

The following information is not new law, but agency guidance designed to clarify Executive Order No. 2019-11 and the Edward M. Kennedy Serve America Act. For more information, contact Renee Bade at (208) 332-3578 ext. 4061 or at renee.bade@labor.idaho.gov.



*The Governor's Commission on
Service and Volunteerism*

Commissioner Policy Manual

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INTRODUCTION AND ADMINISTRATION

The Commission Policies Manual contains all of the current standing (on-going) policies adopted by the Serve Idaho, the Governor’s Commission on Service and Volunteerism.

1.1 Reasons for Adoption:

- Efficiency of having all on-going board policies in one place.
- Ability to quickly orient new board members and key staff to current policies.
- Elimination of redundant, or conflicting, policies over time.
- Ease of reviewing current policy when considering new issues.
- Clear, pro-active policies guide the Executive director and staff.

1.2 Updates and Oversight: Serve Idaho Governance Committee is responsible for Commission Policy Manual changes, oversight, and maintenance.

ORGANIZATIONAL ESSENTIALS

2.1 Mission

The mission of The Governor’s Commission on Service and Volunteerism is “To inspire and recognize volunteers and empower communities through service and AmeriCorps to solve Idaho’s unmet needs.”

2.2 History

Serve Idaho, the Governor’s Commission on Service and Volunteerism, was established through Executive Order by Governor Cecil D. Andrus in 1994 as a result of the National and Community Service Trust Act of 1993 and the creation of AmeriCorps. The Commission was established to advise and assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation in Idaho.

Serve Idaho, a division of the Idaho Department of Labor, is funded by grants from the Corporation for National and Community Service and through cash and in-kind donations from state and local partners. Serve Idaho does not receive general funds from the state.

2.3 Serve Idaho Overview

Serve Idaho is a division of the Idaho Department of Labor and is staffed by employees of the State of Idaho. However, it is a recipient of funding from the Corporation for National and Community Service (CNCS) and as is directed by the priorities of CNCS which include; Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, Veterans and Military Families and Disaster Services. CNCS

regulations require that Idaho develop three year service plans outlining short and long term goals and objectives, including focus areas for the commission that are submitted to the governor for approval. The plan is reviewed annually to monitor accomplishment (Appendix A).

The Serve Idaho Commission utilizes a dashboard to stay up-to-date on progress of each goal in the three year service plan. This is sent out to commissioners in advance of commission meetings.

2.4 Serve Idaho Programs

The Commission's work is carried out primarily through the following programs which engage Idahoans of all ages in service and volunteerism.

- **AmeriCorps** – Provides opportunities for Idahoans of all ages to help meet critical needs and make communities stronger. AmeriCorps members address issues such as — children's health, improvement of schools, environmental protection, veteran and military family support and volunteer recruitment and training. A list of current Idaho funded AmeriCorps programs can be found at <https://serveidaho.gov/AmeriCorps>.
- **Training and Professional Development** – The annual Serve Idaho Conference on Service and Volunteerism provides volunteer management and professional development training for national service members (AmeriCorps, AmeriCorps VISTA, Senior Corps, National Civilian Community Corps), volunteer administrators representing the public and private sectors, service-learning educators and community volunteers.
- **Award Recognition** – The Idaho's Brightest Stars Award event recognizes Idaho's unsung heroes who work tirelessly as volunteers to improve the quality of life for Idaho and its citizens.

2.5 AmeriCorps Overview

Organizations receiving grants, having developed programs that are in line with CNCS's priorities then select individuals based on their qualifications for the tasks that they will perform in furtherance of those priorities. Programs provide ample training to prepare members prior to their terms of service, which do not last longer than one year, during which time they receive a living stipend. Full time members may serve up to 1700 hours within a 12 month period. During their service they receive health insurance and upon completion receive an education award. Part time members may serve up to 900 hours in a 12 month period. However, they do not receive health insurance but do receive an education award. Minimum time members may work up to 300 hours in a 12 month period. They also do not receive health insurance but do receive an education award. There are also additional types of member positions that vary in length. A full description of the various positions and their time commitment can be found at <https://www.nationalservice.gov/programs/ameriCorps/ameriCorps-faqs>.

