



July 26, 2019

Sergio Mancilla
7222 S Fife Street
Tacoma, WA 98409

Dear Sergio,

This letter of commitment serves as an agreement between College Success Foundation (CSF) and Sergio Mancilla to serve as an AmeriCorps Member for the College and Career Coaches Program with College Success Foundation. The term of service will begin on Monday, August 12th, 2019, pending full background clearance, for a minimum of 1,700 hours of service.

As agreed, this commitment is contingent upon the receipt of satisfactory results of verification of professional reference checks, education verification, criminal background search and completion of drug screening. Upon hire you will be required to provide acceptable identification to satisfy I-9 requirements. All AmeriCorps Members must enroll into the MyAmeriCorps online system.

We know certain states lawfully permit use of recreational drugs, such as WA; however, recreational drug use is prohibited under federal law. As a federal contractor and subcontractor under the Office of Federal Contract Compliance Program (OFCCP), CSF prides itself on being a drug and alcohol-free work environment. If you should receive a positive test results, as a result of recreational drug use or any other drug use with positive results, we will have no other alternative than to rescind the offer.

Upon acceptance of the above commitment, please sign and date and return to CSF by Wednesday, July 31st, 2019.

We look forward to you joining the AmeriCorps College and Career Coaches Program.

Sergio Mancilla
Sergio Mancilla (Jul 31, 2019)

Sergio Mancilla

07/31/2019

Date

Jo Anna Parker
Jo Anna Parker (Jul 30, 2019)

Jo Anna Parker, Talent Development

07/30/2019

Date



Member Service Agreement

I. PURPOSE

The purpose of this Member Service Agreement (MSA) is to delineate the terms, conditions, and rules of membership regarding the participation of Sergio Mancilla (hereafter called the "Member") in the AmeriCorps College and Career Coaches (CACC) Program (hereafter called the "Program").

The Member understands that by participating in the Program, the Member does not become an employee of **College Success Foundation (CSF)**. Any benefits received by the Member or allowances paid to the Member are paid and provided only by and to the extent of the terms of a grant provided through the Corporation for National and Community Service.

Member Initials: SM

II. MINIMUM QUALIFICATIONS

The Member certifies that he/she:

- Is a citizen, national, or lawful permanent resident alien of the United States,
- Is at least 17 years of age at the commencement of service, and
- Has obtained a college degree.

The Member must satisfactorily pass the required criminal history checks before entering the Program. If circumstances are warranted that another check should be done within the Program year, the Member must also pass that check to remain in the Program. Failure to pass that check is grounds to be terminated for cause.

Member Initials: SM

III. TERMS OF SERVICE

- A. The Member's term of service begins on 08/12/2019. The Program and the Member may agree to alter (extend or change) this term of service, in writing, for the following reasons:
1. The Member's service has been suspended.
 2. The Member's service has been terminated, but a grievance procedure has resulted in reinstatement.
 3. The Program deems necessary within reason and with notification to the Member.
- B. The Member will complete a minimum of **1,700** hours of service (CNCS requirement).
- C. The Member must successfully complete the term of service hours as stated above to be eligible for the Education Award.
- D. To be eligible to serve a second term of service the Member must receive satisfactory performance for any previous terms of service.
- E. Eligibility for an additional term of service does not guarantee selection or placement.
- F. Assigned middle school and/or community partner organization(s) is located in the Gray MS. Member will report to Liesl Santkuyl, Program Manager, CSF- Tacoma.

Member Initials: SM

IV. PROGRAM DESCRIPTION

Established in 2010, CSF AmeriCorps College and Career Coaches Program provides the opportunity for individuals to become involved in service communities by providing support to low-income, underserved youth and families. A team of AmeriCorps members will deliver College Success Foundation's college and career readiness lessons to middle school students in one of our partner schools throughout Washington State from the following districts: Highline, Seattle, Spokane, Tacoma, and Yakima. The member's efforts will contribute toward the development and growth of the school's college-going culture and strengthen students' college aspirations for low-income, underserved students.

Position Title: College and Career Coach	
Operating Unit: Regional Programs and Operations	Department: AmeriCorps
Reports to: Program Manager	FLSA Status: AmeriCorps Member
Assignment Category: Full-Time	Last Revision Date: 7/2019

POSITION DESCRIPTION:

In the College and Career Coach (CACC) position, the CSF AmeriCorps member works with middle school staff to provide college readiness programming to designated Washington State school districts. The CACC partners with schools to implement college readiness curriculum, college bound sign ups, academic enrichment activities, mentorship and social skills/leadership development.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Work directly with middle school students by developing and delivering college and career readiness curriculum and support services to 8th grade middle school students in one of CSF's partner schools to strengthen students' college aspirations. Administer pre and post assessments to students receiving the college and career readiness curriculum to assess the Program's efficacy.
- Support parent/guardian and/or school staff efforts to build and strengthen the school's college-going culture to provide the best opportunity for students to be college ready.
- Participate in mandatory statewide Member development meetings to receive ongoing training and career development to prepare for life after AmeriCorps.
- Participate in regional CSF college and career readiness events.
- Collaborate on activities with school staff, community partners, out-of-school time providers and CSF staff to keep youth and families engaged in college readiness programming.
- Coordinate and participate in approved community service activities for National Days of Service and other CSF AmeriCorps special events.
- Complete required and timely reporting and administrative duties as assigned.
- Adhere to the expectations and conditions as outlined by the CSF AmeriCorps Member Service Agreement.
- Promote CSF AmeriCorps Program and civic engagement.
- Occasional travel and visits to the College Success Foundation's national office in Bellevue as well as CSF's regional office are required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to commit to a term of service for a minimum of 1,700 hours of service.
- Ability to work the standard hours of service are Monday through Friday, 8 hours a day (40 hours per week) with a minimum 30 minute lunch break in the service day; this break does not count as service time. Specific hours will be based on the individual needs of the assigned school and CSF AmeriCorps.
- Ability to serve flexible hours to include out of school time activities with community partners, pending prior approval from manager. May include nights and/or weekends, various hours based upon individual middle school hours and planned events.

