3. MEMBER RECRUITMENT AND MANAGEMENT

1. Member Documentation Checklist
2. Recruitment and Placement of AmeriCorps Members
   a. Sample Six-Month Recruitment Timeline
3. Member Position Description Outline
4. Requirements for Service Opportunity Listings
   a. What to Avoid When Posting Member Assignment Listings
   b. Assignment Listings Checklist and Member Position Posting Notice
5. Enrollment
   a. Guide to Enrolling as a New AmeriCorps Member
   b. Member Enrollment in MyAmeriCorps Presentation
   c. AmeriCorps State and National Enrollment and Enrollment Date Change Policy
   d. Member Enrollment Flow Chart
6. Member Service Agreement Outline
7. Member Timesheet Outline
   a.& b. Member Timesheet Samples
8. Weekly Check-In with AmeriCorps Supervisor Sample
9. Member Release from Participation
10. Member Guidance for Exiting Service
11. Living Allowance FAQs

2020 Documentation Required for Each AmeriCorps Member File

Member Documentation Checklist	☑	Comments	AmeriCorps Terms and Conditions	45 CFR*
a1. National service criminal history check results for Corporation grant-funded living allowance, stipend, education award, or salary.	☐		IX.D	2522.205-207, 2540.200-207
a2. National sex offender registry check	☐		IX.D	2522.205-207, 2540.200-207
a3. National service FBI fingerprinting checks for individuals serving with vulnerable populations.	☐		IV.B	2522.205-207, 2540.200-207
b. Citizenship status (verified in My AmeriCorps Portal) and proof of age.	☐		IX.B	2522.200
c. Eligibility documentation for child care, where applicable.	☐		VIII.E	2522.250
d. Report changes to member health care or child care benefit status.	☐		VIII.F, VIII.D	
e. Parental consent if member under 18.	☐		IV.D	
f. Level of educational attainment (Self-certification on enrollment form or college transcript, high school diploma or GED).	☐		IX.B	2522.200
g. Member written agreement to complete H.S. diploma/GED, where applicable.	☐		II.G.4, IX.B	2522.200

*Based on 2020 Terms and Conditions for AmeriCorps State and National Grants, available at https://egrants.cns.gov/termsandconditions/2020ACSNProgramSpecificTC50820200604.pdf and Code of Federal Regulations available at http://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

2020 Documentation Required for Each AmeriCorps Member File

Member Documentation Checklist ☑		Comments	AmeriCorps Terms and Conditions	45 CFR*
h. Hours of service – no more than 20% training and no more than 10% approved fundraising (timesheets signed by member and supervisor).	☐		V.A	2520.40 2520.45 2520.50
i. Evidence that members are aware of prohibited activities. Included in the Member Service Agreement.	☐		V.C	2520.40, 2520.65, 2540.100
j. Signed Member Service Agreement (complete agreement, not just the signature page) that includes:	☐		V.B	
Term of service start and end dates;	☐		V.B	
Minimum hours & other requirements, as dictated by the program, necessary to obtain an education award;	☐		V.B.2	
Living allowance amount and how the member will be paid;	☐		VIII.A	2522.240
Description of other benefits available to the member;	☐		VIII.D	2522.250
Standards of conduct and sanctions for improper conduct;	☐		V.B.4	2522.230
Prohibited activities;	☐		V.C	2520.65
Requirements under Drug Free Workplace Act;	☐		V.B.8	
Suspension and termination rules;	☐		V.B.10	2522.230
Specific circumstances under which a member may be released for cause;	☐		V.B.11	2522.230
Position description;	☐		V.B.1	
Name of member's supervisor;	☐		V.B.13	
Project assignment & service activities;	☐		V.B.13	
Informed consent;	☐		V.B	

*Based on 2020 Terms and Conditions for AmeriCorps State and National Grants, available at
https://egrants.cns.gov/termsandconditions/2020ACSNProgramSpecificTC50820200604.pdf and Code of Federal Regulations
available at http://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

2020 Documentation Required for Each AmeriCorps Member File

Member Documentation Checklist	☑	Comments	AmeriCorps Terms and Conditions	45 CFR*
Grievance procedures;	☐		V.B.12	2540.230
Any other requirements established by the program; and	☐		V.B.13	
Member and Program Director signature and date.	☐		V.B	
Member Forms: k. (**Submitted in My AmeriCorps Portal within 30 days**)	☐		IV	
Enrollment (**5 day period instead of 30**);	☐		IV.B	
Exit; and	☐		IV.H	
Service Location	☐		IV.F	2522.210
Change of Status (if applicable).	☐		VI.C	
l. Member Performance Reviews that include: i. Whether member has completed the required number of hours; ii. Whether member satisfactorily completed assignments; and iii. Whether member met other performance criteria that were clearly communicated at the beginning of the term of service.	☐		V.E	2522.220
Mid-year Review	☐		V.E	2522.220

2020 Documentation Required for Each AmeriCorps Member File

Member Documentation Checklist	☑	Comments	AmeriCorps Terms and Conditions	45 CFR*
End-of-term Review	☐		V.E	2522.220
m. Documentation of any disciplinary action.	☐			2522.230
n. Documentation for early termination/personal compelling circumstances.	☐		VII	2522.230

<u>Other things to remember:</u>

Forbearance Request (completed at the beginning of the year for qualified loans) and Interest Accrual (completed at the end of the year for loans that were in forbearance) – is completed entirely by the AmeriCorps member through the My AmeriCorps Portal.

Recruitment and Placement

Retrieved from http://www.nationalservice.gov/resources/recruitment/encorps/recruitment-and-placement

Your members are the face of your organization, so it is no wonder that successful programs begin with effective recruitment and placement.

