



AmeriCorps Member Assistance Program Informational Webinar

June 2025



Who is ASC



Our Vision: All states and territories embrace service as a strategy to build community in solving local challenges

Values and Membership Principles:

Unity

Access

Bipartisanship

Devolution



**Goal 1:
Commission &
Program
Capacity Building**

Increase the leadership and capacity of state service commissions so that by December 2027 80% of commissions and programs indicate that ASC services have increased their organizational capacity as measured by the annual Membership Satisfaction Survey



**Goal 2:
Public Policy**

Maintain federal funding for state commission administration at \$27 million annually and increase the number of state service commissions receiving state funding from 37 to 40 by July 1, 2027



**Goal 3:
National Service
Ecosystem**

Elevate ASC's role in and leadership of the national service ecosystem, to make national service more accessible and representative of communities served as measured by the annual Membership Satisfaction Survey



**Goal 4:
Financial
Model**

Grow annual ASC income from \$3.2 million in 2024 to \$4.4 million by 2027 and strengthen ASC financial systems for tracking and utilizing funds



**Goal 5:
Human &
Operational
Resources**

Secure and develop ASC's human and operational resources necessary to execute on the strategic plan in a remote work environment

**ASC's use of the word state is inclusive of all state service commissions as defined by federal statute, which currently includes 49 states, the District of Columbia, Guam, and Puerto Rico.*



AmeriCorps Member Assistance Program (MAP)

- The AmeriCorps Member Assistance Program (MAP) is designed to support AmeriCorps programs in providing accessible and quality mental health services to AmeriCorps members and employees.
- To access the program, the AmeriCorps program must be an existing AmeriCorps program member with America's Service Commissions.
- MAP is available for organizations to enroll for one or more of the following audiences to access services:
 - AmeriCorps members (or members in other service year programs)
 - Staff of AmeriCorps programs, service year programs or commissions



Basic Package

- Cost: \$350 AmeriCorps State Service Partner Fee + \$5/member
- 24/7 toll-free telephonic access to services for members
- Unlimited in the moment telephonic counseling services with master's degree-level counselors
- Website/Mobile app with resources
- Medical Advocacy
- Financial Assistance
- Legal Assistance (30-minute consultations; 25% discount beyond)
- Life Coaching (up to 3 sessions)
- Personal Concierge for Everyday Needs
- Work/Life Resources & Referrals



Premium Package

- Cost: \$350 AmeriCorps State Service Partner Fee + \$10/member
- **Three** face-to-face or virtual counseling sessions
- 24/7 toll-free telephonic access to services for members
- Unlimited in the moment telephonic counseling services with master's degree-level counselors
- Website/Mobile app with resources
- Medical Advocacy
- Financial Assistance
- Legal Assistance (30-minute consultations; 25% discount beyond)
- Life Coaching (up to 3 sessions)
- Personal Concierge for Everyday Needs
- Work/Life Resources & Referrals



Premium Plus Package

- Cost: \$350 AmeriCorps State Service Partner Fee + \$15/member
- **Six** face-to-face or virtual counseling sessions
- 24/7 toll-free telephonic access to services for members
- Unlimited in the moment telephonic counseling services with master's degree-level counselors
- Website/Mobile app with resources
- Medical Advocacy
- Financial Assistance
- Legal Assistance (30-minute consultations; 25% discount beyond)
- Life Coaching (up to 6 sessions)
- Personal Concierge for Everyday Needs
- Work/Life Resources & Referrals



AmeriCorps Member Assistance Program (MAP)

Telephonic Mental Health Counseling

- Free, 24/7, unlimited, in-the-moment telephonic mental health counseling for your AmeriCorps members and their household members
- Additional resources to support wellbeing
- Participation is **voluntary** and **confidential**
- Translation services available in up to 140+ languages
- Provider **AllOne Health**



Telephonic Mental Health Counseling

- Licensed Master's level counselors
- Accessible via phone **24/7**
- For help with any issues including, but not limited to family conflict, depression, couples/relationships, substance abuse, grief, anxiety, work/life balance, parenting, stress, etc.



Face-To-Face Counseling for Premium

- If your program signed up for the upgraded Premium or Premium Plus Package, you are also eligible to access up to 3 or 6 face-to-face (or video) counseling sessions with a mental health professional in your area
- To request this, call the 1800 number and request face-to-face counseling (option for virtual)
- It may take up to 2-4 weeks to schedule an in-person session based on counselor availability and location



Life Coaching

For personal and professional goals to help with

- Life transitions
- Enhance communication skills
- Improving stress and time management
- Creating better work/life balance
- Managing multiple projects and demands
- Living a more purposeful life
- Setting goals and action steps
- Improving relationships



Need Legal Advice? Request a referral for:

- Bankruptcy
- Divorce/Custody
- Estate Planning/Wills
- Real Estate
- Adoption
- Elder Care

Your member portal also includes information, resources and DIY legal documents to help with various personal legal matters.



Financial Assistance

- Bankruptcy
- Home buying
- Debt
- Identity theft
- Retirement planning
- College planning
- Funding
- Financial assistance connects individuals with certified financial planners, certified public accountants, and credit counselors



Personal Assistant

- For help managing everyday tasks on your “to do” list
- Travel
- Sports and Recreation
- Household Errands
- Professional Services
- Entertainment Planning
- Housing and Real Estate
- Cleaning Services
- Home Food Delivery
- Access a personal assistant via phone, web portal, mobile app, and chat



Work/Life Resources

- Navigating the practical challenges of life while handling the demands of your service can be stressful. MAP work/life resources are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles including
 - Childcare
 - Eldercare
 - Education
 - Wellness
 - Housing
 - Pet Care
 - Transportation
 - Special Needs
 - Adoption



Medical Advocacy

- Medical Advocates lend a hand with all aspects of health care. It can be difficult to understand and navigate the systems and choices before you. Our advocates can help you interpret medical information related to claims, coverage, and medical diagnosis.
- Insurance navigation
- Care transition
- Doctor referrals
- Geriatric care
- Health care transportation
- Advocacy and research
- Durable medical equipment
- Medical appointment
- Discharge planning



Additional Supports

- ASC hosts virtual orientations for members in August, September, and October, which are recorded.
- ASC staff is available for 30-minute member orientations, as requested and pending availability.
- You can pay for an AllOne Health training and orientation for your members at \$200/hour. Complete the form or contact us at map@statecommissions.org for next steps.
- You can pay for additional supports from AllOne Health as needed, such as crisis group debriefs facilitated by a counselor. Complete the form or Contact us at map@statecommissions.org for next steps.



ASC AmeriCorps Program TTA Benefits

- AmeriCorps State Basecamp
- Quarterly Webinar Series
- Program Management Series
- Service Job Board
- Nominating for ASC Awards



Enrollment

- Enroll via the appropriate link available on the website at <http://www.statecommissions.org/americorps-member-assistance-program>
- There are two separate enrollment links, one for **state commissions enrolling their portfolio**, one for **programs enrolling AmeriCorps members and employees**
- If your program has a July 1, 2025 start date, you must enroll by June 20.
- If your program has an August 1, 2025 start date, you must enroll by July 24.
- If your program has a September 1, 2025 start date, you must enroll by August 20.



Questions?

MAP@statecommissions.org

<https://www.statecommissions.org/americorps-member-assistance-program>

