

EXITING MEMBERS

Community HealthCorps members may be exited from service for three reasons:

- Successful completion of service
- Compelling personal circumstances
- For cause

Successful Completion of Service

When a member has completed all required service hours, their contracted term of service, and all requirements of their assignment description, the member should be exited from service. If all requirements are met, the member will receive the full education award.

Compelling Personal Circumstances

An AmeriCorps member may be released from his/her term of service if it is determined that the member is unable to complete the term of service because of compelling personal circumstances, if the member has otherwise performed satisfactorily and has completed at least 15% of the agreed term of service. A member who is released for compelling personal circumstances and who completes at least 15% of the required term of service is eligible for a pro-rated education award. **All exits for compelling personal circumstances must receive prior approval from NACHC.**

Compelling personal circumstances include instances that are beyond the member's control, such as, but not limited to:

- The member has a serious disability, illness, or injury that makes completing the term of service impossible;
- There is a serious injury, illness, disability or death of an immediate family member and the member is needed to care for that family member or take over the duties of the family member, making completing a term unreasonably difficult or impossible;
- Conditions attributable to the program or otherwise unforeseeable and beyond the member's control such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;
- Military service obligations.

Compelling personal circumstances do not include leaving a program:

- To enroll in school, or to meet requirements for future schooling (i.e. additional coursework needed prior to starting medical school, orientation, etc.)
- To obtain employment, other than moving from welfare to work;
- Because of dissatisfaction with the program, position assignment, and/or changes to the program or position assignment.

If a member is released from his/her term of service for compelling personal circumstances, the member has two options:

1. The member may receive a pro-rated education award
2. The member may elect to have his/her term of service temporarily suspended for up to two years and to complete his/her term of service within that time frame with the Community HealthCorps or another program.

NACHC must authorize a member's exit for compelling personal circumstances. To request such an exit, the program coordinator must complete and submit the following documentation via the Community HealthCorps Help Desk:

- "Request for Approval: Exit for Compelling Personal Circumstances" form



- A letter from the member describing the circumstances and requesting such an exit
- Appropriate supporting documentation (i.e. note from medical professional)

Once the request is approved, all documentation must be maintained in the member file.

For Cause

A release for cause encompasses any circumstances other than compelling personal circumstances that warrant an individual's release from completing a term of service. Examples include, but are not limited to, disciplinary reasons, abandonment of service, and leaving for school. A member who is released for cause may not receive any portion of the education award.

A member will automatically be released for cause if the member is convicted of a violent felony, the sale or distribution of a controlled substance, or identity theft during a term of service, or if the results of the National Service Criminal History Check indicate that the member has a previous conviction in either of these areas.

If a member is released for reasons other than misconduct prior to completing 15% of a term of service, the term will not be considered one of the terms of service for which an individual may receive benefits.

How to Exit Community HealthCorps Members

Member Time

All service hours must be submitted and approved in OnCorps Reports prior to exiting the member from service, preferably on the last day of service. If a member is unable to submit their final timesheet, please contact your NACHC program officer prior to exiting the member.

It is important that service hours be approved in OnCorps Reports prior to exiting the member from the My AmeriCorps portal. The total hours on submitted, approved timesheets must match the total hours entered when exiting the member from the My AmeriCorps portal.

Member Service Reports

All member service reports should be submitted in OnCorps Reports prior to exiting the member from service, and preferably prior to the last day of service.

Living Allowance

Living allowance payments may only be made to a member during the member's term of service and must cease when the participant concludes the term of service. Members may not receive a lump sum payment if the member completes the originally agreed-upon term of service in a shorter period of time. Program coordinators must work with financial staff to end payments of the living allowance, based on the member's last day of service. Programs have the option of pro-rating the living allowance if the member completes service prior to the end of the current pay period. For more information regarding proration of the living allowance please see "Guidance on Payment of the Member Living Allowance" on the Community HealthCorps website.

Performance Evaluation

All members must receive a mid-term and end of term performance evaluation. If a member exits prior to the mid-term performance evaluation, an end of term performance evaluation must be completed using the Community HealthCorps Performance Review form. The performance reviews are used to determine whether or not a member is eligible to serve an additional term of service. Please refer to guidance on the Community HealthCorps website titled, "Member Performance Reviews."

Exit from Health Benefits

Health care coverage terminates on the last day of the month in which the member completes the contracted term of service, or is terminated from the program. Exit paperwork should be submitted to Summit America as soon as possible to ensure that the program site does not overpay health insurance costs. Program sites will be responsible for paying health insurance premiums if the health insurance billing roster is not updated and submitted in a timely manner. Additionally, the Health Insurance Exit Form must be completed by the program site and member and maintained in the member file.

Exit from Child Care Benefits

The member should be made aware that once he/she is exited from AmeriCorps, child care benefits will stop. The Program Coordinator is responsible for submitting the child care benefits exit documentation to the contractor administering the child care benefit.

Member Exit Survey

Members must complete the Member Exit Survey to provide feedback on the Community HealthCorps program. This survey can be accessed from the Community HealthCorps website

Exit from OnCorps

Once all service hours and service reports have been submitted and approved, and the above paperwork completed, the member must be exited from OnCorps Reports. The program coordinator must log in to OnCorps Reports using his/her program director log in, and change the member status to the appropriate exit category ("Exited-Cause," "Exited-Compelling Personal Circumstances," or "Exited-Successfully Completed") in the member record. Additionally, the program coordinator must enter the date the member exited (the last day the member earned service hours) in the "Exit Date" field. Complete the appropriate Member Documentation fields and save the Member Record.

Exit from My AmeriCorps/eGrants

Without exception, members must be exited from the My AmeriCorps portal (eGrants) within 30 days of their exit date. For tutorials on how to exit members from the My AmeriCorps portal, please see refer to this website: <http://www.nationalserviceresources.org/ac-training-support-national>.