Recruitment is not just about interviewing. The process below will help you find, place, and keep the best qualified applicants for your available positions while also ensuring a rewarding experience for members, staff, clients, and partners.

In each step you'll find strategies and samples that have worked for other organizations. If you are new to AmeriCorps or VISTA, or want to improve your recruitment process, we advise you to read through these steps in order. Otherwise, go straight to the area of your current interest or need.

- Before you begin: Develop a recruitment plan
- Step 1: Identify your recruitment needs
- Step 2: Advertise and market your position
- Step 3: Screen and place applicants
- Step 4: Prepare for new members

Before You Begin: Developing a Recruitment Plan

Build in time to develop and document the processes you will use to identify the best candidates—before you market your position.

- **Application acceptance process**—Gather the materials required to complete an application and set up processing procedures and deadlines.
- **Interviewing process**—Schedule times for screening applications, conducting interviews, and checking references. Create forms to document these activities to keep in applicants' files.
- **Selection strategy**—Decide the criteria for accepting a candidate, who will make the final decisions, and if there are any other people (staff or project partners) who need to have input on the final decision. Make sure you build in time to check references.

Recruiting is a time-intensive process. It can be difficult to set aside the time needed for recruitment. A timeline can help you establish outreach windows, application deadlines, interview times, and clear targets for staff members.

When creating your timeline, consider these tips:

- Move backward from the date your program starts.
- If other staff or project sponsors are involved, make sure to coordinate schedules.
- Read through the rest of this Recruitment and Placement section to understand all the tasks involved and the amount of time you will need to perform them. Important tasks include:
  - Writing a position description
  - Creating an outreach plan

- o Establishing processes for handling applications, interviewing candidates and selecting and placing new members
        - o Developing a welcome letter and program manual
        - o Establish processes for conducting required criminal history and background checks
    - Allow enough time for successful applicants to give two weeks' notice to their current employer.
    - After you have filled all your positions, create a waiting list. Cancellations happen frequently, and a back-up plan is critical.
    - Be prepared for unexpected issues and the time it will take to resolve them.

Additional documentation and resources can be found here:
http://www.nationalservice.gov/resources/recruitment/encorps/develop-recruitment-plan

Step 1: Identify Your Recruitment Needs

Understanding what you expect your members to be able to do and what they will get out of the position will help you find and evaluate candidates.

Start by identifying:

- The number of members needed
- The role of each member
- Service dates for each member
- The skills, knowledge, attitudes and aptitudes needed for each position
- The opportunities and benefits a member will get through the assignment

Basic requirements:

As you're planning your recruitment effort, keep in mind these basic member requirements for your program:
- Members must be at least 18 years old. (Some programs allow 17-year-olds to serve, with parental permission, or 16-year-olds if they are out of school and participating in a youth corps program.)
- Members must be U.S. citizens or lawful permanent residents. Members must have a high school diploma/GED or be willing to earn one while serving. A high school diploma is required for all members serving as tutors.
- Most AmeriCorps programs require members to serve a minimum number of hours (commonly 1,700 for a full-time member), participate in trainings and service projects, and successfully complete their term to be eligible for an education award.
- For new members, programs must conduct 1. National Sex Offender Registry check, and 2. Either a state criminal records check or FBI fingerprint check. Members with recurring access to children or the elderly will need all three checks.

Step 2: Advertise and Market Your Position

Once you know who you are looking for, you can target your advertising and marketing efforts to reach the most qualified and diverse applicants. Keep the following tips in mind:

- **Determine target populations.** Identify potential populations for the types of members you want. Along with target populations you identify, note that the Serve America Act calls for expanding service opportunities for veterans, disadvantaged youth, college students, retirees, and individuals over 55 years of age as well as continued service of national service alums.
- **Research communication channels.** There are many ways to communicate your opportunities to potential applicants—choose strategies and media used by your target populations.
- **Use your partners.** Identify individuals, organizations and networks that can reach out to your target populations.
- **Don't limit yourself.** Develop varied recruitment tools and introduce them over time to build momentum.
- **Look for opportunities to increase diversity.** Working with people from different cultural, ethnic, educational, and socio-economic backgrounds is one of the most important aspects of service. Look for ways to increase diversity to make a richer team for everyone.
- **Make retention a recruiting goal.** Understanding the vital connection between how you recruit and the experience your members will have helps you recruit members who embrace service for the duration of the position and beyond.

Further materials and resources can be found here:
http://www.nationalservice.gov/resources/recruitment/encorps/advertise-and-market-your-position

Step 3: Screen and Place Applicants

You have recruited a crop of candidates for review. Now what?

Screening applicants is the process of first determining which applicants are qualified, and then narrowing the list to the ones who best suit your needs: the ones you want to interview. During this period, you will need to:
- **Follow up with applicants.** Design a strategy to efficiently and thoroughly follow up with candidates.
- **Identify candidates to interview.** If you haven't developed an applicant screening procedure, do it right away!
- **Refer applicants who don't suit your needs.** Have a system in place to refer qualified candidates who may not best fit your program to other opportunities (e.g., AmeriCorps* State, Senior Corps, etc.)
- **Prepare for interviews.** Have an effective interviewing process in place that allows thorough assessment of the candidate's abilities, interests, and commitment and which ensures interview questions and scenarios are legal and appropriate.

Interviewing is just one step in screening an applicant. That said, the interview is probably your best chance to get a true feel for the person, and should count heavily in your decision. It's also a time for you to give applicants a clear picture of the position, so they can make an informed decision.

There are many types of interviews and interview questions. In this section, you will learn more about the essential steps in the interview process, types of interviews, and behavioral interviewing.