- Outstanding interpersonal, oral and written communication skills.
- Excellent organizational and project management skills. Ability to multi-task and serve well under pressure.
- Ability to identify and solve problems.
- Skills in Microsoft Office Suite.
- A proven "self-starter" with the ability to work independently and comply with all standards of the supervision personnel and related programs and services of the employer.
- An established commitment to serve collaboratively and harmoniously with CSF staff, colleagues, community resource agencies, school district personnel and stakeholders.
- A commitment to diversity and equal opportunity.
- Knowledge of college readiness, awareness and planning.
- Understanding of the communities at the middle school service delivery sites and recent effective involvement with students in those schools and communities.
- Ability to be upbeat, positive, outgoing, personable and able to relate well with diverse populations and age groups, with particular emphasis on working with young people, ages 12 – 14.
- Ability to travel to all meetings outside the assigned service site.

QUALIFICATIONS FOR THE POSITION:

- College degree required. Bachelor's preferred in education, sociology, psychology, social work, public service or a related field.
- Clearance with required CNCS and CSF background checks (Washington State Patrol criminal registry, FBI fingerprint check, National Sex Offender Registry background check, drug test).

PHYSICAL DEMANDS:

While performing the duties of service, the Member is regularly required to reach with hands and arms, talk and hear. The Member is frequently required to use hands to finger, handle or feel and lift and/or to move up to 10 pounds. The member is required occasionally to lift and/or to move up to 25 pounds. Specific vision abilities required by this service include close vision and ability to adjust focus.

The physical demands described are representative of those that must be met by a Member to successfully perform the essential functions of this service successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Service is generally conducted in a school and classroom. May require physical effort associated with using the computer to access information or occasional standing and lifting needed to carry out everyday activities.

WORK ENVIRONMENT:

Members must be able to handle stress that is involved in meeting strenuous deadlines and be flexible and able to interact with CSF employees and school staff at all levels.

The work environment characteristics described are representative of those a Member may encounter while performing the essential functions of service. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Member Initials: SM
SM

V. ORIENTATION and TRAINING

The Member will receive required core training to include, but not limited to: CSF AmeriCorps Program orientation, College and Career Readiness Curriculum, data collection and analysis, serving inside a school, engaging students, serving effectively as a school partner, first aid/CPR, mandated reporting training, and building a college-going culture.

The Member must attend designated AmeriCorps days and statewide orientation & meetings that are scheduled on the following dates:

Statewide Member Orientation & Meetings	AmeriCorps Days
<p>Orientation:</p> <ul style="list-style-type: none"> • Aug 12th – 23rd (August starters only) • Sept 16th – 27th (September starters only) <p>Meetings:</p> <ul style="list-style-type: none"> • Wednesday, September 18, 2019 • Thursday, October 24, 2019 • Tuesday, November 12, 2019 • Tuesday, January 21, 2020 • Wednesday, March 18, 2020 • Wednesday, April 22, 2020 • Wednesday, May 13, 2020 • Wednesday, June 3, 2020 • Thursday, July 9, 2020 • CACC Last Blast Event TBD 	<p>AmeriCorps Launch Day</p> <ul style="list-style-type: none"> • Friday, October 25, 2019 <p>Service Days</p> <ul style="list-style-type: none"> • Veteran's Day of Service <ul style="list-style-type: none"> ○ Monday, November 11, 2019 • Martin Luther King, Jr National Day of Service <ul style="list-style-type: none"> ○ Monday, January 22, 2020 • Team Choice Service Day <ul style="list-style-type: none"> ○ TBD

Member Initials: 

VI. BENEFITS

The Member will receive the following benefits:

Living Allowance

- A living allowance up to **\$14,700** during the term of service for the Member's participation in AmeriCorps. Member in a lead position will receive an additional **\$2,000.00**.
- The living allowance is taxable income.
- The living allowance will be disbursed by the Program.
- The living allowance is not an hourly wage or a salary. The Member is not an employee of the Program.
- The Member must satisfactorily complete the hours as documented in the Member's effort logs (timesheets).
- The Member will receive the same prorated amount of living allowance for each period, regardless of the number of hours served during that period. Payments will be made **\$612.50** bi-weekly.
- If on suspension in the Corporation for National and Community Services' AmeriCorps Portal, the Member will not be paid.
- If called for jury duty, the Member will continue to accrue normal service hours and receive the living allowance and health benefits.
- The Member with military reservist responsibilities should attempt to fulfill his/her two-week annual active duty requirement when it will not disrupt his/her AmeriCorps service. If this is not possible, The Member will receive AmeriCorps service hour credit during his/her two weeks of active duty in the reserves. (No AmeriCorps service credit is earned for the once-a-month duty weekend service in the military reserves.) Benefits, such as the living allowance, will continue uninterrupted during the two-week active duty requirement.

Health Care Insurance

The Program will provide health care insurance for full time Members (who are not currently covered by

another healthcare provider) during their term of service (single coverage only, no family plan is available). The Member is responsible for co-payments and/or deductibles.



September 1, 2019 to August 31, 2020
 Medical by Cigna, AD&D by Gerber
 Medical Group Number: 3338030



Benefit / Provision	Cigna Open Access Plus Provider	Out-of-Network
Deductible (Applies to all services except in-network Preventive)	\$175 per Plan Year (September 1 – August 31)	
Out-of-Pocket Maximum (Includes Deductible)	\$2,750	
Lifetime Maximum	Unlimited	
Preventive (Routine) Care	100% (no deductible)	60%
Prescription Drugs	80%	60%
Professional Services (Office, Surgery, Lab & X-Ray, Allergy Injections)	80%	60%
Telehealth (includes Behavioral Health)	80%	60%
Urgent Care	\$20 co-pay, then covered at 80%	
Ambulance	80%	
Emergency Room	\$100 co-pay, then covered at 80%	
Hospital (Inpatient pre-authorization required)	80%	60%
Mental Health (Inpatient and Outpatient)	80%	60%
Chemical Dependency (Inpatient and Outpatient)	80%	60%
Outpatient Rehabilitation (20 visits per Plan Year) (Physical, Speech, Occupational, Cardiac therapies and Chiropractic)	80%	60%
Employee Assistance Program (EAP)	24/7 telephonic support, 3 free face-to-face visits for life events Call 877-231-1492	
AD&D	\$10,000	
Rate (Per Corpsmember, Per Month)	\$321.62*	

Notes:

Cigna requires pre-authorization for all inpatient hospital, some outpatient procedures and certain drugs.