Members have the opportunity to gain work experience in the way of job specific skills and “soft skills”. They can obtain professional development in the area of leadership and personal skills having the opportunity to make a difference in their community.

2.6 AmeriCorps Grant Application Process

One of the primary functions of the Commission is to review and recommend qualified applicants for AmeriCorps funding. The Serve Idaho staff is responsible for administrative functions, grants management, program oversight, special events and initiatives. Nonprofit organizations, state and local governments, institutions of higher education and Native American tribes are eligible to apply for AmeriCorps funding through Serve Idaho once it publishes the “Notice of Funding Opportunity” (NOFO).

Then, a Grant Application Review Committee (GARP), assembled of commissioners and community members, decides on which applications to recommend to the full commission for approval. Those grant applications approved by the commission are then forwarded to the CNCS who awards funding based on those recommendations.

Once a program is in place Serve Idaho staff monitor their compliance with grant goals and objectives, CNCS guidelines and state and federal laws. This is accomplished by holding program directors meetings, site visits fiscal and programmatic reporting and electronic communications.

COMMISSION STRUCTURE AND PROCESSES

3.1 Commission Governing Method

Serve Idaho is a public body, and therefore is required to follow Idaho Open Meeting Laws (Appendix B) when conducting business. Quarterly meetings are governed utilizing Parliamentary Procedure and Commissioner approved by-laws (Appendix C).

3.2 Commission Composition/Member Criteria

The commission is made up of individuals appointed by the governor to represent a diverse population and unique disciplines as outlined in the Executive Order No. 2019-11 (Appendix D). Commissioners are appointed for a 3 year term. Commissioners generally spend 1-2 hours monthly on activities in at least one standing. In addition they are expected to attend at least 75% of the quarterly meetings in January, April, July and October in Boise. These meetings last an average of 7.0 hours, and commissioners are expected to attend and participate in the full meeting.

3.3 Commissioner Qualifications:

- Possess an understanding and appreciation of, or willingness to learn, the history and mission of Serve Idaho.
- Demonstrate high ethical standards and integrity in his or her personal and public conduct.

- Commissioners will have a working knowledge of, or a willingness to learn about, National Service and community volunteerism, in order to:
 - Represent Serve Idaho and its programs in the community.
 - Comprehensively review commission planning and board materials.
- Commissioners will use personal and professional experience to provide input and insights into various business matters of Serve Idaho.

3.4 Commission Member Expectations

- Attend the [Serve Idaho Conference](#) (if serving on the planning committee), [National Days of Service in their area](#), National Service Day of Recognition, and AmeriCorps site visits, as appropriate and within the commissioner’s available time.
- Participate effectively in commission meetings, including:
 - o Articulating and responding to alternative viewpoints through effective communication using relevant questions and comments on materials and activities under board consideration.
 - o Serving on one standing committee.
 - o Preparing for commission and committee meetings through advance review of meeting materials.
- Help acquire in-kind and financial support for commission activities.
- Be willing and have the ability to devote the time required to be an effective commissioner, both during commission meetings and outside of commission meetings.
- Adhere to Serve Idaho policies applicable to commission members, including maintaining the confidentiality of information and conflict of interest disclosure procedures.
- Be willing to consider new ideas and changes in historic practices, consistent with the mission, principles and values of Serve Idaho.
- Be committed to understanding the needs and diversity of communities served by Serve Idaho.
- Represent the commission and staff to various public officials, organizations and events.
- Fulfill all other obligations as defined by the Executive Order, Commission by-Laws, policies and procedures and other applicable requirements.

3.5 Serve Idaho Committees

Executive Committee:

Shall provide general supervision of the affairs and business that comes before the total commission. They have the authority to establish Ad Hoc Committees as need to carry out the business of the commission.

The Executive Committee is comprised of the Commission Chair, Commission Vice-Chair, Commission Secretary, past Commission Chair, and Standing Committee Chairs. It should also

include representatives from: The State Department of Education, Corporation for National and Community Service, Serve Idaho Executive director, and a member from the State Department of Labor.