Your interview should follow this general process:
- **Introduce yourself, your program, and the position:** Set a comfortable but professional tone for the interview, give the candidate an overview of the interview structure, and state the time limit
- **Gather information:** Ask comprehensive, open-ended questions, beginning with broad questions and moving to more specific ones to draw out the information you need
- **Provide information:** Discuss key elements of the position, including specific duties, expectations, on-the-job training, travel reimbursement, living on the stipend, housing opportunities, and benefits of the position
- **Close the interview:** Let the candidate know where you are in the interviewing process and what the next steps will be

It is important to rank applicants, since many positions have multiple qualified candidates. There are several ways to do this, including ranking them numerically and having multiple people review materials.

As you develop an applicant selection process, consider the following:
1. Determine the criteria for the specific position (be sure to get these directly from the position description). What skills are necessary? What skills can be taught and which ones should the candidate already possess?
2. Consider how the candidate meets the established criteria for the position at each phase of the screening process.
3. When screening applicants, use all available information at your disposal: their application, interview, e-mail, phone and mail communications, and references.
4. Examine evaluation criteria and assign each a value to aid in making a decision.

You'll also want to develop a list of required documents needed from chosen applicants.

Further resources and materials are available here:
http://www.nationalservice.gov/resources/recruitment/encorps/screening-applicants
http://www.nationalservice.gov/resources/recruitment/encorps/interviewing-applicants
http://www.nationalservice.gov/resources/recruitment/encorps/making-decisions

Step 4: Prepare for New Members

Now that you've selected your new members, use the time before they arrive to lay the groundwork for a successful term. Use these resources for:
- **Getting to know your members**—Provide welcome letters and kits that let new members know how glad you are they are coming aboard.
- **Preparing members for their assignments**—Find strategies and tools for helping members succeed in your program before they even arrive.
- **Helping members make ends meet**—Provide tools and trainings to help members save money, develop a budget, and even get out of debt while living on the living allowance.

Sample

Six-Month Recruitment Timeline

MAY

- ▲ Finalize calendar, benchmarks, logistics
- ▲ Revise forms and systems for October/January, including work plan, timeline, forms, templates, application process, sponsor recruitment packet, database layouts
- ▲ Mail project sponsor notification with sponsor recruitment packet
- ▲ Review position descriptions and ensure they are ready to send to sponsors
- ▲ E-mail position descriptions to project sponsors (they need to review and send back suggested changes no later than May 30)

JUNE

- ▲ Implement advertising plan for members who will start in October
- ▲ Post individual placement (IP) positions to Web site
- ▲ Check in with project sponsors about their recruitment
- ▲ Receive and process applications

JULY

- ▲ Maintain ongoing communication with project sponsors
- ▲ Review acceptance packet information
- ▲ Receive and process applications

AUGUST

- ▲ Enforce member selection deadline for sponsors
- ▲ Interview and place applicants
- ▲ Set aside time for background checks
- ▲ Coordinate acceptance packet material and send to accepted members

SEPTEMBER

- ▲ Complete interviews and member placements
- ▲ Create applicant waiting list

OCTOBER

- ▲ October 3. Member orientation begins

MEMBER POSITION DESCRIPTION OUTLINE

This outline is a training tool designed to help new AmeriCorps program staff create a strong member position description. It will be most helpful when used alongside the Grant Terms and Conditions, AmeriCorps Regulations, and other CNCS-specific guidance. The outline is for reference only; it does not contain citations for all AmeriCorps grant or program requirements. Additional information on member position descriptions may be found on the National Service Knowledge Network: http://www.nationalservice.gov/resources.

Guidance documents referenced in this outline (available at http://www.nationalservice.gov/build-your-capacity/grants/managing-americorps-grants):
- • AC = Terms and Conditions for AmeriCorps State and National Grants
- • 45 CFR = AmeriCorps Regulations
- • FAQ = AmeriCorps State and National Policy Frequently Asked Questions

A member position description is a required component of the member service agreement. It should accurately, completely, and specifically describe the activities to be performed by each AmeriCorps member. Each AmeriCorps member enrolled in the Member Portal must have a position description on file before she/he begins service. Member position descriptions must also be available for inspection by CNCS, state commission, tribal or national program staff, and as part of an audit or investigation of the CNCS Office of Inspector General.

SECTION	REQUIREMENTS
AMERICORPS MEMBER NAME	N/A
AMERICORPS MEMBER POSITION TITLE	N/A
PROGRAM	N/A
SITE LOCATION	N/A
PURPOSE	N/A
DESCRIPTION OF DUTIES	• Confirm that the member duties are not prohibited activities as outlined in 45 CFR §2520.65. • Confirm that the AmeriCorps member position description follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). • Confirm that the member position description clearly describes recurring access to vulnerable populations as outlined in 45 CFR §2510.20.

Adapted from CNCS—AmeriCorps State and National Outline 2017 –Member Position Outline
www.nationalservice.gov/sites/default/files/resource/Member-Position-Description-Outline_1.pdf

	• Confirm that duties meet the requirements of members as Team Leaders, if relevant for the program design (AmeriCorps FAQ C.56).
QUALIFICATIONS	• At a minimum, members must be high school graduates, GED recipients, working toward attaining a high school diploma or GED during their term of service. Members must agree to obtain either a diploma or GED before using an education award. • Include the full list of member eligibility requirements in 45 CFR §2522.200(a). • Confirm that member agrees to provide information to establish eligibility and to complete a National Criminal History Check as outlined in 45 CFR §2522.202.
TERM OF SERVICE	• Confirm that the position description follows requirements in AC, IV.E, AC V.A.
TIME REQUIREMENTS	• Confirm that member training hours meet the requirements of 45 CFR §2520.50.
ORIENTATION AND TRAINING	N/A
BENEFITS	• Amount of the Segal AmeriCorps Education Award being offered for successful completion of the term of service in which the individual is enrolling (AC V.B.3) • Amount of the living allowance the member will earn if applicable (AC VIII.A) • Healthcare coverage, if applicable (AC VIII.D) • Childcare coverage, if the member qualifies (AC VIII.E and 45 §CFR 2522.250) • Student loan forbearance and interest payments, if the member qualifies (FAQ G.7)
EVALUATION AND REPORTING	• Include the member performance evaluation requirements in the grant year terms and conditions (AC V.E).
SUPERVISOR NAME AND CONTACT INFORMATION	N/A
OTHER CONSIDERATIONS	N/A

Requirements for Service Opportunity Listings

Two Line Summary

- Include one or two lines that summarize your program's mission and vision.

