Performance Issue Resolution Process

Given the quality of Host Organizations and Corps Volunteers, and the thoroughness of the match process, we anticipate no performance issues during the Chesapeake Conservation Corps year! However, the following steps will be followed should an issue arise.

1) If minor, the Host Organization and Corps Volunteer will make a concerted effort to resolve the issue.

2) If significant or a repeated minor issue persists
   a. Related to the Corps Volunteer’s Performance: The Host Organization must address the concern with the Volunteer immediately and directly and then document the date and time of the issue and the resulting discussion between the Host Mentor and the Volunteer. The Host organization must then share such documentation with Tara Drennan within one week of the occurring issue.
   b. Related to the Host Organization: The Volunteer, if comfortable, should address the concern with the Host and then document the date and time of the issue and the resulting discussion between the Mentor and the Volunteer. The Volunteer must then share such documentation with Tara Drennan within one week of the occurring issue. If not comfortable the Volunteer can contact Tara Drennan.

3) If, after a short period of time from the discussion between the Host Organization and Corps Volunteer, performance concerns remain unresolved the Host Organization or Corps Volunteer must contact Tara Drennan.

4) The first step will be Trust mediation of the issue in an attempt to preserve the Host-Volunteer relationship. Tara will schedule a separate meeting or call with the Host and then with the Volunteer, and finally a joint meeting with both the Host and Volunteer to discuss strategies to mitigate issues moving forward. Meetings with Tara must also be documented by the Host organization.

5) The second step would potentially be a probationary period to determine if the issues can be alleviated through various strategies. The Host organization agrees that they are not able to terminate the service of their Volunteer without following the process described here and without first discussing termination with Tara in advance of the termination of service.

6) If unsuccessful at resolving the issue, the Trust will determine whether the issue is the result of Member misconduct, Host Organization misconduct, or neither.

7) If the Trust determines that the issue is due to irreconcilable differences not the fault of either the Volunteer or the Host AND the issue has occurred prior to 4 months from the end of the program, the Trust will attempt to place the Volunteer with another Host Organization. The original Host Organization will not be assigned another Corps Volunteer for the remainder of the program year, but will be permitted to serve as a host again in the future.
8) If the Trust determines that the issue is due to irreconcilable differences not the fault of either the Volunteer or the Host BUT the issue has occurred within 4 months from the end of the program, the Trust will NOT attempt to place the Volunteer with another Host Organization. The Host Organization will not be assigned another Corps Volunteer for the remainder of the program year, but will be permitted to serve as a host again in the future.

9) If the Trust determines that the issue is the result of Volunteer misconduct, the Volunteer will be dismissed from the Program, forfeiting the remainder of the pro-rated stipend. The Host Organization will not be assigned another Corps Volunteer for the remainder of the program year, but will be permitted to serve as a host again in the future.

10) If the Trust determines that the issue is the result of Host Organization misconduct, the Trust will attempt to place the Volunteer with another Host Organization for the remainder of the program year. The original Host Organization will not be permitted to serve as a host again in the future.