**100% of premium is paid by your program.*

This is a summary of your coverage. Further detail can be found by contacting Cigna.

Out-of-network coverage is based on Cigna's maximum allowable charge and may result in additional out-of-pocket expenses.

Childcare Allowance

A childcare allowance will be provided by Gap Solutions, Inc. directly to the member-identified provider, if the Member qualifies for the allowance. More information and eligibility requirements can be found at <https://www.americorpschildcare.com/>. Please consult with the Program if you would like to enroll for childcare benefits.

Education Award

Upon successful completion of the Member's term of service, the Member will receive an Education Award from the National Service Trust in the amount of **\$6,095**.

The Education Award can be used toward:

- The cost of attending a Title IV institution of higher education.
- The balance on an existing federally insured student loan.
- The cost of attending a qualified vocational school.
- The cost of participating in an approved school-to-work program.

The Member must use the Education Award within seven years of the completion of the AmeriCorps service. The Member may apply to the National Service Trust for an extension if, during the seven-year period, the Member performs another term of service of an approved AmeriCorps position or was unavoidably prevented from using the award.

- Education Awards are subject to income taxes in the year in which they are used.
- The Member understands that his/her failure to disclose to the Program any history of having been released for cause from another AmeriCorps program will render him/her ineligible to receive the education award.
- Prior to using the Education Award, the Member must (if he/she has not already done so) obtain a high school diploma or its equivalent. This requirement may be waived if the Member is enrolled in an institution of higher education on an ability to benefit basis or if the Program waives the requirement due to the result of the Member's education assessment.
- The Member may be eligible for a prorated Education Award if the Member is released due to compelling personal circumstances and has completed at least 15% of their total hours of service. If the Member is released without a compelling reason, the Member will receive no portion of the Education Award.
- A Member may only earn an equivalent of two full-time education awards in his/her lifetime, regardless of the length of the term of service.
- The Education Award is transferable under the following conditions:
 - The Member must have been at least 55 years of age in an AmeriCorps State or National Program when he or she began the term of service.
 - The recipient of the award has to be the transferring individual's child, stepchild, foster child, grandchild, or step-grandchild.

Loan Forbearance

The Member is eligible to have the repayment of certain student loans postponed during their term of service. Members must request forbearance from their loan holders with the National Service Forbearance Request Form in the member's online My AmeriCorps account. The National Service Trust does not grant forbearances; the loan holders do. Members whose loans are in current default status are not eligible for this benefit.

Interest Payments

If the Member has received forbearance on a qualified student loan during the term of service, upon completion, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. Payment requests can be made in the member's online My AmeriCorps account. However, if the Member leaves for non-compelling reasons, even if the loan was in forbearance, the Trust will not pay the interest. The interest paid will be taxed as income.

Leave

The Member is not considered employees and as such, is not entitled to vacation time, compensatory time or sick leave. Reasonable leave time is defined as time off that will not prevent the Program from achieving its objectives. Additionally, leave or time off must not keep the Member from meeting the minimum of 1,700 hours, which is required to receive the AmeriCorps education award.

Approved Absence: All leave must be approved in advance. When approving leave, Program will adhere to the following:

The Members who are on-track to achieve the 1,700 hours requirement may be granted short-term (i.e., a few days) time off for personal matters. CSF AmeriCorps supervisors will exercise prudent judgment in granting personal time off so project objectives are not compromised. The Members who are not on-track to achieve 1700 hours may be granted time off to meet urgent personal needs only, such as court dates, DSHS appointments, urgent medical issues, family bereavement, etc.

Holiday Leave: The Member may be eligible for the same holidays as employees of College Success Foundation without affecting their living allowance. However, holiday hours, if not served, do not count toward the service hours required for an education award.

CSF normally observes the following holidays:

HOLIDAY	DATE USUALLY OBSERVED
New Year's Day	January 1
Martin Luther King Jr.'s Birthday	Third Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Eve through New Year's Eve	December 24 – December 31

Note: Dr. Martin Luther King, Jr. Day (MLK Day) is national service holiday. The Member is expected to treat this day as a day "on," not a day "off." The Member is encouraged to serve on this holiday by participating in activities planned in their local communities or by the Program.

Alternative service activities will be developed for members when the service site is closed due to school breaks, extended agency holidays, etc. School breaks such as winter and spring breaks should not be considered vacations for the Member.

Administrative Hold Status: Administrative hold status is used when the Member is unable to serve at his/her project site for an extended period of time, yet remain enrolled in the AmeriCorps program. The Program may request that the Member be placed on administrative hold for extenuating personal or medical circumstances such as the birth of a child; serious illness of a

member's spouse, child, or parent; or serious illness preventing the member from performing his/her essential service duties. The Member may also be placed on administrative hold for programmatic reasons such as the need to conduct a disciplinary investigation or during the grievance process. With the advance approval of CSF, administrative hold may be granted up to 90 calendar days or until the scheduled end of the term of service, whichever date is earlier. Requests for the Member to be placed on administrative hold must be submitted to the CSF in a timely manner. Also, all requests must include appropriate back-up documentation. While on administrative hold, the Member is not eligible for the living allowance, and if applicable, childcare benefits. The Member will not earn hours while in administrative hold status. The Member will continue to receive health care coverage, but will not receive living allowance.

Armed Forces Reserves: Generally, the Reserves of the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard, the Army National Guard and the Air National Guard require reservists to serve one weekend a month plus 12 to 15 days a year (two-week active duty service). To the extent possible, project sites/sponsor agencies should seek to minimize the disruption in the member's AmeriCorps service as a result of discharging responsibilities related to their reservist duties. If the Member has a choice of when to fulfill his/her annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service. In instances where the dates of active duty are inflexible and conflict with AmeriCorps service, the Member will be granted a leave for the two-week active duty service in the Reserves.