Member Duties and Service Description

- Please provide a basic description of what the member(s) will be doing as a part of service, including day-to-day duties and specific responsibilities that the AmeriCorps member performs.
- CNCS staff are screening for prohibited activities in these sections. Please refer to the list of [prohibited activities](#) to avoid any compliance issues.
- Avoid using specific words that may lead to a disapproved service opportunity listing due to their similarities to prohibited activities.
  - For example, if members will support clients, do not use the word "Advocacy" unless there is context as to what type of advocacy.
  - Similarly, if members will provide health referrals, include language such as "AmeriCorps members do not provide health services related to prohibited items" in the description.
- Avoid vague language such as, "other duties as assigned" and "etc." If it is difficult to determine what members will be doing during their term of service, the listing will not be approved.

Program Benefits and Work Schedules

For Full Time (1700 hour) Work Schedules:

- Program Benefits must include at least health coverage, living allowance (or stipend), childcare assistance if eligible, and education award upon successful completion of service.
- If the program is an Education Award Only program, Program Benefits do not need to include living allowance or health coverage.
- If the program is a Professional Corps program, Program Benefits do not need to include living allowance, health coverage, or childcare assistance.

For Part Time or Summer (anything other than 1700 hour) Work Schedules:

- Program Benefits must include an education award upon completion of service.

For less than Full Time serving in a Full Time capacity Work Schedules:

- Choose "Full Time" in the Work Schedule section and **indicate the exact type or types of member position(s)** in at least one of the following fields: Position Title; Two Line Summary; Modification Comments; Service Description.
- Program Benefits must include an education award upon completion of service.

For all Work Schedules:

- **Do not include** "Choice of Education Award or End of Service Stipend" as one of the Program Benefits. This benefit only applies to VISTA.

Program Start/End Dates and Accepting Applications Dates

- The **Program Start/End Date** should cover the time of service for the listing. To avoid confusing potential applicants, the dates should not cover multiple years of a 3-year grant. Additionally, the End Date must be in the future to be approved and open for recruitment.
- The **Accepting Applications** end date must be in the future to be approved and open for recruitment. The listing will not be searchable in the Portal if the Accepting Applications end date has passed.
- If the listing is being closed, the **Program Start/End Date** and **Accepting Applications** dates may be expired. Please add a modification comment to confirm the listing closure and expired dates. Please click "No" when asked "Do you want to make this listing to be available now?".

Program Location

- Please only list the **Program Locations** where the member's service is occurring. It should not be used to increase the program's visibility to potential applicants.
- National Directs may list multiple program locations in the same service opportunity.

Age Requirement

- Generally, the age range must be a minimum of 17 and a maximum of 99 (or none).
- The minimum can be lower than 17, if a program is engaging members who are opportunity youth and were *already* out of school at age 16. These members mustn't have left school in order to serve in AmeriCorps.
- The maximum age can be lower than 99 for CNCS-approved youth corps programs.

Modification Comments and Removing a Listing

- Modification Comments can help CNCS staff understand the intent behind modifying a service opportunity listing, which will result in a speedier approval process.
- Listings cannot be deleted from the Portal, but they can be hidden. Please click "No" when asked "Do you want to make this listing to be available now?" and indicate in the modification comments that you want to remove the listing.

Service Opportunity Listings Tips and Tricks

- **Draft your service opportunity listing**: It is advisable to write the narrative in Word before creating a service opportunity listing.
  - Word checks for spelling and grammar errors whereas eGrants does not.
  - There is no Save option in eGrants, only Submit. Please do not submit incomplete listings to CNCS.
- **Longer recruitment periods are ideal:** Every time the Accepting Application date passes, the listing needs to be resubmitted and reapproved, taking time away from members who want to apply to a program but cannot. The Accepting Applications end date can be longer than the program's ideal Accepting Applications end date and closed when recruitment is complete. *We recommend positions recruit for at least 1-2 months.*
- **Submit service opportunity listings early:** Submit a listing well in advance of when recruitment should begin to avoid delays. Therefore, if there are any issues with the listing, they will be

2

resolved at a time that is not during the program's peak recruitment. An approved listing will automatically be published during the Accepting Applications date range.

- **Edit versus view:** If a program re-opens a listing by selecting "Edit" in the Recruitment Workbasket, the submission date/time will be updated, even if no changes are made or saved. As listings are approved in chronological order, once a program does this, its listing will be moved to the end of the queue which delays the approval of the listing. Selecting "View" will not change the timestamp.

- **Multiple versus individual listings:** Grantees have the option to either create multiple service opportunity listings for different program locations, service sites, and/or member duties or create a single universal service opportunity listing. *Please note the universal service opportunity listings should still be comprehensive and detailed in order to be approved.* Grantees with different member slots (i.e. work schedules) are encouraged to create multiple service opportunity listings due to differences in member benefits.

- **Approval timeline:** Please allow 3-5 business days for the approval of a service opportunity listing. The approval process can be longer depending on if corrections are needed.

For additional information, please contact your CNCS Program Officer or the CNCS hotline.

Service and Volunteer Coordinator -

is dedicated to addressing community needs in southern Virginia. AmeriCorps members will focus on building the region's science, technology, engineering and math (STEM) capacity.

