Utah Conservation Corps Teleservice Policy

Updated 02.09.2021

Teleservice (performing service activities remotely) is available only when written authorization is approved in advance by the UCC AmeriCorps Program Director, AmeriCorps State Commission Representatives and/or the appropriate Program Officer. It is to be used in rare circumstances where it is unsafe for the AmeriCorps member to work from their assigned site. In response to COVID-19, service opportunities that lend themselves to teleservice will be encouraged for AmeriCorps members enrolled in the Utah Conservation Corps AmeriCorps program.

Teleservice is appropriate only when the activity can be meaningfully supervised and the hours verified independently. AmeriCorps members are expected to complete the same level of service shown at the assigned site as they do while at home. If an AmeriCorps member is found to be using teleservice inappropriately, corrective action will be taken.

Site Supervisors and partners should be aware that their staff may be subject to legal sanctions for erroneously certifying that Utah Conservation Corps AmeriCorps AmeriCorps members have valid service hours for time claimed in teleservice.

This should not be taken as a change in AmeriCorps State and National’s position that members should generally be providing service directly to the people and in the communities where they serve rather than performing service remotely.

The Utah Conservation Corps program staff or the individual service site is required to submit the ‘UCC Teleservice Request Form’ in advance of implementation of teleservice activities. This form is to ensure that UCC has the following information regarding teleservice:

a. Expectations of the communication requirements between supervisors and teleserving members.

b. Appropriate supervision is in place, including validation of the activities to be performed.

c. Accurate and regular verification of hours claimed.

d. Mitigation of the increased risk of time and attendance abuse

The ‘UCC Teleservice Request Form’ will be reviewed and approved by appropriate UCC staff. The form must be approved before the member may begin teleservice activities.