



Title: Service Site Agreement Outline

Date issued: 2018

Date posted: February 28, 2020

Unique identifier: ASN 005

Topic: Sample Service Agreement

Summary: This is a training tool designed to help new AmeriCorps program staff create a service site agreement.

The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

SERVICE SITE AGREEMENT OUTLINE

This outline is a training tool designed to help new AmeriCorps program staff create a service site agreement. It will be most helpful when used alongside the Grant Terms and Conditions, AmeriCorps Regulations, and other CNCS-specific guidance. The outline is for reference only; it does not contain citations for all AmeriCorps grant or program requirements. Additional information on service site agreements may be found on the National Service Knowledge Network:

<https://www.nationalservice.gov/resources>.

Guidance document referenced in this outline (available at <https://www.nationalservice.gov/build-your-capacity/grants/managing-ameri-corps-grants>):

- **AC = Terms and Conditions for AmeriCorps State and National Grants (definition of service site in Section II.F)**

The service site agreement describes the relationship between an individual (an AmeriCorps member), the AmeriCorps program, and a local placement service site. The site agreement outlines the requirements for each participant in the agreement, defines boundaries and deadlines, and includes both time and financial commitments required by the service site. Strong site agreements provide clear guidance for all partners in the service program, and they are extremely important program management tools.

SECTION	REQUIREMENTS	RECOMMENDATIONS/ BEST PRACTICES
NATIONAL SERVICE AFFILIATION AND AMERICORPS IDENTITY	<ul style="list-style-type: none">• The grantee should identify the program as an AmeriCorps program and members as AmeriCorps members. All agreements with	<ul style="list-style-type: none">• Include the CNCS and AmeriCorps logos in the site agreement to build affiliation with the national service network.



	<p>subrecipients, operating sites, or service locations, related to the AmeriCorps program must explicitly state that the program is an AmeriCorps program and AmeriCorps members are the resource being provided.</p>	
<p>INTRODUCTION AND PURPOSE OF AGREEMENT</p>	N/A	<ul style="list-style-type: none"> Define the relationship in language that is consistent with the approved AmeriCorps program, national service laws and requirements, and CNCS guidance.
<p>SITE NAME AND LOCATION</p>	N/A	<ul style="list-style-type: none"> Provide the full name and address of the service site.
<p>SITE SUPERVISOR NAME AND JOB TITLE</p>	N/A	<ul style="list-style-type: none"> Provide the full name and job title of the site supervisor.



AMERICORPS PROGRAM MANAGER NAME	N/A	<ul style="list-style-type: none"> • Provide the full name and job title of the AmeriCorps program manager.
PROJECT DESCRIPTION	N/A	<ul style="list-style-type: none"> • Include AmeriCorps program mission and description of service site’s function within the program.
DUTIES AND RESPONSIBILITIES	N/A	<ul style="list-style-type: none"> • Separate duties and responsibilities by service site and AmeriCorps program. • Include on-going training and technical assistance to be provided by the program and AmeriCorps branding/national service network affiliation requirements for the service site. • Include specific descriptions of site’s role in monitoring and evaluating member’s performance, reviewing and approving timesheets, etc. if appropriate for the AmeriCorps program design. • Include site’s role in AmeriCorps member training, on-site management and support (including ensuring adequate work space), and required reporting by the site to the AmeriCorps program. • Include AmeriCorps member’s site supervisor by name and title (also include in Signatures section at the end of the site agreement).
BENEFITS TO SITE	N/A	<ul style="list-style-type: none"> • Include tangible and intangible benefits of partnering with the AmeriCorps program and working with AmeriCorps members.
DURATION AND	N/A	<ul style="list-style-type: none"> • Include start and end dates of site agreement and AmeriCorps



FINANCIAL COMMITMENT		<p>member’s term of service.</p> <ul style="list-style-type: none"> • Include site matching costs or other financial contributions to support the AmeriCorps member/program, if any, and deadlines for submitting financial contributions.
EVALUATION AND REPORTING	<p>N/A</p>	<ul style="list-style-type: none"> • Include dates of completion and format required for AmeriCorps member mid-term and final performance evaluations. • Include dates of completion and format required for program’s data collection, performance measurement, and evaluation activities. • Be sure that the program and site reporting schedules will allow sufficient time to completely collect, verify, and analyze all data prior to submission by the CNCS reporting deadlines (AC XI.A). • Describe specific evaluation or reporting tasks to be completed by the site during and after the AmeriCorps member’s term of service, if any. • For example: “Track impact of AmeriCorps member’s service activities and report to program in work plan, program and statistical reports, final report, and final impact survey. Participate in AmeriCorps program evaluation for three years after completion of member’s service.”
TERMINATION OF AGREEMENT	<p>N/A</p>	<ul style="list-style-type: none"> • Describe conditions that would lead to termination of the site agreement and financial consequences that would occur as a result of termination, if any. • Include a statement that violation of national service laws, regulations, or policies will result in termination of the



		agreement.
COMMUNICATION	N/A	<ul style="list-style-type: none"> • Include expectations of communication with site staff, AmeriCorps member(s), and program staff. • For example: “Commit to open and regular communications between the site, AmeriCorps member, and AmeriCorps program staff. Agree to address partnership and performance concerns immediately and directly.”
COMPLIANCE WITH LEGAL REQUIREMENTS	<ul style="list-style-type: none"> • Insert the list of prohibited activities (AC V.C). 	<ul style="list-style-type: none"> • Insert the exact and complete list provided in the grant year terms and conditions. This list should match the guidance provided in AmeriCorps member service agreements, training materials, etc. • Programs should develop and implement a close monitoring plan to ensure that sites and members are adhering to national service laws, regulations, and other legal requirements. Also include the consequences of failing to comply with all legal requirements.
SIGNATURES	N/A	<ul style="list-style-type: none"> • Include the AmeriCorps Program Director, Service Site Director, and AmeriCorps Member’s Site Supervisor (if different). • Include an acknowledgement statement. • For example: “I have received and I understand the Service Site orientation packet, site agreement, and related information, which includes the AmeriCorps Program Policies and Procedures for Service Sites and AmeriCorps Members.” • Include dates with signatures to verify that the site agreements are completed and signed before the AmeriCorps members begin service at the site.