All members of the Executive Committee will be voting with the exception of the Corporation for National and Community Service representative, the Serve Idaho Executive director, and the Idaho Department of Labor representative.

Ad hoc committee chairs shall be part of the Executive Committee during the time their committees are working on a project.

Standing Committees*:

- Program Committee: Participates in grant application review (GARP) committee. Participate in on-site monitoring of programs when available. Encourage new applicants to apply.
- Outreach Committee: Develop and implement a strategic plan to promote Serve Idaho and its programs throughout Idaho. This includes, but is not limited to Serve Idaho events, campaigns, and days of service.
- Governance Committee: Develop and implement a strategic Commissioner recruitment process for identifying and developing potential future Commissioners, monitor commissioner attendance, interview prospective commissioners, conduct commissioner exit interviews, oversee new commissioner mentorship program, and oversee updates to bylaws.
- Events Committee: Oversees planning and execution of the Idaho's Brightest Stars and Serve Idaho Conference. Assist in developing and implementing a strategy to raise funds for these events.

Ad Hoc committees*:

- State Service Plan: Created once every three years to develop a survey and implement community meetings to solicit feedback for 3 year state service plan. Shall be convened 1 year prior to the expiration of the state plan.

* Each year, Commissioners will have the opportunity to select which standing committee they would like to join.

3.6 Chair's Role

The Serve Idaho Chair is elected by the Commission to serve two years. The Chair provides leadership to the Commission, who sets policy and to whom the Executive director is accountable. The Chair works in collaboration with the Vice Chair and Executive director to develop meeting agendas, and provides oversight of Commission and Executive Committee meetings.

The Chair ensures that the programs and tasks undertaken by the Commission align with the goals of the State Service Plan. They appoint chairpersons and vice chair persons of each committee, and maintain regular contact with committee chairpersons. Additionally, they serve as an ex-officio member of each committee, and they attend their meetings as appropriate.

3.7 Commissioner Code of Conduct

The Commission is committed to providing a working environment in which all individuals are treated with respect and dignity. Commissioners and employees have the right to work in a professional atmosphere and are expected to respect the individual qualities, characteristics and differences of others and promote a professional working environment in which to work.

All employees and commissioners in the Serve Idaho Commission are expected to conduct themselves in a respectful manner in the workplace by:

- Behaving in a way that shows respect towards others;
- Valuing each other's work and roles;
- Communicating in a polite and courteous manner;
- Developing relationships built on trust;
- Promoting a climate that is fair, supportive and responsive;
- Creating a welcoming environment through words, actions and physical surroundings;
- Resolving conflicts in a positive and respectful manner; and
- Celebrating differences.

Disrespectful behavior must be addressed promptly. Examples of behavior or actions that will not be tolerated include:

- Speaking in a threatening manner
- Bullying
- Swearing or using profane language
- Making rude, obscene or disparaging comments
- Excluding or refusing to associate with individuals
- Making personal or unprofessional insults, jokes or teasing

3.8 Commissioner Conflict of Interest

Serve Idaho should strive to achieve the greatest objectivity and impartiality possible in the review and selection of grantees in the state. Serve Idaho is a state entity and, therefore, should apply the state's rules on conflict of interest. Commission members need to know exactly what provisions govern their participation in the grant review and selection process in their state in order to avoid any conflict of interest. There may be state laws and regulations that are even more stringent than the federal provisions. The National and Community Service Act of 1990, as amended, and the Corporation regulations governing State Commissions provide the following basic framework for avoiding conflict of interest:

How is conflict of interest defined?

As defined by the Act, a Commission member is considered to have a conflict of interest if the member is currently, or was within one year of the submission of an AmeriCorps grant application to the Commission:

- an officer,

- a director,
- a trustee,
- a full-time volunteer, or
- an employee of an organization submitting a grant application to the State Commission
- an employee of an organization that serves as a host/placement site for members.

