

## Tracking and Communicating with Members

It is important that you create a system to communicate with all active members and keep them up-to-date on their progress. We suggest keeping two documents for distributing monthly service hour updates: a Contact List and Hours Update. (NOTE: It is best to add or delete individuals as they are enrolled or exited, in order to keep your list accurate.)

- a. Contact List: an Excel document with at least three columns—last name, first name and email address. When you need to send monthly service hour updates or program information, an Excel document will allow you to easily copy and paste individual email addresses into an email message. This layout makes locating, adding or deleting entries simple.
- b. Hours Update: Create a Word or Excel document that contains the following: member name, total number of hours completed and last timesheet received. When a new Member is enrolled, you can add them to your ongoing list.

*Ex., Smith, John: 0 of 450 hrs; No timesheets yet*

As you enter hours into the Time Log Database ([americorpscompact.org](http://americorpscompact.org)), you must update your running totals in the Hours Update document:

*Ex., Smith, John: 57 of 450 hrs; Last timesheet submitted in August*

***NOTE: Please “cc” the MTCC Network Office on monthly Hours Updates to members.***

On the [www.mtcompact.org](http://www.mtcompact.org) website, there is a list of sample emails that can be customized. Each sample email specifies information that needs to be changed to make the message applicable to each member (i.e., exceeding the 20% Member Development limit, missing a Serve Site Supervisor’s signature on a time log, recording hours prior to Start Date, etc.) When errors and mistakes occur, they generally affect more than just one member. The beauty of this repetition is using your computer’s copy and paste features to easily notify members of corrections so that problems do not persist.

In addition to monthly correspondence and bulk emails, you must use the Contact Log to record any personal contact and error corrections with individual members. Keeping track of these conversations and exchanges is a great help, in terms of reminding you what happened and when. It is also a very important tool for ensuring compliance with AmeriCorps standards. ***Cover yourself! Keep track of your communication with members!***