The Member will not receive stipended time-off for additional Reserves-related service beyond the two-week active duty service. Also, no AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves. The Member will receive credit for AmeriCorps service hours during their two weeks of active duty service in the Reserves if it occurs during their AmeriCorps term of service. The member would receive credit for the number of hours he or she would have served during that period had there been no interruption. For example, if a full-time member is scheduled to serve 40 hours of AmeriCorps service one week and 40 hours of AmeriCorps service on the following week, he or she would receive 80 hours of AmeriCorps service credit for the two weeks of active duty service regardless of the actual number of hours served in the Reserves. The Member will continue to receive the living allowance, health care coverage, and childcare benefits (if applicable) for his/her mandatory two-week period of active duty service.

The Member called to active military duty (beyond the two-week active duty service) may be placed on administrative hold. While on hold he or she will not receive neither his/her living allowance, childcare benefits, and health care coverage nor will he or she receive service hours toward his/her education award. The Member must provide a copy of the orders placing them on active military duty to his/her regional Program Manager. The Member who is called to active duty may choose to be terminated from the Program due to compelling circumstances.

Jury Duty: The Member who is called to serve on jury duty is allowed to do so. He or she must provide a copy of the jury duty summons to their CSF AmeriCorps regional Program Manager. During the time serving as a juror, the Member will continue to earn service hours and receive his/her living allowance, health care coverage and if applicable, childcare benefits. The Member is also allowed to keep the jury duty pay he/she receives from the court.

Worker's Compensation

The Member is covered by Department of Labor and Industries Workers' Compensation for service-related accidents. Coverage provides compensation for illness or injury if it is caused or aggravated by the performance of the Member's misconduct, voluntary intoxication, or willful intent to bring about injury or death to themselves or others. This coverage will pay medical benefits to the Member in case of injury while performing the usual and customary duties of

his/her assignment. It does not pay for the time lost due to the injury. Accidents should be reported to the CSF AmeriCorps regional Program Manager immediately.

Mileage Reimbursement

The Program reimburses the Member for use of a personal vehicle in the performance of his/her service duties. The mileage allowance to be reimbursed for use of a personal vehicle to conduct local Program business will be at a rate established by the IRS. The "use of a personal vehicle to conduct Foundation business" is defined as mileage in excess of the roundtrip mileage driven from the Member's primary residence to the Member's primary service location and return to his/her residence. The Member must submit proof of a valid driver's license and maintain current proof of insurance for reimbursement.

Cellular Phone Reimbursement

The Member will receive \$50 monthly cellular phone reimbursement.

Member Initials: SM
SM

VII. PERFORMANCE REVIEWS

Two member evaluations are required during the term of service. Evaluations are due mid-term and end-of-term. Corrective action issues will be dealt with in a timely manner and are not necessarily linked to the evaluation schedule. The supervisor and the Member will reflect on the Member's progress and skill development and determine if the Member is on-track to complete the required service hours.

Member Initials: SM
SM

VIII. TRAINING AND FUNDRAISING LIMITATIONS

45CFR § 2520.50: How much time may AmeriCorps members in my program spend in education and training activities?

(a) No more than 20 percent of the aggregate of all AmeriCorps member service hours in your program, as reflected in the member enrollments in the National Service Trust, may be spent in education and training activities.

(b) Capacity-building activities and direct service activities do not count towards the 20 percent cap on education and training activities.

45CFR § 2520.40: Under what circumstances may AmeriCorps members in my program raise resources?

(a) AmeriCorps members may raise resources directly in support of your program's service activities.

(b) Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

(1) Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;

(2) Writing a grant proposal to a foundation to secure resources to support the training of volunteers;

(3) Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;

(4) Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;

(5) Seeking donations from alumni of the program for specific service projects being performed by current members.

(c) AmeriCorps members may not:

(1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;

(2) Write a grant application to the Corporation or to any other Federal agency.

45CFR § 2520.45: How much time may an AmeriCorps member spend fundraising?

An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in § 2520.40.

Member Initials: SM
SM

IX. REASONABLE ACCOMMODATIONS

Programs and activities must be accessible to persons with disabilities, and the grantee must provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

Any reasonable accommodation requests can be made to *College Success Foundation Talent Development Department*.

Member Initials: SM
SM

X. RULES OF CONDUCT

Prohibited Activities

45CFR § 2520.65: While charging time to the AmeriCorps program, members accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities, and the grantee may not use grant funds to support the following activities.

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- h. Providing a direct benefit to—
 - i. A business organized for profit;

- ii. A labor union;
- iii. A partisan political organization;
- iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these 9 provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
- v. An organization engaged in the religious activities described in paragraph (g.) above, unless CNCS assistance is not used to support those religious activities;
- i. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

Standards of Conduct

The Member is expected to, at all times while acting in an official capacity as an AmeriCorps Member:

- Adhere to CSF's policies and procedures as outlined in the Organizational Handbook.
- Demonstrate mutual respect towards others.
- Follow the directions of the AmeriCorps Program.
- Have a neat and clean appearance and wear attire appropriate for the service site and activity. When on AmeriCorps time, the Member should wear one or more pieces of service gear. Wearing AmeriCorps apparel is especially important during community service projects or public events.
- Conduct himself or herself in a manner exemplary as a role model to youth and others and in compliance with AmeriCorps standards.
- Direct concerns, problems and suggestions to the regional Program Manager and/or Program Director.
- Keep the Program informed of his/her schedule and activities during service hours and report changes in a timely manner so the appropriate action can be taken to cover or reschedule activities.
- Keep proprietary information strictly confidential, consistent with state and federal laws.

The Member understands that the following acts also constitute a violation of the Program's rules of conduct:

- Unauthorized tardiness.
- Unauthorized absences.
- Ingesting or being under the influence of alcoholic beverages, marijuana, or any illegal drugs during the performance of service activities.
- Repeated use of inappropriate language (i.e. profanity) while in service.
- Failure to wear appropriate clothing at service site and when participating in service assignments.
- Performing personal business, such as making excessive phone calls, running errands, or using personal social media during AmeriCorps service hours.
- Stealing, lying or falsifying AmeriCorps reports.
- Inappropriate or unprofessional behavior.

