

4d. Member Files

Member File should follow Nevada Volunteers [Member File Checklist](#). Member files must have good documentation that collects, synthesizes or codes printed information for future reference. Documentation supplies supporting evidence and confirms that a fact or statement is true.

Why Document?

- Quality record keeping is an integral part of effective grant management.
- Documentation provides authentic accountability for the service activities and program outcomes of the AmeriCorps grant.
- It's a requirement of accepting federal funds and is subject to federal audit.
- Documentation that is timely, accurate, and professional, establishes a reliable record of what happened, and can provide proof of compliance.
- Good records establish a paper trail that others can follow to understand why you did what you did and when it was done.
- Documentation helps assure that agency policies and procedures are consistently applied, regardless of funding source; consistently followed; and maintained in writing.
- Careful documentation justifies human resource decisions that can have legal and financial implications.
- AmeriCorps program directors are certifying officials for proof of member eligibility, and assuring that members fulfill all requirements for an education award.

Good documentation is completed in a timely, and professional manner; and contains all the relevant information.

- It is specific, written out, and well labeled.
- It includes auditing of your own records issuing up to date and accurate checklists.
- Meeting or training documentation includes complete agendas and sign-in sheets.
- It retains and updates records to assure accuracy, relevancy, timelines, and completeness.
- Written documentation must be in ink not pencil. All errors must be marked as such and initialed by the person making the correction. No erasures. No cross-outs without initials. No white out.
- It includes the who, what, why when, where, and result or outcome.

AmeriCorps member files must maintain a complete record of service that shows:

- Members are appropriately interviewed and hired
- Eligibility criteria are in file
- Members are correctly enrolled in national service
- Background check results are in file
- Members have a national service contract
- Supervision happens
- Performance is evaluated mid-term and end of service, including end of service performance evaluations for members who exit early
- Members are appropriately terminated

- Members are correctly exited from national service
- If the member is eligible for an education award
- Members performed national service tied to the grant
- Member issues should be documented in writing, including dates and times of conversations, incidents, etc.