Member Duties : PREFERRED QUALIFICATIONS: • Excellent oral and written communication skills • Associate's degree or higher • Silver level National Career Readiness Certificate • Intermediate computer skills, specifically in Microsoft Office products • Savvy with social media and online design tools • Ability to work independently and as part of a team • Access to a reliable vehicle and valid driver's license • Experience working with young people, job seekers, and/or adult learners • Strong organizational skills • Willingness to learn and serve others

Program Benefits : Health Coverage , Training , Education award upon successful completion of service , Stipend , Childcare assistance if eligible .

Terms : Uniforms provided and required , Car recommended , Permits working at another job during off hours , Permits attendance at school during off hours .

Service Areas : Community Outreach .

Skills : Community Organization .

Service Description : The

seeks to create distinct learning experiences and career opportunities, and to strengthen the social and economic vitality of our region. Member will work to promote the region's volunteerism software, Get Connected; organize and promote days of service; and recruit volunteers in both traditional and creative ways. Full-time position, $15,400 stipend, 1700 hours during the service year. This is approximate to serving 35 hours a week for 50 weeks. Service is anticipated to begin on September 15, 2015 and end on August 31, 2016. The Service & Volunteer Coordinator will be housed at
Occasional travel throughout the service footprint and/or to state or national conferences may be required. RESPONSIBILITIES MAY INCLUDE: • Collaborate with staff, fellow AmeriCorps members, and partner organizations to develop and support service projects through member and volunteer recruitment. • Promote regional volunteer opportunities to students, faculty and staff through electronic and social media as well as face-to-face recruitment. • Promote Get Connected, the region's volunteer management software platform, managed through the CCECC. • Develop promotional pieces for volunteer opportunities, creating a brand that is recognizable throughout the region for volunteer recruitment. • Develop volunteer protocol to support program outputs and outcomes. • Attend all mandatory host site and meetings. • Attend all planned training sessions for AmeriCorps members. • Complete and submit accurate and timely documentation of AmeriCorps service hours as required by the • Plan and participate in the MLK Day of Service, Day to Engage, and one additional service day.

Modification Comments : application deadline change

SUMMARY

Program Type:
AmeriCorps State / National

Program

Program Code

Program Start/End Date
09/15/2015 - 08/31/2016

Work Schedule Full Time

Education level
Associates degree (AA)

Age Requirement
Minimum: 18 Maximum: None

Program Locations
VIRGINIA

Languages English

Accepting Applications
From 09/08/2015 To 11/01/2015

Contact

Submitted By :

COMMON MISTAKES

What to Avoid When Posting Member Assignment Listings

Program Start/End Dates and Accepting Applications Dates

PROBLEM: The listing below was reviewed on 3/15/2015. The Program Start/End Date is correct, but the Accepting Applications date is set in the past.

SOLUTION: Be sure the Accepting Applications range is updated. The listing will not be searchable in the Portal if it is set in the past.

Two Line Summary: _____ is building a world class primary care center that is dedicated to serving special populations, improving patient health outcomes, and building healthy communities.

Member Duties : AmeriCorps members will serve in a variety of positions throughout the organization. All positions are designed to increase access to health care for America's underserved populations and develop tomorrow's health care workforce. Members will be placed in positions based on their interests, skills and career goals. A mix of office work and community work can be expected and will vary based on the position. In addition to the primary duties of each position, members will have the opportunity to do a variety of organized service projects with their fellow members throughout the state. Monthly team meetings give members an opportunity to receive training on different topics, share their experiences, bond with team members, and learn more about AmeriCorps and The position also provides members with professional development training and opportunities to explore other areas of interest within the organization.

Program Benefits : Stipend , Childcare assistance if eligible , Training , Health Coverage , Education award upon successful completion of service , Living Allowance .

Terms : Car recommended , Permits attendance at school during off hours .

Service Areas : Children/Youth , Community Outreach , Homelessness , Health , Community and Economic Development , Education .

Skills : Community Organization , Veterans , Communications , Youth Development , Public Health , Team Work , General Skills , Computers/Technology , Social Services , Education , Non-Profit Management .

Service Description : _____ provides individuals the chance gain relevant community health experience, build professional skills, explore career opportunities, and serve in a fun and active group environment. Our ideal candidate is a dedicated. self-starter who has an

SUMMARY	
Program Type:	AmeriCorps State / National
Program	
Program Code	
Program Start/End Date	08/25/2015 - 06/25/2016
Work Schedule	Full Time
Education level	College graduate
Age Requirement	Minimum: 18 Maximum: None
Program Locations	CONNECTICUT
Languages	Spanish preferred not required
Accepting Applications	From 02/26/2015 To 10/14/2015

Prohibited Activities

PROBLEM: Service description includes "members provide youth advocacy". Advocacy related to political activities or lobbying is an unallowable activity.

SOLUTION: Remove unallowable activity and consult with your Program Officer for further clarification. List of prohibited activities may be found here.

Service Areas : Children/Youth .

Skills : Writing/Editing , Leadership , Education , Team Work , Public Speaking , Youth Development , General Skills , Communications , Fine Arts/Crafts , Conflict Resolution , Teaching/Tutoring , Community Organization , Social Services , Recruitment .

