

Allowable Member Service Activities

Homeless Services:

- **Client Paperwork and Support:** obtain necessary documentation needed for services, referrals, or programs.
- **Eviction Prevention:** facilitate emergency rent, utility, etc. assistance to people at risk of homelessness.
- **General Case Management:** supportive services to help obtain or maintain housing; applying for public benefits, accompanying clients to appointments (e.g., securing an ID), GED or higher education, employment applications.
- **Housing Focused Case Management:** use of tools such as the SPDAT to support housing stabilization; client-specific action plans to acquire and/or maintain housing; home visits.
- **Housing Searches and Inspections:** find housing; conduct Housing Quality Standards inspection for suitability.
- **Intake and Assessment:** complete intake process with new clients to assess housing needs and make referrals when appropriate.
- **Landlord Outreach:** build and maintain connections to maintain a list of housing options for clients.
- **Street Outreach:** engage with unsheltered individuals to offer services, referrals, and basic needs (e.g., food).

Housing Services

- **Budget Counseling:** create client-centered action plans to budget or manage debt; follow-up on progress.
- **Client Paperwork and Support:** obtain necessary documentation needed for services, referrals, or programs.
- **Credit Counseling:** run and assess credit reports, create client-centered action plans, and follow up on progress.
- **Financial Literacy:** provide counseling, workshops, or training to prospective, new, or existing clients.
- **Homeownership Education:** classes on basic maintenance, safety, energy savings, budgeting, etc.
- **Homeownership or Home Repair Counseling:** guide clients through homeownership or home repair programs including obtaining documentation, USDA Rural Development applications, additional counseling services.
- **Intake and Assessment:** complete intake process with new clients to assess homeownership or home repair eligibility and make referrals when appropriate for additional services (e.g., credit counseling).
- **Rental Housing:** support tenants in rental programs through counseling and inspections.

Construction Services

- **New Home Construction:** construct framing, roofing, flooring, drywall, painting, etc.
- **Project Coordination:** home visits, project plans, scope of work, sweat equity oversight, volunteers, etc.
- **Repair or Rehab Construction:** repair of roofs, windows, drywall, second safe exits, etc.
- **Weatherization:** install insulation, caulking, window or door replacement.

Other

- **Service Projects or Workdays:** help with the coordination of a community-based service project (e.g., Repair Affairs or Blitz Builds) through counseling, volunteer recruitment and management, etc.
- **Service Referrals:** connect clients with additional providers to access supplemental services; attend interagency, community meetings, etc. to collaborate.
- **Site-Specific Member Development:** local, regional, state, or national training events to help members acquire new or strengthen existing skills that support their AmeriCorps service.

- **Supportive Client Services:** assist clients with additional services such as job readiness, life skills, goal setting, financial management, health, food access, fair housing, food boxes, clothing, tenant education, etc. that will support housing stability.

Volunteer Program Activities

- **Volunteer Management:** oversight of volunteers, offer guidance, manage with intention to retain volunteers.
- **Volunteer Program Coordination:** develop training, schedule volunteers, needs assessments, instructions.
- **Volunteer Recruitment:** outreach and engagement to find volunteers to provide housing related services.
- **Volunteer Training:** provide sessions for volunteer groups on programs and policies (e.g., safety).

Capacity Building Activities (maximum of 50% of member hours)

- **Education:** create and distribute materials on available services and housing issues in the community, represent service site at resource fairs, schools, job fairs, civic groups, clinics, etc.
- **Engagement:** participate in site-sponsored events that include networking, developing partnerships, awareness activities, and generating program support (no fundraising or exchange of cash to take place).
- **Program Improvement:** evaluate existing policies and procedures for client programs, create classes or programs to offer supportive services, identify potential partnerships, and connect with organizations to exchange services.