

Teleservice Policy

Purpose:

The purpose of this policy is to provide the structure needed for effective implementation and operation of teleservice. Teleservice is a term used for AmeriCorps as it relates to “telework,” serving or working from home or off-site from the member’s normal service location where a supervisor is unable to physically be present to verify hours. CNCS strongly discourages teleservice, but there may be rare situations when it is appropriate.

General Requirements

CNCS issued guidance on teleservice on January 19, 2017 titled “2017.01: AmeriCorps state and National Interim Guidance – Teleservice”. The guidance can be found the CNCS website. Below are highlights from the guidance

- Teleservice should be rare, if ever, and involve appropriate documentation, supervision and oversight.
- Teleserved activities must be within the scope and purpose of the grant and the activities contemplated in the grant application.
- In the unique situations in which a grantee determines that teleservice is appropriate the grantee should establish a policy addressing the following:
 - Written authorization for teleservice in advance,
 - Clear expectations of the nature, content, and frequency of communications requirements between supervisors and teleserving members,
 - Mitigation of the increased risk of time and attendance abuse,
 - Appropriate supervision including validation of the activities to be performed, and
 - Verification of hours claimed to include the supervisor reviewing whatever source of information was specified in the plan and document having done so,
 - Provide limitation on the total number of hours to be performed by teleservice on a single day, including required meal breaks.
- The grantee may need to update its insurance coverage to address legal liability attribution for incidents that occur during teleservice.

Teleservice Conditions

Teleservice is authorized under the following unique conditions **that last longer than 3 days:**

- Inclement weather (i.e.: snowstorm which prevents members from going into worksite due to a school cancellation)
- Service site is closed for unforeseen circumstances (i.e.: school district site has a teacher strike)
- State or federal declared disaster impacting the member’s service site

Teleservice is a privilege, not a right. A grantee can withdraw that privilege for mission-related purposes, if supervision becomes too burdensome or if hours cannot be validated.

It is encouraged that grantees review the Office of Inspector General report on teleservice for more information and context on teleservice issues:

https://www.cncsoig.gov/sites/default/files/management_alert_teleworkfull.pdf.

Grantees with compliance-related questions should contact Serve Idaho.