- Destroying or defacing any Program property or service site property.
- Refusing to follow instructions.
- Failure to notify the Program of any criminal arrest or conviction that occurs during the term of service.
- Threatening, intimidating, coercing, or fighting.
- Assault on another person while on service assignment or off duty.
- Possession of a weapon while on service assignment.
- Failure to follow the rules and regulations set in this contract.
- Falsifying critical information (especially information related to eligibility) during the application process or during the term of service.
- Engaging in any unlawful activity.

Civil Rights Requirements, Complaint Procedures, and Rights of Beneficiaries

It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most cases, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact:

Talent Development Department, for College Success Foundation
 15500 SE 30th Place, Suite 200
 Bellevue, WA 98007
 (425) 416-2000 (main line)

Or

Office of Civil Rights and Inclusiveness Corporation for National and Community Service 1201
 New York Avenue, NW
 Washington, DC 20525
 (800) 833-3722 (TTY and reasonable accommodation line)
 (202) 565-3465 (FAX); eo@cns.gov

Non-Duplication and Non-Displacement

45CFR § 2540.100(e)-(f):

(e) Nonduplication. Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

(f) Nondisplacement. (1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.

(2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.

(3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.

(4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

(5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—

(i) Will supplant the hiring of employed workers; or

(ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

(6) A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

(i) Presently employed worker;

(ii) Employee who recently resigned or was discharged;

(iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;

(iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or

(v) Employee who is on strike or who is being locked out.

Drug Free Workplace

Members will be expected to adhere to all provisions of service in a drug-free workplace in accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq.

You are hereby notified that:

A. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace and Program;

B. Conviction of any criminal drug statute must be reported immediately to the regional Program Manager;

C. The member's participation is conditioned upon compliance with the notice requirements; and

D. Certain actions will be taken against Members for violations of such prohibitions.

Criminal Drug Convictions

As a Member you must notify the Program in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than 5 days after such a conviction. The Program must take appropriate action up to and including termination or Member release for cause consistent with the Corporation's rules of termination and suspension of service.

Disciplinary Action

For violating the above stated rules of conduct, as well as the policies and procedures stated in this Member Service Agreement, the Program will take the following action for those infractions where the Program sees the possibility of reversing the behavior:

A. For the Member's first offense, the AmeriCorps Program Director (or other appropriate Program official) will issue a verbal warning to the member, clearly identifying the desired behavior, problem solving any issues preventing the desired behavior from occurring, and identifying further consequences if the problem continues. This will be documented in the

- Member's file.
- B. For the Member's second offense, the AmeriCorps Program Director (or other appropriate Program official) will issue a formal written warning and develop an improvement plan, a copy of which will be put in the Member's file.
- C. For the Member's third offense, the Member may either be suspended (without compensation and without receiving credit for any service hours missed) or released for cause. This will be documented in the Member's file.

Suspension

The Program may temporarily suspend a Member for minor disciplinary reasons, such as chronic tardiness. Service hours are not earned during suspension and benefits may or may not be earned depending on the length of suspension.

If the Member is charged with a violent felony, or with the sale or distribution of a controlled substance, the Program must suspend the Member without living allowance, and without receiving credit for hours missed. The Member may be reinstated into AmeriCorps service if the Member is found not guilty or if the charge is dismissed. If a Member has been cleared of such charges is unable to complete the term of service, the Member may accept a pro-rated education award as long as 15% of service has been completed satisfactorily.

Member Initials: SM
SM

XI. RELEASE FROM TERMS OF SERVICE

The Member may be released from his or her term of service for the following reasons:

Release for Cause

Members exiting the Program for cause will cease to receive the living allowance, the health care benefits and the child care benefits and will receive no portion of their education award. The Program will release the Member for cause for the following reasons:

- The Member has dropped out of the Program without obtaining a release for compelling personal circumstances from the appropriate Program official.
- During the term of service the Member has been convicted of a violent felony or the sale or distribution of a controlled substance.
- The Member is refused to serve or participate in Program activities.
- The service site requests that the Member be terminated for reasonable cause.
- The Member has committed any of the offenses listed below:
 - Engaging in any activity that may physically or emotionally damage other Members of the Program or people in the community.
 - Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the term of service.
 - Being under the influence of alcohol, marijuana, or any illegal drugs during the performance of service activities.
 - Any other serious breach that in the judgment of the Program staff or service site would undermine the effectiveness of the Program.

Release for Compelling Personal Circumstances

Members exiting the Program because of compelling personal reasons will cease to receive the living allowance, the health care benefits and the child care benefits, but Members will receive a prorated education award, provided the Member has completed at least 15 percent of the hours needed to complete the term of service. The Program may release the Member from the term of service for compelling personal circumstances if the Member demonstrates that:

- The Member has a disability or serious illness that makes completing the term impossible;
- There is a serious injury, illness, or death of a family member, which makes completing the term unreasonably difficult or impossible for the Member;

- The Member has military service obligations;
- The Member has accepted an opportunity to make the transition from welfare to work; or
- Some other unforeseeable circumstance beyond the Member's control makes it impossible or unreasonably difficult for the Member to complete the term of service, such as a natural disaster, relocation of a spouse, or the non-renewal or premature closing of the Program.

Compelling personal circumstances **do not** include leaving the Program:

- To enroll in school;
- To obtain employment (other than welfare to work); or
- Because of dissatisfaction with the Program.

A Member who wishes to be released from service for compelling personal circumstances is required to do the following:

- Discuss the terms of the release with the Program;
- Provide a written letter outlining the reason the Member wishes to be released from the Program;
- Provide any support documentation requested by the Program; and
- Complete exit form(s).

