



## Reference Guide:

### VISTA Teleservice & Virtual Service Site Request & Agreement Form

Updated: 10.24.2023

## Overview

Effective January 31, 2023, the VISTA [Teleservice & Virtual Service Site Request and Agreement Form](#) migrated to the My AmeriCorps Member Portal; and approvals can now be done by site supervisors and project directors through the eGrants Portal.

This form serves as a checklist to assess the safety of a teleservice or virtual service site arrangement and serves as the agreement form relevant to the [VISTA Teleservice and Virtual Service Site Policy Update](#) effective January 1, 2023.

AmeriCorps Members in the VISTA program completes the form and submit it to their AmeriCorps VISTA site supervisor for review and approval. Site Supervisors review requests, approve or disapprove, then submit to the VISTA Project Director for review and acknowledgement. Sponsors are responsible for acknowledging and maintaining access to the record of all forms in accordance with record retention policies.

## Record Keeping:

All teleservice requests submitted outside the portal prior to January 1, 2023, need to be maintained by the VISTA Project sponsor in accordance with records retention policies, which by AmeriCorps standards is 3 years past the close of the project (program code/grant #).

Any teleservice or virtual service site requests received as of January 1, 2023, outside of the portal should be resubmitted via the portal to align with the policy change and migration of the form to the portal.

**Questions:** Contact the AmeriCorps Hotline at 1-800-942-2677

## Process Sequence:

**To Initiate the Form:** the VISTA Teleservice & Virtual Service Site Request Form is initiated by the member from their My AmeriCorps Account. The form can be found on the menu tree on the left-hand side of the home screen.



## My AmeriCorps

- Applicant Home
- My Living Allowance
- My Tax Statements
- My In-Service Benefits
- My Education Award
- Create Forbearance Request
- VISTA Oath of Service
- Terms & Conditions Acceptance
- My Service Letter
- My Travel Request Profile
- View/Print My Current VAD
- End of Service Benefit Selection
- Events
- Search Events
- My Resources
- Teleservice Application**
- Contact My AmeriCorps

## VISTA Teleservice and Virtual Service Site Request and Agreement Form

The following checklist is to assess the safety of a teleservice or virtual service site arrangement and serves as the agreement form. Please complete the form and submit it for your VISTA site supervisor for review and approval. If any of your information below is incorrect, please navigate to your Member Profile and make the updates before completing this form. If any of your site supervisor's information is incorrect, please notify them before completing this form to ensure that it gets forwarded to them correctly.

Name: [REDACTED]  
NSPID: [REDACTED]  
E-mail: test@cns.gov  
Home Phone Number: 202-606-6600  
Work or Other Phone Number: 202-606-6600  
Current Mailing Address: [REDACTED]  
Current Term of Service: 06/06/2022 to 06/05/2023  
Sponsor Organization: [REDACTED]  
Site: [REDACTED]  
Site Address: [REDACTED]  
Site Supervisor Name: [REDACTED]  
Site Supervisor Email: [REDACTED]  
Site Supervisor Phone: [REDACTED]  
VAD Title: [REDACTED]  
\*TYPE OF ALTERNATIVE SERVICE REQUIRED: [Dropdown]  
If Intermittent, how many days a week?: [Input]  
Teleservice/Virtual address only if different from current mailing address:  
Street Address1: [Input]

VISTA Members complete the form on their My AmeriCorps Account:

Basic information (name, NSPID, VAD Title, Project Name, Site Name, Current Address, etc.) is prepopulated based on information associated with the member's account. The member will need to confirm the information is correct before submitting the form. Any changes to the prepopulated information will need to be changed on the member account information prior to submitting the form. Members should consult with their site supervisor regarding any errors in project specification information such as the VAD, Project Name, or Site, etc.. Members can update their personal information on the My AmeriCorps Account from the home tab. The AmeriCorps Hotline can also help with questions. Contact the Hotline at 1-800-942-2677 or via the [webform](#) or [live chat](#).

- Members should request either a teleservice or virtual service site.
- A teleservice request can be less than 5 days per week, if such, the form should indicate the number of days requesting to teleserve.
- Teleservice / Virtual Service Site Address field should be completed / updated only if the alternative site address is different than the address prepopulated on the form. The prepopulated address is the current address associated with the member's account.
- The member will need to review the checklist for the Teleservice and Virtual Service Site Environment and select "yes" or "no" as applicable for each question.
  - i. If most of the answers to these questions are "no" the member should consult with their site supervisor to ascertain if they have a viable and safe environment for teleservice or a viable and safe virtual service site.