The regulations further clarify that even the *appearance* of a conflict of interest must be avoided. If, for instance, a Commission member founded, contributed to the founding, assisted in the development of, or donated large sums of money to an organization applying for funds, he or she would have a conflict in voting on the selection of programs.

The main rule to follow is: *any time a voting Commission member is not, or does not appear to be, for any reason, impartial to a program that is applying to the Commission for funding, the member has a conflict of interest.*

General Rules Applicable to All Commission Members

Commission members may not, under any circumstances, assist an organization in the preparation of a grant application, except to take part in a Commission-approved program of technical assistance that is equally available to all potential applicants. This requirement is in accordance with the rule that Commission members may not provide anyone outside the Commission with “insider information,” that is, information that has not been released by the Commission or that is not already on the public record.

The statutory provision applies to all Corporation grant programs administered by the Commission.

What happens if a Commission member has a conflict of interest?

If a Commission member has a conflict of interest, the member must recuse himself/herself from Serve Idaho’s administration of the grant program, including such activities as:

- any discussion or decision by Serve Idaho regarding the provision of funds or education awards to any program or *entity funded under the same funding category*;
- any discussion or decisions by Serve Idaho regarding the provision of funds or education awards to *that specific program*;
- the continuation of funds or education awards to *any such program or entity funded under the same funding category*; and
- participating in the oversight, evaluation, continuation, suspension, or termination of *any grant under the same funding category*.

If Commission members have a conflict of interest, in what activities can they participate?

The above prohibitions are not intended to restrict Commission members with a conflict, or the appearance of a conflict from participating in State Commission meetings, hearing and forums in which the general duties, policies and operation of the Commission are discussed.

What happens if enough Commission members recuse themselves from voting that the Commission loses its quorum?

If adhering to this general restriction creates a situation in which a Serve Idaho does not have enough eligible voting members to achieve quorum, which is defined as one half of the total number of members plus one, Serve Idaho may, in a random and non-discretionary manner, select the number of recused Commission members necessary to achieve quorum. If previously recused Commission members are allowed to vote for the purpose of achieving a quorum, Serve Idaho must document the event and report to the Corporation within 30 days of the vote. In no instance, however, may a Serve Idaho Commission member vote on an application submitted by his or her own organization.

3.9 Commissioner Travel

Commissioners from outside of the Treasure Valley, or those traveling more than 25 miles one way will be reimbursed for their travel. Those more than 1 ½ hours from Boise will be provided with a hotel room, per diem costs, mileage reimbursement and/or flight, and any luggage and cab fees associated with their travel.

Those requiring an overnight hotel stay will be contacted by the Serve Idaho admin assistant at least one month in advance of the meeting. Those wishing to travel to the Serve Idaho Commission meeting must provide the admin assistant with their travel details no later than three weeks prior to the meeting.

3.10 Commission Finances

Serve Idaho receives funding from the Corporation for National and Community Service (CNCS) for operational costs and to provide funding to subgrantees operating AmeriCorps programs. The three grants provided by CNCS are listed below:

Commission Support Grant: provides funding for the operation of Serve Idaho and the Commission. It has a 100% match requirement, meaning that for every dollar we spend, we must find one dollar of in-kind or cash donation.

Commission Investment Fund: provides funding to provide training and technical assistance to AmeriCorps subgrantees and members. It provides funding for the Serve Idaho project coordinator position. This grant does not have a match requirement.

Formula Funds: are funds subgranted by Serve Idaho to qualified organizations operating AmeriCorps programs. Subgrantees are required to match these funds, and Serve Idaho provides financial and programmatic oversight.

Misc Funds: Includes funding for Serve Idaho Conference, the Idaho’s Brightest Stars, program directors meetings, and compliance monitoring. These funds are generated through donations/sponsorships, and through costs charged to AmeriCorps subgrantees.

The Serve Idaho Executive director provides updates on all funding quarterly at the commission meeting.