Service Description   is
seeking 1 full time AmeriCorps Member to work with our Independent Living Program. AmeriCorps members support and sustain the statewide comprehensive effort to improve California's Child Welfare System. Utilizing former foster youth as AmeriCorps members, members provide youth advocacy and youth engagement with foster youth in the Independent Living Program (ILP).   provides foster youth with information on life skills, relationships, sex education, education, employment, peer pressure, permanency and self-esteem. This position will focus on Expectant and Parenting Youth (EPY) issues. Members will serve as a broker to provide referrals and links youth to community resources. Members also provide youth voice in all aspects of the EPY project with

Program Locations CALIFORNIA	
Languages	English
Accepting Applications From 10/01/2015 To 11/06/2015	
Contact	
Submitted By :	

Education Award or End of Service Stipend

PROBLEM: Program Benefits says "Choice of Education Award or End of Service Stipend." State and National members do not have the option to choose an award other than the Segal Education Award. This choice is offered only to VISTAs.

SOLUTION: Remove this verbiage and be sure to include "Education award upon successful completion of service" *only* for all AmeriCorps members.

Two Line Summary: AmeriCorps*State
                    provides direct economic empowerment to survivors and children affected by domestic violence.

Member Duties : The   includes two positions: The Economic Empowerment Specialist and the Youth Program Specialist. Please contact   for a position description and if you are interested in serving your AmeriCorps*State term with   The mission of   is to end intimate partner violence, promote healthy relationships and engage communities through social change, economic empowerment, educational opportunities and other prevention strategies.

Program Benefits : Choice of Education Award or End of Service Stipend , Education award upon successful completion of service , Childcare assistance if eligible , Health Coverage .

SUMMARY

Program Type:
    AmeriCorps State / National

Program

Program Code

Program Start/End Date
    09/01/2014 - 08/31/2015

Program Benefits

PROBLEM: This listing does not include childcare assistance if eligible in Program Benefits.

SOLUTION: Be sure to include living allowance (or stipend), health coverage, childcare assistance and education award in Program Benefits for full-time work schedules (with the exception of EAPs, Partnership Challenge, Professional Corps). Part-time and less (e.g. summer positions) require a minimum of education award.

Two Line Summary: The _____ AmeriCorps program mobilizes people from all walks of life for 11 months of full-time environmental service, giving them the skills and opportunities needed to create change.

Member Duties : _____ AmeriCorps members will build capacity in the community by engaging volunteers and residents in cultivating plants and young trees at our nursery, planting and caring for trees in neighborhoods, schools and parks, and educating residents on environmental issues. Members will build relationships with existing volunteers, and recruit and engage new ones. This entails office work such as correspondence, scheduling appointments, planning logistics, GIS Mapping and detailed data entry, as well as field work necessary for project preparation, and project day execution. Proportion of field to office work varies with program assignment. Other roles include conducting classroom and community presentations, and representing _____ at various community outreach events. Technical training and experience gained as an Urban Forestry Specialist will help prepare members for arborist certification.

Program Benefits : Stipend , Training , Education award upon successful completion of service , Health Coverage .

Terms : Permits working at another job during off hours . Uniforms provided and required . Permits attendance at school during off hours .

Service Areas : Children/Youth , Neighborhood Revitalization , Community and Economic Development , Environment , Education , Community Outreach .

Skills : Community Organization , Environment , Communications , Youth Development , Computers/Technology , Public Speaking , Conflict Resolution , Team Work , Education , Leadership , Recruitment , Writing/Editing , Non-Profit Management , Urban Planning .

Service Description : _____ is a non-profit urban forestry and environmental action organization, located in San Jose, CA. The mission of _____ is to cultivate a greener, healthier urban environment and a renewed sense of community by involving Silicon Valley residents in the understanding, planting, and care of the urban forest. In this program.

SUMMARY	
Program Type:	AmeriCorps State / National
Program	
Program Code	
Program Start/End Date	01/12/2016 - 07/12/2016
Work Schedule	Full Time
Education level	College graduate
Age Requirement	Minimum: 18 Maximum: None
Program Locations	CALIFORNIA San Francisco/Oakland/San Jose
Languages	Not required but desireable
	English
Accepting Applications	From 10/01/2015 To 12/31/2015

Vague Member Duties

PROBLEM: The program used vague language when describing Member Duties such as "other duties as assigned." This could potentially lead to prohibited activities and to responsibility drift in which members could be displacing employee duties.

SOLUTION: Carefully detail what the member will be doing during service and avoid vague verbiage such as "other duties as assigned".
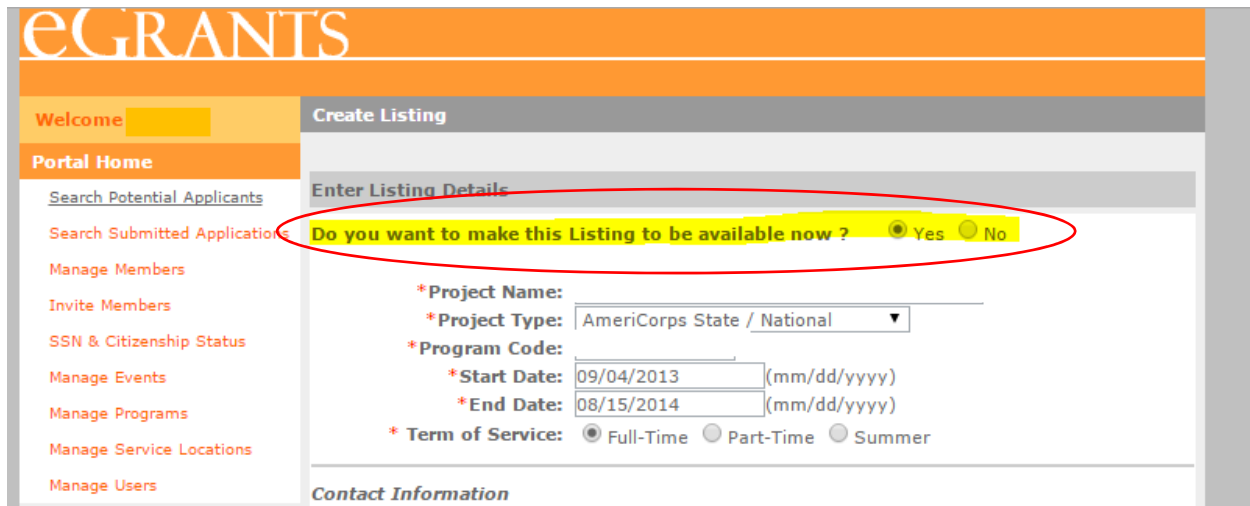
Two Line Summary: _____ is an organization promoting health careers. This is for a college student who would like to learn more about the non-profit healthcare environment and programs that promote healthcare.