- By submitting the form, the member understands they have “... read and understand the AmeriCorps VISTA Teleservice and Virtual Service Site Policy. I agree to abide by the terms and conditions. I further agree that while serving from a teleservice / virtual service site location I will abide by all applicable VISTA policies and procedures. I understand that failure to abide by these policies and rules may result in administrative action against me, including possible removal from VISTA service. If I have questions concerning my teleservice or virtual service site agreement, I will contact my site supervisor immediately for assistance. I further understand and agree to my sponsor / site policies and procedures regarding proper use of equipment and resources provide to me. I understand all equipment and resources issued to me should be returned to my sponsor / site when I leave VISTA service.”

**Certify and Submit**

I have read and understand the AmeriCorps VISTA Teleservice and Virtual Service Site Policy. I agree to abide by the terms and conditions. I further agree that while serving from a teleservice / virtual service site location I will abide by all applicable VISTA policies and procedures. I understand that failure to abide by these policies and rules may result in administrative action against me, including possible removal from VISTA service. I have questions concerning my teleservice or virtual service site agreement I will contact my site supervisor immediately for assistance.

I further understand and agree to my sponsor / site policies and procedures regarding proper use of equipment and resources provide to me. I the understand all equipment and resources issued to me should be returned to my sponsor / site when I leave VISTA service.

**Please click submit button ONCE. Do not click back button or refresh your browser.**

Site supervisor will receive an email with the subject line “[External] AmeriCorps VISTA Teleservice or Virtual Service Site Request Form-ACTION REQUIRED” from [myamericorps@americorps.gov](mailto:myamericorps@americorps.gov) email address. The email will note the name of the member who submitted the form and provide a direct link to the form on the system. The email will also include the name of the Portfolio Manager assigned to the project to contact if assistance is needed.

From: [myamericorps@americorps.gov](mailto:myamericorps@americorps.gov) <[myamericorps@americorps.gov](mailto:myamericorps@americorps.gov)>  
 Sent: Tuesday, January 17, 2023 6:10 PM  
 To: [REDACTED]  
 Subject: [External] VISTA Teleservice form.

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear [REDACTED],  
 A teleservice form has been submitted for a decision by [REDACTED]. Please click on this <https://uat1my.americorps.gov/mp/member/validateTeleserviceRequest.do?id=1605395&&pin=65jfuenu1> to pull up the form so you can review it and take action.

If you need assistance or more information on the AmeriCorps VISTA teleservice policy, please contact your AmeriCorps Portfolio Manager [REDACTED].

Please do not reply to this automated email.

- Once the link is clicked, the form will populate via a web browser on the [MyAmeriCorps Portal](#). Site supervisors do NOT need to log-in to the portal to access the form. The link will take them directly to the form.



## VISTA Teleservice and Virtual Service Site Request and Agreement Form

The following checklist is to assess the safety of a teleservice or virtual service site arrangement and serves as the agreement form. Please complete the form and submit it for your VISTA site supervisor for review and approval. If any of your information below is incorrect, please navigate to your Member Profile and make the updates before completing this form. If any of your site supervisor's information is incorrect, please notify them before completing this form to ensure that it gets forwarded to them correctly.

Name: [REDACTED]  
NSPID: [REDACTED]  
Email: [REDACTED]

Home Phone Number: 202-606-6600  
Work or Other Phone Number: 202-606-6600

Current Mailing Address: [REDACTED]  
[REDACTED]

Current Term of Service: 08/16/2022 to 08/15/2023

Sponsor Organization: [REDACTED]  
Site Address: [REDACTED]

Site Supervisor Name: [REDACTED]  
Site Supervisor Email: [REDACTED]  
Site Supervisor Phone: [REDACTED]

- From here the site supervisor will be able to review the basic information of the member, the type of request, and the address of the teleservice site or virtual service site. The site supervisor is not able to edit this information from the link. The form will need to be returned to the member and any edits will need to be done on the member's account directly.
- The site supervisor will then review the questions related to the Teleservice and Virtual Service Site Environment. If most of the answers to these questions are "no" the site supervisor should consult with member to ascertain if they have a viable and safe environment for teleservice or a viable and safe virtual service site.
- The site supervisor is able to leave comments (up to 500 characters) on the form. Members are unable to see "Supervisor Comments", but project directors can see comments left on the form.
  - It is recommended that the site supervisor leave a comment in the Supervisor Comments section of the form; at minimum a comment indicating the form was reviewed and approved as is.
  - If the request is disapproved, an explanation is required.