3.11 Commission Funding Flow



1. Serve Idaho Submits Grant Application with Line Item Budget
2. Corporation for National & Community Service Reviews & Approves
3. Serve Idaho Receives Funding
4. Serve Idaho Expends Funding
5. Idaho Department of Labor (IDOL) Finance Dept. Ensures Spending Aligns with Federal & State Regulations and Laws – *5 individuals provide oversight depending on type of expenditure*
6. IDOL Finance Dept. Provides Monthly Budget to Actuals – *3 individuals provide oversight*
7. Serve Idaho & IDOL Finance Meet Quarterly to Review Budget and Discuss Challenges – *3 individuals provide oversight*
8. Executive director Reconciles Budget Monthly

3.12 AmeriCorps Program Funding Flow



1. Funding for the Corporation for National and Community Service is provided as part of the Labor Health and Human Service (HHS) appropriation and is reviewed by the house and senate appropriations committee.
2. Congress reviews and approves the budget as a whole.
3. The Corporation for National and Community Service (CNCS) receives funding and allocates to state commissions based on a population based formula, these are known as formula funds.
4. Serve Idaho receives formula funds from CNCS and releases a Notice of Funding Opportunity (NOFO). Organizations apply for funding by submitting a grant application to the commission. Commissioners, staff and community members review applications as part of the Grant Application Review Process (GARP) and make recommendations to the commission for funding. The commission approves recommendations.
5. Organizations receive grant funding. Serve Idaho provides monitoring of programs to ensure compliance with state and federal regulations.

COMMISSION – EXECUTIVE DIRECTOR/STAFF RELATIONSHIP

4.1 Delegation to the Executive Director

While the commission’s job is generally confined to establishing high-level policies, organizational implementation and subsidiary policy development is delegated to the executive director.

All commission authority delegated to staff is delegated through the executive director, so that all authority and accountability of staff – as far as the commission is concerned – is considered to be the authority and accountability of the executive director. The Serve Idaho executive director job description can be found in Appendix E.

4.2 Communications and Counsel to the Commission

The executive director communicates updates bi-weekly to the board through the Commissioner Corner, which is sent out via email. All documents for commission meetings are provided a minimum of one week prior to the commission meeting via email. Additionally, the Executive director and/or Serve Idaho may communicate regarding standing/ad hoc committee meetings.

ADDITIONAL RESOURCES

5.1 Commissioner Resource Page

The following resources can be found on the Serve Idaho Commissioner Resource page at <https://serveidaho.gov/commissioners>:

- Previous Meeting Minutes

- Previous Meeting Agendas
- New Commissioner Orientation
- Updated Copy of State Service Plan
- Application for Appointment
- Notifications and Reminders of Upcoming Events
- Serve Idaho Bylaws
- Executive Order
- Talking Points for Potential Grants
- List of Commission Members and Staff
- Commissioner Policy Manual

5.2 Annual Calendar

January:

- Serve Idaho Commission Meeting
- Idaho's Brightest Stars (generally occurs the night before the January commission meeting)
- Martin Luther King Day National Day of Service
- AmeriCorps Grant Confirmation
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

February:

- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

March:

- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)
- Serve Idaho Conference (Commissioners assisting with conference will attend)
- AmeriCorps site visits occur – Commissioners are invited to assist with member interviews

April:

- Serve Idaho Commission Meeting
- AmeriCorps site visits occur – Commissioners are invited to assist with member interviews
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

May:

- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

June:

- Idaho@Play statewide day of service
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

July:

- Serve Idaho Commission Meeting

- AmeriCorps site visits occur – Commissioners are invited to assist with member interviews
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

August:

- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

September:

- September 11 National Day of Service and Remembrance
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

October:

- Serve Idaho Commission Meeting
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

November:

- AmeriCorps site visits occur – Commissioners are invited to assist with member interviews
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

December:

- Grant Application Review Process (GARP) committee meets to review AmeriCorps grants
- Committee Meetings (dependent upon committee requirements – generally 1 hour duration)

5.3 Appendices:

- Appendix A: Serve Idaho 3 Year Service Plan
- Appendix B: [Idaho Open Meeting Law](#)
- Appendix C: Serve Idaho Commission By-Laws
- Appendix D: Executive Order
- Appendix E: Executive Director Job Description
- Appendix F: Commission Member Contact Information