Member Duties : -Assist with leg work associated with the development of health careers summer academies for high school and undergraduate students -Develop materials promoting student pathway programs via flyers, newspaper articles, school newsletters, school announcements, email blasts, telephone calls and teacher announcements -Exercise your creativity through researching, designing, and leading a variety of age-appropriate activities such as games, discussion groups, etc. -Assist in the development and upkeep of media and materials that include FACEBOOK, newsletters, press releases, photos, website, and other promotions -Other duties as assigned

Program Benefits : Education award upon successful completion of service.

Terms : None

Service Areas : Environment , Education , Community Outreach , Health .

Skills : None

Service Description : _____ is an organization working to promote health careers for students from rural areas. This opportunity is ideal for a college student who would like to learn more about the non-profit healthcare environment and the policy and development programs that promote quality healthcare in southwest New Mexico and beyond. The position is supervised and mentored by a diverse staff specializing in healthcare workforce development. The goal of this position is to increase awareness and be part of the workforce development in healthcare careers that _____ is engaged in

Modification Comments : typo

SUMMARY	
Program Type:	AmeriCorps State / National
Program	
Program Code	
Program Start/End Date	05/01/2016 - 07/10/2016
Work Schedule	Part Time
Education level	High school diploma/GED
Age Requirement	Minimum: 17 Maximum: 34
Program Locations	NEW MEXICO
Languages	
Accepting Applications	From 09/17/2015 To 10/01/2015
Contact	
Submitted By :	

How to Correctly "Hide" a Listing

PROBLEM: I need to know how to delete an old or no longer needed listing.

SOLUTION: The Portal doesn't allow listings to be deleted, but you can "hide" them. Edit your listing through eGrants and click "No" when asked "Do you want to make this listing available now?" This will effectively "hide" the intended listing.

Value of Using Modification Comments

PROBLEM: The program had erroneously entered a maximum age limit and resubmitted the same mistake after follow up with the Program Officer.

SOLUTION: The program used the Modification Comments to articulate their action so CNCS Staff was able to more easily determine if there was a technical issue.

Age Requirement

PROBLEM: The maximum age is set at 55 and there should be no maximum age range. This could lead to potential age discrimination (with the exception of Youth Corps or EnCorps programs).

SOLUTION: Please set the maximum age limit at "none" or 99 and above. Also, be sure to save all the way to the end so that the eGrants system records the change properly.

Two Line Summary: The ___ Associate will be responsible for participating in finding solutions to increase living conditions and services for young people in

Member Duties : •Identify potential solutions to increase health and wellness for young people in ___ Facilitate and participate in a wide variety of team and community projects with community members and partner agencies. •Recruit youth volunteers to assist with identification, planning, and implementation of projects. •Help with efforts of agency and program development. •Assist with communicating awareness of community issues and outreach for agency programs. •Represent ___ and AmeriCorps appropriately within the community. •Directly support other ___ program initiatives, as appropriate.

Program Benefits : Education award upon successful completion of service .

Terms : None

Service Areas : Community Outreach .

Skills : General Skills , Team Work .

Service Description : The ___ Associate will be responsible for participating in finding solutions to increase living conditions and services for young people in Hidalgo County. They will work with ___ staff, other AmeriCorps members, and community partners to design and implement quality community based service learning projects to support identified solutions. They will recruit and train younger volunteers to support and maintain program goals into the future. They will evaluate, share, and celebrate results with the community.

SUMMARY	
Program Type:	AmeriCorps State / National
Program	
Program Code	
Program Start/End Date	10/05/2015 - 08/01/2016
Work Schedule	Part Time
Education level	
Age Requirement	Minimum: 17 Maximum: 55
Program Locations	NEW MEXICO
Languages	
Accepting Applications	From 10/01/2015 To 08/01/2016

Please allow 48 to 72 hours for review after posting.

For more information, please contact your CNCS Program Officer.

MEMBERS ASSIGNMENT LISTINGS CHECKLIST

When uploading member assignment listings, follow this checklist to ensure all required information is entered for timely approval. Please allow 48 – 72 hours for review.

I.   Are Prohibited Activities listed in the description?

Yes ☐ No ☐

II. Do Member Duties and Service Description sections provide a day-to-day activity and responsibility description about what the members will be doing?

Yes ☐ No ☐

III. For **full time** members, does the Program Benefits section include:

- Education award upon successful completion of service?

- Stipend or Living Allowance?

- Childcare assistance if eligible?

- Health Coverage?

Yes ☐ No ☐

IV. For **part or minimum time** members, does the Program Benefits section include:

- Education award upon successful completion of service?

Yes ☐ No ☐

V.   For **part or minimum time** members, does the Service Description or title indicate the amount of hours the position requires (to clarify positions that are less than full time serving in a full-time capacity)?

Yes ☐ No ☐

VI. Are the Program Start/End Dates and Accepting Applications dates updated? *Note that approved member assignment listings will not show in the Portal until the first date under "Accepting Applications."*

Yes ☐ No ☐

VII. Is the Age Requirement section completed? *To control for age discrimination, upper age limit must be 99 and above or None for non-Youth Corps programs.*

Yes ☐ No ☐

VIII.   Is there an appropriate modification comment?

Yes ☐   No ☐

IX.   Is the appropriate bubble clicked when asked at the top of the screen, "Do you want to make this listing available now"?