Member Initials: SM
SM

XII. GRIEVANCE PROCEDURES

It is the intent of College Success Foundation to resolve member and Program problems as soon as they arise. It is hoped that problems can be settled at the local level, so that the member can remain in continuous effective service. These procedures are intended to apply to service-related issues, such as suspension, release for cause, and denial of AmeriCorps education award. Should problems progress to the point of being irresolvable, members may seek resolution through the following grievance procedures:

Optional Alternative Dispute Resolution (ADR): ADR is available, but must be agreed to within 45 days of the underlying dispute. If both the Member and Program choose ADR as a first option, a neutral party designated by the WSC will attempt to facilitate a mutually agreeable solution. The neutral party must not have participated in any previous decisions concerning the issue in dispute. ADR is confidential, non-binding, and informal. No communications or proceedings of ADR may be referred to at the grievance hearing or arbitration stages. The neutral party may not participate in subsequent proceedings.

If ADR is chosen by the Member, the deadlines for convening a hearing and for a hearing decision, 30 and 60 days respectively, are held in abeyance until the conclusion of ADR. At the initial session of ADR, the neutral party must provide written notice to the aggrieved party of his or her right to request a hearing. If ADR does not resolve the matter within 30 calendar days, the neutral party must again notify the aggrieved party of his or her right to request a hearing. At any time, the aggrieved party may decline ADR and proceed directly to the hearing process.

Grievance Hearing: If the Member or Program declines ADR or if ADR fails to facilitate a mutually agreeable resolution, the Member may request a hearing. The member must make a written request for a hearing to the Talent Development Department, College Success Foundation, 15500 SE 30th Place Suite 200, Bellevue, WA 98007. The Member's letter should include a detailed explanation of the dispute, solution requested, and supporting documentation. A request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, the Program should make available to the member information that it relied upon in its disciplinary decision.

The Program may arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at a hearing. The format of pre-hearing conferences may be flexible, involving meetings with one party at a time and/or with both parties together. Pre-hearing conferences are conducted by the Chief Talent Officer and Talent Development Department of College Success Foundation or a designee.

The hearing will be conducted by the College Success Foundation President & CEO, Chief Talent Officer or designee. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing.

In the event that informal efforts to resolve disputes are unsuccessful, the Member may seek resolution through *Alternative Dispute Resolution (ADR)* and/or a formal *Grievance Procedure*. These procedures are intended to apply to service-related issues, such as assignments, evaluation, suspensions, or release for cause. All grievances that allege fraud or criminal activity must be brought to the attention of the Corporation for National and Community Service.

Alternative Dispute Resolution (ADR)

- The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.
- If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

Grievance Procedure

- A grievance must be filed within one year of the alleged occurrence.
- A grievance hearing will be held no later than 30 days after the filing of the grievance. This timeframe may only be extended by written agreement of both parties.
- Prior to the hearing, one or more pre-hearing conferences will be arranged by the Program. The pre-hearing conference is intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing.
- The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute.
- A written decision to the hearing will be made no later than 60 days after the initial filing of the grievance.
- The grievant can request binding arbitration if decision is adverse to the grievant or if the decision is not reached within 60 calendar days. The arbitrator must be independent and selected by mutual consent of the parties involved. If the parties cannot agree on the arbitrator, the CNCS Chief Executive Officer will appoint one within 15 days of receiving the request.

- The arbitration proceeding must be held no later than 45 days after the request for arbitration, and no later than 30 days after the arbitrator’s appointment. An arbitration decision must be made within 30 days after the commencement of arbitration proceedings.
- The cost of arbitration must be divided evenly between the parties, unless the aggrieved party prevails, in which case the Program must pay the total cost of the proceedings as well as the prevailing party’s attorney fees.
- Additionally, if the grievance is regarding a proposed participant placement, the placement is not to be made unless it is consistent with the resolution of the grievance.

Member Initials: SM
SM

XIII. UNEMPLOYMENT BENEFITS

Members understand they **do not qualify** to receive unemployment benefits after the completion of their term of service or their release from the Program.

Member Initials: SM
SM

XIV. MEDIA RELEASE

The Member assigns all rights to the Program and the Corporation for National and Community Service to use his/her name, photograph and/or video recordings and other identifying information for publicity or promotional purposes. This includes the editing, duplication, reproduction, copyright, exhibition, broadcast and/or other non-profit use and distribution of such recordings for the purposes deemed suitable by the Program unless specifically noted to the contrary. Please refer to Member Media Release.

CONDITION OF POSITION

The position may change based upon needs of the Program and/or organization needs and available funding. College Success Foundation maintains a drug free environment. Members of College Success Foundation and its subsidiaries must be able to successfully serve in and promote a multicultural and diverse work environment.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge, the skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of service requirements. Individuals may perform other duties as assigned, including service in other functional areas to cover absences or relief, to equalize peak service periods or otherwise to balance the workload.

Member Initials: SM
SM

XV. AUTHORIZATION

The Member and Program hereby acknowledge by their signatures that they understand and agree to all terms and conditions of this agreement.

Sergio Mancilla
Sergio Mancilla (Jul 31, 2019)

Signature of AmeriCorps Member

07/31/2019

Date

Catherine Domaoan
Catherine Domaoan (Jul 30, 2019)

