**Spooky Stories in Member Management**



**Scenario 1: A member gets behind on hours due to a situation beyond their control.**

AmeriCorps member Smokey the Bear, serving with the Wilderness A-Bear-A-Corps program got in an accident involving a coyote during his term of service. He had to have surgery from the accident and will be in recovery from the injury for several weeks. Since he will not be able to serve for more than a pay period, the program will need to suspend him during that time. Prior to his injury, he was on track to finish his hours before his end date of June 30. Due to this health issue, he will likely become significantly behind on his hours.

**Questions to Consider:**

1. What options does the AmeriCorps program have in working with Smokey to exit successfully with his education award?
2. How does the program handle paying Smokey’s living allowance with the various options they come up with in the question above?
3. What policies and procedures could the program develop to prepare them for this type of situation in the future?

**Scenario 2: Compelling Personal Circumstances or Exit for Cause?**

AmeriCorps member Bullwinkle, serving in Moose for Mentoring AmeriCorps program discloses to his AmeriCorps program coordinator that he has been dealing with some personal issues. He says he has been feeling depressed and anxious and is having trouble staying focused while in service. He said he’s been seeing a counselor for his anxiety. He also states that he has been having trouble at home with his roommate Rocky. They are not getting along because Bullwinkle is having trouble keeping up with household bills such as rent and other costs. He states that he is stressed about bills and that the living allowance amount is not covering his costs of living. He stated in the meeting that he is considering leaving the program.

**Questions to Consider:**

1. If Bullwinkle decides to exit the program, should they exit him for cause or for compelling personal circumstances?
2. What factors must the program consider when making this decision?
3. What policies and procedures could the program develop to prepare them for this type of situation in the future?

**Scenario 3: A member stops showing up for service.**

AmeriCorps member Yogi the Bear serving with Picnics for the People AmeriCorps program is about halfway complete with his term of service. Recently, he called in sick to his supervisor and was out for a few days. Since then, he has not returned to service. His program coordinator has tried contacting him and did not hear back for over a week, and so she has suspended him from service.

**Questions to Consider:**

1. How should the program proceed with this member? How long should they wait until they exit him from service?
2. How does the program handle paying the member living allowance with the various options they come up with in the question above?
3. What policies and procedures could the program develop to prepare them for this type of situation in the future?

**Exit paper work: end of term eval/exit term paperwork**

**What other “Spooky Stories” have you experienced with members?**