Supervisor Comments:  
[REDACTED]

446 characters left

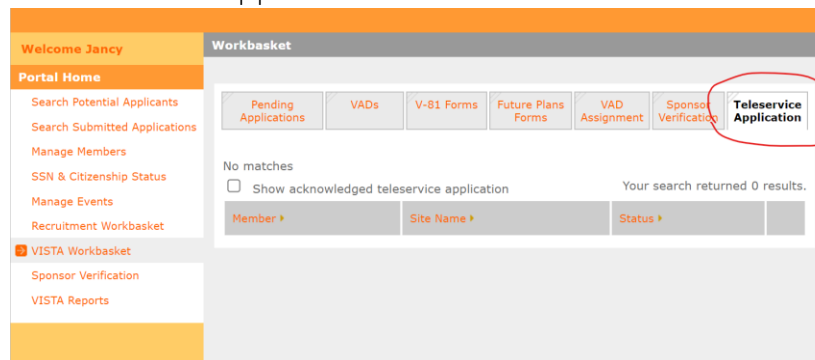
Project Director Comments:  
[REDACTED]

454 characters left

- The site supervisor can take three actions on the form: 1) Return to Member 2) Approve 3) Decline.
  - If the site supervisor finds an error or additional information is needed, the supervisor can return the form to the member.
  - If the form is not approved the supervisor can decline the request, and the Project Director & Member will receive notification of the decision.
  - If the form is approved, the Project Director will receive notification to review and acknowledge the submission.
  - Site supervisor’s approval of the form indicates the receipt and review of this form as submitted, and the approval or disapproval of the teleservice or virtual service site request. It does not signify that the supervisor has inspected the members alternative work address. No such inspection is required.

**Sponsors / Project Directors** will receive an email with the subject line “VISTA Teleservice Form” from [myamericorps@americorps.gov](mailto:myamericorps@americorps.gov) email address. The email will note the name of the member who submitted the form and provide a link to the form via the eGrants portal. Project directors WILL need to sign-in to their eGrants Account to access the form on the eGrants Portal.

- The form is available in the eGrants Portal via the VISTA Workbasket and will appear under the “Teleservice Applications” tab.



- From here the sponsor will be able to review the basic information of the member, the type of request, and the address of the teleservice site or virtual service site. The sponsor is not able to edit this information. Any edits will need to be done on the member’s account directly.
- The sponsor will then review the questions related to the Teleservice and Virtual Service Site Environment. If most of the answers to these questions are “no” the project director should consult with site supervisor to ascertain if the member has a viable and safe environment for teleservice or a viable and safe virtual service site.
- The project director is able to leave comments (up to 500 characters) on the form. Members are unable to see site supervisor and project directors comments, but site supervisor and project directors can see

comments left on the form when/if the form is returned to the site supervisor.

- The sponsor / project director can take two actions on the form: 1) Return to Supervisor 2) Acknowledge. If the project director finds an error or additional information is needed, the project director can return the form to the site supervisor. From there, the site supervisor can provide clarification or correction to the form and resubmit to the sponsor/project director or return to the member.
- When the form is approved, the member and site supervisor will receive an email notification that the request has been processed and approved. The email subject line will be "AmeriCorps VISTA Teleservice Request Acknowledged Approval" from [myamericorps@americorps.gov](mailto:myamericorps@americorps.gov) email address. At the bottom of the teleservice form in the Portal, the member will see the status, the name of their site supervisor and the date it was approved.

Approved: MERLIN CLARKE 01/26/2023

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- When the request is declined, the member and site supervisor will receive an email notification titled "[External] AmeriCorps VISTA Teleservice Request Acknowledged Decline" that the request has not been approved.

**Record Access / Forms on File:** Members will be able to view the most recent form on file, in their My AmeriCorps account. On the eGrants portal "Teleservice Application" tab of the VISTA Workbasket, project directors will be able to view all submitted and acknowledged / approved forms.

**New / Updating Request and Agreement Forms:** If a new form is needed (for example a member transfers project or sites) or if the site / project is no longer supporting a telework agreement (for example because of member performance issues) a new form will need to be submitted by the member via the My AmeriCorps portal in a timely manner. The form on file is not able to be edited by the member, the member will need to create a new form for submission.

**Revoking Request and Agreement Forms:** The Project Director / Sponsor will be able to revoke an approved form for possible reasons such as performance issues, technology issues, change in sponsor policy. The "revoke" button will be available at the bottom of the form under the approved by and date information.