Member
<b># of Members Assigned to Project:</b> 1
<b>Sponsoring Organization:</b> NYC Service, Office of the Mayor
<b>Project Name:</b> City Service Corps
<b>City Agency &amp; Division:</b> Mayor's Office of Immigrant Affairs, Communications Team
<b>Location:</b> 253 Broadway, New York, NY 10007
<b>Schedule:</b> Monday – Friday 9-5pm with 1 remote day

**PLEASE NOTE:** The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved by NYC Service.

### Assignment Objectives and Member Activities (September 2024 – June 2025)

Planned Period of  
Work

**Goal of Project:** The Immigrant Communications and Events Associate Corps Member will support MOIA's work to expand access to city services and further initiatives that empower New York City's immigrants and that mitigates the hardships that these communities face. MOIA expects that, because of the unique contributions of the Immigrant Communications and Events Corps Member, the agency will reach more immigrant New Yorkers, including harder-to-reach populations. The Immigrant Communications and Events associate will play a critical role in generating various outreach materials, leading social media channel, and organizing and executing immigrant events to ensure MOIA has consistent touchpoints with NYC immigrant communities. The member will also work on emails to immigrant media outlets, community newsletters, work with community-based organizations for events and work with other MOIA team members.

**Objective 1:** Provide on-site logistical support and post event follow up to lead events including but not limited to flag raising ceremonies, ethnic holidays/celebrations, community parades, and more.

**Member Activities:**

1. Coordinating the set-up of events.
2. Managing event materials, including flyers and invitation made to immigrant New Yorkers and community members.
3. Manage invitation process and RSVPs, draft event briefings, make necessary travel arrangements to event locations, and ensure appropriate décor to meet the quality expectations of the event.
4. Manage post event follow-up, including but not limited to generating thank you notes and archiving event files, posting on social media.
5. Serve as liaison with community-based organizations on event-related matters and perform other related duties as assigned.

(09/2024 – 12/2024)  
And then again  
(03/2025 – 06/2025)

Assignment Objectives and Member Activities (September 2024 – June 2025)		Planned Period of Work
<b>Objective 2:</b> Send a weekly e-newsletter through MailChimp or Constant Contact to our list of 2,000 community-based organizations.		(09/2024 – 06/2025)
<b>Member Activities:</b>  <div><div>1. Research and keep track of new city initiatives that impact immigrant New Yorkers or serve as a resource for community-based organizations and immigrant media outlets that serve immigrant New Yorkers.</div><div>2. Develop and contribute content that speak to resources available to immigrant New Yorkers for each newsletter on a weekly basis.</div><div>3. Layout content on MailChimp on a weekly basis.</div><div>4. Perform data analysis of e-newsletter content to assess growth, trends, patterns and/or spot issues, and make recommendations on how to improve our customer communications.</div></div>		
<b>Objective 3:</b> Update directory of non-profits that serve immigrants in New York City (like yellow pages).		(01/2025 – 03/2025)
<b>Member Activities :</b>  <div><div>1. Update MOIA's excel sheet on community non-profits that serve immigrant New Yorkers with name of org, address, and other contact information.</div><div>2. Transfer information to word doc based on topic/ethnic area.</div><div>3. Update booklet on Canva and work with printing shop for production of the booklet.</div></div>		
<b>Objective 4 :</b> Support development of plans for agency's virtual and in person community events and cultural events including its annual Immigrant Heritage Spring.		(03/03/25 - 06/30/25)  - (03/03/25 - 04/15/25)  - 04/17/25 - 06/30/25
<b>Member Activities:</b>  <div><div>1. Develop a survey to collect partner events and share with community partners. Responses will be checked on a weekly basis.</div><div>2. Promote on MOIA's website and social media. (This is ongoing and will be done monthly basis)</div><div>3. Develop a social media toolkit to share with community partners.</div><div>4. Organize immigrant inclusive events.</div></div>		

#### Preferred Skills and Qualifications

- Knowledge of Microsoft Office Applications and tools (Word, Excel, Outlook), Canva, Mailchimp, and social media platforms (TikTok, Facebook, Instagram, Twitter, Medium, WeChat, WhatsApp)
- Willingness to travel to all five boroughs.
- Excellent writing, communication, organization, attention to detail, and interpersonal skills
- Ability to take initiative and work with tight deadlines in a fast-paced environment.
- Flexibility and willingness to work collaboratively and independently.
- Desire to serve and serve with diverse communities including immigrant New Yorkers.



### City Service Corps Position Description

<b>Title of City Service Corps Member:</b> Legal & Support Initiatives AmeriCorps Member
<b># of Members Assigned to Project:</b> 1
<b>Sponsoring Organization:</b> NYC Service, Office of the Mayor
<b>Project Name:</b> City Service Corps
<b>City Agency &amp; Division:</b> NYC Mayor's Office of Immigrant Affairs (MOIA), Legal & Support Initiatives Team
<b>Location:</b> 253 Broadway, 14 <sup>th</sup> Floor, New York, NY 10007

**PLEASE NOTE:** The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved in advance by NYC Service.

Assignment Objectives and Member Activities (September 2024 – June 2025)	Planned Period of Work
<b>Goal of Project:</b> The City Service Corps member will add program management capacity to support existing and new Legal & Support Initiatives (LSI) led by Mayor's Office of Immigrant Affairs, to promote the wellbeing of immigrant New Yorkers by ensuring they have access to high-quality, free, and safe immigration legal and support services.	
<b>Objective 1:</b> Onboard to the teams and programs that the Corps Member will be supporting throughout their service year. <ol style="list-style-type: none"> <li>1. Meet the members of the Legal &amp; Support Initiatives team and other internal stakeholders, and learn their assigned roles and responsibilities.</li> <li>2. Participate in the regularly scheduled meetings with the organizations that form the Legal &amp; Support Initiatives programs.</li> <li>3. Collect, process, validate, analyze, report on, and validate data shared by the organizations that form Legal &amp; Support Initiatives programs.</li> <li>4. Attend site visits at each of the Legal &amp; Support Initiatives program partners.</li> <li>5. Take notes and identify next steps to deepen their understanding of the work taking place to promote immigrant well-being through the provision of City services.</li> </ol>	(09/2023 – 12/2024+)
<b>Objective 2:</b> Systematize and recommend areas for improvement for LSI data program operations.	(1/2025 – 3/2025+)