Signature of Program Manager, CSF-AmeriCorps

07/30/2019

Date

Your Coverage Checklist

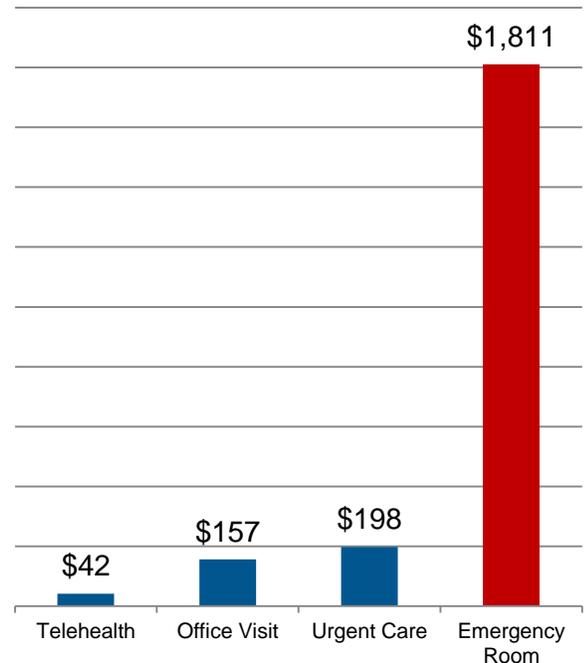


- ✓ **Read your Benefit Summary**
 - Know your benefits before you use them
- ✓ **Find your virtual ID card on the Cigna app**
- ✓ **Do the Scavenger Hunt on the Cigna app after September 1st and enter to win a \$100 Gift Card!**
- ✓ **Locate a Cigna *Open Access Plus Preferred Provider***
 - Click on “Find a Doctor” at myCigna and follow the prompts
- ✓ **Know your options for care when you need it – and choose the most appropriate**
 - Nurseline — Can help determine appropriate place to seek care
 - Telehealth — Convenient and inexpensive for routine ailments
 - Doctor’s Office — Continuity of care from routine to chronic
 - Urgent Care — Quick access in and out of traditional office hours
 - Emergency Room — Most expensive but important for serious situations
- ✓ **Pre-register for convenient Telehealth on myCigna.com**
 - Phone or chat doctor visits
 - Amwell or MDLIVE for medical, or both!
 - Behavioral health (under Specialty in the Behavioral Directory link)
- ✓ **Get your Preventive Care**
 - Routine care free with Preferred Provider
- ✓ **Questions? Call Cigna at the number on your ID card.**

Get started!

1. **Launch** the myCigna app or go to the myCigna.com website and select “Register Now”
2. **Enter** your requested information
3. **Confirm** your identity
4. **Create** your security information and provide your email address
5. **Review** and submit

Average Cost Per Visit



THE CARE YOU NEED - WHEN, WHERE AND HOW YOU NEED IT.

Cigna Telehealth Connection.



Choice is good. More choice is even better.

Cigna provides access to **two** telehealth services as part of your medical plan - **Amwell** and **MDLIVE**.

Cigna Telehealth Connection lets you get the care you need - including most prescriptions (when appropriate) - for a wide range of minor conditions. Now you can connect with a board-certified doctor via video chat or phone, without leaving your home or office. When, where and how it works best for you!

Choose when: Day or night, weekdays, weekends and holidays.

Choose where: Home, work or on the go.

Choose how: Phone or video chat.

Choose who: Amwell or MDLIVE doctors.

Say it's the middle of the night and your child is sick. Or you're at work and not feeling well. If you pre-register on both Amwell and MDLIVE, you can speak with a doctor for help with:

- › Sore throats
- › Headaches
- › Stomachaches
- › Fevers
- › Colds and flu
- › Allergies
- › Rashes
- › Acne
- › Shingles
- › Bronchitis
- › Urinary tract infections and more

The cost savings are clear.

Televisits with Amwell and MDLIVE can be a cost-effective alternative to a convenience care clinic or urgent care center, and cost less than going to the emergency room. And the cost of a phone or online visit is the same or less than with your primary care provider. Remember, your telehealth services are only available for minor, non-life-threatening conditions. In an emergency, dial 911 or go to the nearest hospital.

Together, all the way.®



Amwell and MDLIVE are only available for medical visits. For covered services related to mental health and substance use disorder, you have access to the **Cigna Behavioral Health** network of providers.

- › Go to **myCigna.com** to search for a telehealth provider under Specialty in the Behavioral Directory link
- › Call to make an appointment with your selected provider

Telehealth visits with Cigna Behavioral Health network providers cost the same as an in-office visit.



Offered by Cigna Health and Life Insurance Company or its affiliates.

Choose with confidence.

Amwell and MDLIVE are both quality national telehealth providers, so you can choose your care confidently. When you can't get to your doctor, Cigna Telehealth Connection is here for you.

AmwellforCigna.com*

855.667.9722



MDLIVEforCigna.com*

888.726.3171



Signing up is easy!



Connect to both Amwell and MDLIVE through myCigna.com. No separate login needed.



Complete a medical history using their virtual clipboard.



Download the MyCigna App and you'll be able to access both telehealth providers on your smartphone/mobile device.**



On the go? Register for the MyCigna® App today and you'll be able to access both Telehealth providers through the app.



* Availability may vary by location and plan type and is subject to change. See vendor sites for details.

** The downloading and use of any mobile app is subject to the terms and conditions of the mobile app and the online stores from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

Amwell and MDLIVE are independent companies/entities and are not affiliated with Cigna. The services, websites and mobile apps are provided exclusively by Amwell and MDLIVE and not by Cigna. Providers are solely responsible for any treatment provided. Not all providers have video chat capabilities. Video chat is not available in all areas. Amwell/MDLIVE services are separate from your health plan's provider network. Telehealth services may not be available to all plan types. A primary care provider referral is not required for Amwell/MDLIVE services.

In general, to be covered by your plan, services must be medically necessary and used for the diagnosis or treatment of a covered condition. Not all prescription drugs are covered. Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. See your plan materials for costs and details of coverage, including other telehealth/telemedicine benefits that may be available under your specific health plan.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Cigna Behavioral Health, Inc., and HMO or service company subsidiaries of Cigna Health Corporation, including Cigna HealthCare of Arizona, Inc., Cigna HealthCare of California, Inc., Cigna HealthCare of Colorado, Inc., Cigna HealthCare of Connecticut, Inc., Cigna HealthCare of Florida, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Illinois, Inc., Cigna HealthCare of Indiana, Inc., Cigna HealthCare of St. Louis, Inc., Cigna HealthCare of North Carolina, Inc., Cigna HealthCare of New Jersey, Inc., Cigna HealthCare of South Carolina, Inc., Cigna HealthCare of Tennessee, Inc. (CHC-TN), and Cigna HealthCare of Texas, Inc. Policy forms: OK - HP-APP-1 et al (CHLIC); OR - HP-POL38 02-13 (CHLIC); TN - HP-POL43/HC-CER1V1 et al (CHLIC), GSA-COVER, et al (CHC-TN). The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc.



YOU'RE NOT ALONE

The Cigna Total Behavioral Health Program can help you move forward.

