Hi All,

Unfortunately, the webinar wasn’t recorded as promised (my fault). But – I was able to pull all of the questions from the chat box and added the answers below. I also uploaded the webinar ppt.

Thank You,

Monica

**Can they exit for CPC without having the virus?**

**Answer:** A member can be exited for CPC as long as COVID-19 is documented as the reason – be it contracting the virus, a family member contracting a virus, or being unable to complete hours due to closures, caused by the virus.Remember that two key elements of any CPC exit reason should be 1. beyond the member's control and 2. prevents them from completing hours. Programs should fully document any CPC exit.

**If the member is exited per compelling circumstances per COVID-19, can they re-enroll into a new term (new grant cycle) without disruption?**

**Answer:** Yes, as with any other exit for Compelling Personal Circumstances, the member would be eligible for another term.

**All of my placement sites are closed and teachers and members will be providing online support, would this be tele-service direct support?**

**Answer:** Yes, online teaching or support would be teleservice, and would also be considered direct service.

**If a member has a physical condition they are concerned about related to COVID 19 can they be exited for compelling circumstance without a doctors note?**

**Answer**: Neither CNCS nor Volunteer Tennessee has a requirement for a Dr. note relating to CPC exits. If a program has an existing policy requiring a Dr. note, they may choose to waive it in regard to COVID-19, but this should be done uniformly and documented (i.e. memo).

**Should we update time-sheets to indicate tele-service?**

**Answer:** Yes, timesheets should indicate teleservice.

**Dates for the June Program Directors Retreat?**

**Answer:** The dates for the June Program Directors Retreat has not been solidified. We are currently looking at the week of June 15 or 22

**If we currently use an ATS, would that still apply for teleservice hours?**

**Answer:** Yes.

**Will consideration be made regarding programs not meeting performance measures due to site closures and retention issues caused by coVID-19?**

**Answer:** Yes. Volunteer Tennessee fully expects that COVID-19 is likely to influence performance pretty uniformly across the portfolio. At this point, the only instruction is to document everything thoroughly and when reporting time comes around, explain very clearly the effect that COVID-19 had on performance.

**Will that consideration apply to next program year recruitment and retention?**

**Answer:** Yes – as with performance, any difficulties with recruitment and retention should be documented and reported.

**On the Teleservice authorization form, do we fill out an individual form for each member or can we put all member names in the same part of the chart?**

**Answer:** Individual is the preference, but programs can submit proposals for a grouped form to be considered.