



INSTRUCTIONS to complete CTEP MEMBER SERVICE PLAN DUE FIRST CORPS DAY IN OCTOBER



DIRECTIONS:

The purpose of the Service Plan is to solidify expectations of the member once they have been at the site a month. Please upload your service plan to your shared CTEP folder in your SPNN Google Drive by the 1st Corps Day in October. Please also make sure that both supervisor and member have a copy of this document. CTEP staff may ask site to revise the service plan periodically over the course of the year so that it remains current.

1. AGREED UPON SERVICE SCHEDULE:

Start and end times for each day of the week at your site, averaging 7 hours a day, 5 days a week, or 35 hours/week total. This includes time for CTEP related tasks (civic engagement, reporting, reflections, etc) which vary between 4 and 10 hours a week depending on whether there is a Corps day that Friday, which leaves between 25 and 31 hours a week for site specific related activities. Please plan tasks in the service plan so that your member can balance site activities with CTEP responsibilities.

2. DIRECT SERVICE ACTIVITIES

All direct service activities for the CTEP member must relate to teaching a technology skill in some way.

A) NORTHSTAR GOALS (50 FOR YEAR)

Our program goal is for 50 community members to become certified in a Northstar assessment over the course of the year per member. Typically half of community members who take the assessment pass, so in general a site should plan for 100 people to take a Northstar assessment over the course of the year. CTEP reports on how many people come certified, not how many certifications a community member receives.

B) EMPLOYMENT GOALS (18 FOR YEAR)

Our program goal is that 18 people per CTEP member will become employed through their instruction and assistance over the course of the year.

3. CAPACITY BUILDING PROJECTS

CTEP asks all members to complete three capacity building projects over the course of the year. A capacity building project is a more substantial contribution to the programming by the member, typically requiring more than 10 hours to complete. Examples of capacity building projects include: the CTEP Community Assessment completed in the beginning of the year, curriculum/class development, partnership development (i.e. brokering partnership with Metro State to bring in student interns), or program specific fundraising (i.e. getting grant to add assistive technology to lab).

4. PLAN TO RECRUIT AND/OR MANAGE VOLUNTEERS

CTEP defines a volunteer as: any *unpaid* community member who is contributing to the technology literacy programming at the site. A volunteer can also be a client as long as they are contributing to the organization even as they are receiving a service. Good examples of volunteers: Students performing unpaid service learning, unpaid internships, etc. Examples that would not count: paid interns, site staff, other AmeriCorps members from other programs.

Our program goal is that each member will recruit an average of 5 volunteers serving 30 hours total, and manage 17 volunteers serving 190 hours total). You can't count the same people who you recruited as managed, but you have to choose one or the other. "Managing volunteers" is not necessarily the same thing as supervising them. It just means that the CTEP member enriched that volunteer's experience in some way.

5. EFFICIENT VOLUNTEER PRACTICES

CTEP also expects its members to implement a minimum of three new practices at a site that will help the agency work with volunteers in its programming. Examples include creating/revising volunteer position descriptions, creating volunteer feedback processes, practices for recognizing volunteers, etc.