Assignment Objectives and Member Activities (September 2024 – June 2025)	Planned Period of Work
<b>Member Activities:</b> <ol style="list-style-type: none"> <li>1. Participate and eventually lead site management visits to ensure effective service provision.</li> <li>2. Facilitate regular meetings with project partners to understand how MOIA can better support their work.</li> <li>3. Support the team and partners through new procurement processes and program launch onboarding efforts.</li> <li>4. Draft summaries of program trends and issues, and recommended follow up from LSI and other teams (e.g., Policy, Communications)</li> </ol>	
<b>Objective 3:</b> Document best practices and create manuals for preserving the lessons learned throughout the year.  <b>Member Activities:</b> <ol style="list-style-type: none"> <li>1. Contribute content for the legacy and onboarding information for the person who will inherit their work.</li> <li>2. Compile the data from Legal &amp; Support Initiatives into a Fiscal Year 2025 summary.</li> <li>3. Create a transition document that details all aspects of the project, including outstanding assignments, main points of contact and potential next steps to move the project forward.</li> </ol>	(3/2025 – 06/2025)

**Preferred Skills and Qualifications:**

- Excellent research, writing, editing, oral communication, and interpersonal skills
- Demonstrated interest in immigration policy and service delivery, language access, and community integration
- Demonstrated interest in and experience using data to support claims and decision-making
- Demonstrated ability to prioritize and manage multiple assignments and work streams while meeting deadlines and shifting priorities and direction as needed
- Ability to work independently and exercise a high degree of initiative to accomplish tasks and solve problems
- Foreign-language skills a plus but not required



**City Service Corps Position Description**

<b>Title of City Service Corps Member:</b> Policy Research Corps Member
<b># of Members Assigned to Project:</b> 1
<b>Sponsoring Organization:</b> NYC Service, Office of the Mayor
<b>Project Name:</b> City Service Corps
<b>City Agency &amp; Division:</b> Mayor's Office of Immigrant Affairs, Communications Team
<b>Location:</b> 253 Broadway, New York, NY 10007
<b>Schedule:</b> Monday – Friday 9-5pm with 1 remote day

**PLEASE NOTE:** The duties and responsibilities in this service position description may be subject to change. In the rare event that there are any changes, members will be notified prior to beginning the service year and the position description will be amended. All changes will be reviewed and approved by NYC Service.

<b>Assignment Objectives and Member Activities (September 2024 – June 2025)</b>		<b>Planned Period of Work</b>
<b>Goal of Project:</b> The City Service Corps Member will build internal research capacity to support emerging policy initiatives spearheaded by the Mayor's Office of Immigrant Affairs, in order to further the office's goal of promoting the wellbeing of immigrants in New York City.		
<b>Objective 1:</b> Onboard to the teams that the Corps Member will be supporting throughout their service year.  <b>Member Activities:</b> <ol style="list-style-type: none"> <li>1. Meet the members of the Policy teams and their assigned roles and responsibilities</li> <li>2. Participate in the regularly scheduled meetings with the organizations that form the</li> <li>3. Compile the data shared by the organizations that form the Navigation Sites Network</li> <li>4. Attend site visits at each of the Navigation Sites Network</li> <li>5. Take notes and identify next steps to deepen their understanding of the work taking place to promote immigrant well-being through the provision of City services.</li> </ol>		<b>(09/2024 – 12/2024)</b>
<b>Objective 2:</b> Systematize and recommend areas for improvement for program operations across the two teams.  <b>Member Activities:</b>		<b>(01/2025 – 03/2025)</b>

<ol style="list-style-type: none"> <li>1. Participate and eventually lead site management visits to ensure effective service provision</li> <li>2. Facilitate quarterly meetings with project partners to understand how MOIA can better support their work</li> <li>3. Draft summaries of internal policy updates</li> <li>4. Assist the compilation of the agency's annual report and editing materials from multiple authors into a cohesive narrative</li> <li>5. Track emerging changes in local, state, and federal policy that impact service providers.</li> <li>6. Research state and local immigrant integration policies to draft talking points supporting policy team's work.</li> </ol>	
<p><b>Objective 3:</b> Document best practices and create manuals for preserving the lessons learned throughout the year.</p> <p><b>Member Activities:</b></p> <ol style="list-style-type: none"> <li>1. Contribute content for the legacy and onboarding information for the person who will inherit their work</li> <li>2. Compile the data from the Navigation Sites Network into a Fiscal Year 2024 summary.</li> <li>3. Create a transition document that details all aspects of the project, including outstanding assignments, main points of contact and potential next steps to move the project forward.</li> </ol>	(03/03/25 - 06/30/25)

**Preferred Skills and Qualifications:**

- Excellent research, writing, editing, oral communication, and interpersonal skills
- Demonstrated interest in immigration policy, language access and community integration
- Demonstrated ability to prioritize and manage multiple assignments and work streams while meeting deadlines and shifting priorities and direction as needed.
- Ability to work independently and exercise a high degree of initiative to accomplish tasks and solve problems
- Foreign-language skills a plus but not required