Studies show that behavioral problems, such as depression, can contribute to heart disease.¹ Many physical conditions can worsen with stress, substance use and other behavioral health issues. Our Cigna Total Behavioral Health[®] program can help.

Our whole-person approach

If you or a loved one has been diagnosed with a behavioral health condition, Cigna is here for you. Our comprehensive program provides help with life events, dedicated support, lifestyle coaching, and online tools. We help you take control of your health – mind and body.

Services to help manage life events – At no additional charge to you, you can receive face-to-face sessions² with a licensed mental health professional in Cigna's Employee Assistance Program network. You also get online, on-demand seminars, as well as community resources and referrals on a range of topics, including:

- › Child care
- › Adoption
- › Senior care
- › Pet care
- › Legal and financial consultation services³
- › Education
- › Summer camps
- › Parenting
- › Convenience services

Virtual behavioral care – Use your smartphone, tablet or computer for online video conferencing. And your out-of-pocket cost is the same as a behavioral health outpatient office visit. Refer to your plan documents for costs and details of coverage.



On-demand coaching and personalized learning with iPrevail offered through Cigna⁴ – Learn how to boost your mood and improve mental health with on-demand coaching 24/7. After completing a brief assessment, you receive a program tailored to your needs that includes interactive lessons and tools. You get access to a peer coach who is matched based on your symptoms. You can also join support communities focused on stress, anxiety, depression and more.



Science-based activities and games for stress and worries, with Happify offered through Cigna⁴ – Everyday stressors can impact your relationships, work, health and emotional well-being. But you can change your outlook – and the way you see the world – with Happify. Happify's activities and games are designed to help you overcome life's challenges and can be accessed at any time.

Together, all the way.[®]



You can call us anytime, any day. We're here 24/7 to assist you with your routine and urgent needs.

In addition, our community support program can help you meet your basic needs. We can help you to find resources to feed your family, find a place to stay, find care for a family member and other related needs.

Behavioral support – Our programs give you access to behavioral experts with extensive experience. Our experts can help you and your family address the challenges of:

- › Autism spectrum disorder
- › Child and adolescent mood and anxiety disorders
- › Eating disorders
- › Substance use
- › Young adult major depression, bipolar disorder and substance use

Our team can help for as long as needed. (You must stay covered under your plan to continue service.) They can help you:

- › Understand a behavioral diagnosis.
- › Learn about treatment choices and how your choices can affect what you'll pay out of pocket.
- › Identify and manage triggers that affect your condition.
- › Find a health care professional or facility in Cigna's network geared to your needs. Our network includes Designated Substance Use Treatment providers that provide quality, cost-effective care.

- › Find community resources and programs near you.
- › Get referrals to other Cigna wellness and lifestyle programs available to you.

Take control of your health with extra support.

Lifestyle management programs – Get help to reach your goals like losing weight, quitting tobacco or lowering your stress level. Each program offers support with phone and online coaching.

Behavioral awareness webinars – Cigna offers free monthly seminars on autism, eating disorders, substance use and behavioral health awareness for children and families. The seminars are taught by industry experts and offer tips, tools and helpful information.

Enhanced online tools – Visit **myCigna.com** or use the myCigna® app to access on-demand support, including:

- › Information about your benefits, in-network providers and treatment options
- › Health and well-being articles
- › Self-assessment, stress management and mindfulness podcasts and tools

Additional resources can be found on **Cigna.com**.

100% of program participants were very satisfied with the service their case manager provided.⁵



To learn more or access services:

To access services to help manage life events, visit **myCigna.com**, Review My Coverage, Employee Assistance Program. You can call **877.231.1492** for referrals or go online, search the provider directory and obtain an authorization.

For links to iPrevail and Happify, visit the Stress and Emotional Wellness page on **myCigna.com**.

You can also call the toll-free number on your Cigna ID card. If there isn't a number on your card, call Cigna Behavioral Health at **800.274.7603**.

1. American Psychological Association, Mind/Body Health: Heart Disease, 2018.

2. Three face-to-face visits per issue per year. Some restrictions apply, please check with your employer to confirm services included in your plan.

3. Legal consultations related to employment matters are not available under this program.

4. iPrevail and Happify program services are provided by independent companies/entities and not by Cigna. Programs and services are subject to all applicable program terms and conditions. Program availability is subject to change. These programs do not provide medical advice and are not a substitute for proper medical care provided by a physician. Information provided should not be used for self-diagnosis. Always consult with your physician for appropriate medical advice.

5. Cigna satisfaction survey, 2017.

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Payroll Status Change Form

Employee Name: Sergio Mancilla		Date: 07/30/2019
Employee ID #:	Supervisor: Liesl Santkuyl	Effective Date: 08/12/2019 to 07/12/2020

Location

National Office Spokane Mentor Washington
 District Columbia Tacoma
 Seattle CSF AmeriCorp

Pay Reason

New Hire Salary Adjustment Transfer
 Merit Pay Reclassification Demotion
 Promotion Reinstatement Other: _____

Status Changes

Exempt Regular Full Time Seasonal/Temporary
 Non-Exempt Part Time Member

Change	Old Information	Amount of Rate Change	New Information
Position/Job Title			College & Career Coach
Department			Programs
Supervisor/Manager			Liesl Santkuyl
Pay Rate/Pay %	/	/	6 1 2 . / 5 0 b i

Salary Distribution Code

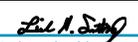
Fund _____	Grant/Program ____/____	Percentage _____%
Fund _____	Grant/Program ____/____	Percentage _____%
Fund _____	Grant/Program ____/____	Percentage _____%

Termination of Employment

<u>Voluntary</u>	<u>Involuntary</u>	<u>Other</u>
Resignation With Notice	Termination	Retirement
Resignation Without Notice	End of Assignment	Deceased
Failure to Return From Leave	Layoff	Eligible for Rehire: Yes No

Comments

APPROVALS

 <small>Liesl Santkuyl (Jul 31, 2019)</small>	07/31/2019		
Immediate Supervisor/Manager	Date	Next Level Manager	Date
 <small>Jo Anna Parker (Jul 30, 2019)</small>	07/30/2019		
Human Resources Signature	Date		