Yes ☐   No ☐

For additional information, please contact your CNCS Program Officer.

Guide to Enrolling as a New AmeriCorps Member

Purpose

New AmeriCorps members must enroll within 30 days of the start date of their year of service. Members must complete their own enrollment form in the Portal. The instructions below outline the process to enroll.

Getting Started

1.) You will receive a notification email like the one below inviting you to apply. Log in to your My AmeriCorps Portal by clicking the link in the email or navigating to my.americorps.gov to complete your enrollment. If you haven't already created a username and password, you will be prompted to do so.

> Dear   Name
> Thank you for applying to serve on   Program Name   program. Use the following link to complete your registration and enrollment:
> http://uatmy.americorps.gov/mp/member/validateInvitation.do?id=577245&pin=34c309xmh1
> Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edscncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

2.) You will choose "Enrollment Form" in the navigation bar on the left of the screen. (Your screen will not be purple like the examples below.)

3.) You will be required to enter the requested information in the enrollment form and click "save information" at the bottom of the screen. All information is required. The information you provide will be protected securely and held confidentially; it will only be reported in summary and without any personal identification attached. The demographic information you provide will not be associated with personally identifying information such as your name or social security number when the data are analyzed.

4.) This will complete Part 1 of the enrollment process. Your screen will indicate that the enrollment information has been saved.

5.) The program to which you applied will be notified that you've complete your portion of the enrollment form. Once they finalize their portion, you will receive email confirmation that reads as follows:

PLEASE DO NOT REPLY TO THIS MESSAGE

Dear

Congratulations! This e-mail is to notify you that you have been enrolled in the National Service Trust. Upon successful completion of your term of service, your Segal AmeriCorps Education Award will be available for you to use.

If you wish to request forbearance on any student loan(s) for the duration of your service, click on the link below to access the My AmeriCorps website. Upon logging into your account, click "Create Forbearance Request" and search for your loan institution.
http://uatmy.americorps.gov/mp
Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edscncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

6.) The enrollment process is complete.

For technical assistance, please contact the eGrants Help Desk at 1-800-942-2677

Purpose

- The following presentation will guide AmeriCorps program users through the AmeriCorps member enrollment process in the MyAmeriCorps Portal.

- This presentation represents grantee requirements for enrolling members in the Portal as of July 2, 2018.

Important Considerations

- This presentation focuses on the functionality of the MyAmeriCorps member management system.

- Programs must conduct screening of prospective members as part of the recruitment and selection process.

- The screening must include:

  – Citizenship eligibility

  – A national sex offender public website check prior to selecting the applicant

  – State/FBI checks

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Presentation Content

- Member Enrollment Basic Rules
- Member Enrollment Workflow—Main Steps
- Member Enrollment Process:
    – How to create a member invitation
    – How to complete SSN, Citizenship, and Criminal History Check Verification Information of the member enrollment form
    – How to complete Placement Information of the member enrollment form
- Member Enrollment Workflow—Timing and Examples
- What will applicants see?
- Resources

Member Enrollment Basic Rules

- Verify SSN validity and citizenship eligibility automatically or by hand in Portal when member accepts invitation

- Before AmeriCorps member's first day of service:
  - Complete NSOPW

  - Initiate State/FBI background checks

  - Verify these steps are completed in Portal

- Certify member enrollment no later than 5th calendar day from member's start

Member Enrollment Basic Rules— What's changed in 2018?

- *Verify SSN validity and citizenship eligibility automatically or by hand in Portal when member accepts invitation*

- Before AmeriCorps member's first day of service:
  - Complete NSOPW
  - Initiate State/FBI background checks
  - *Verify these steps are completed in Portal*

- Certify member enrollment *no later than 5th calendar day* from member's start

Member Enrollment Workflow—Main Steps

1. Service opportunity
- All opportunities are required in the Portal

2. Invitation and Acceptance
- Once applications are reviewed, programs create and send an invitation to prospective members
- Invited members accept the invitation and complete member portion of the enrollment form

3. SSN/Citizenship Verification
- Invited member records go to the Social Security Administration to verify SSNs and citizenship
- Programs collect verification from invited members if verification is not received from SSA and submit it to the CNCS Hotline

4. CHC Verification
- Programs complete SSN, citizenship, and criminal history check verification section of the enrollment form

5. Start Date and Service Location
- Programs complete Placement Information of the enrollment form to activate a member
- Members are enrolled

1. Service Opportunity Listings

- As of July 2, 2018, all grantees are required to post all service opportunities in the MyAmeriCorps Portal.

- Find instructions for completing listings on the AmeriCorps Knowledge Network:

  - www.nationalservice.gov/resources/americorps/member-assignment-listings

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2. Invitation and Member Acceptance

- Programs send invitations to serve in AmeriCorps to prospective members.

- Members accept their service assignment by clicking on a link in the invitation email that will complete the registration.

What Programs See: Invite Members

3. SSN and Citizenship Verification

- The Portal will submit the record to the Social Security Administration (SSA) as soon as the member completes and saves her section of the enrollment form.

- By the morning of the next business day, the record will indicate "Verified" or, if not verified, "Returned" in the Portal:

  – If verified by SSA, then the enrollment process will proceed to the next step.

  – If not verified by SSA, then the program will collect additional documentation and submit it to the CNCS hotline.

    - If additional documentation is sufficient to verify eligibility, then CNCS staff will manually update the Portal record and the enrollment process will continue.

    - If the additional documentation is not sufficient, the program will be notified, and the member cannot be enrolled.

What Programs See: Pending Enrollment Workbasket

Programs will see a list of individuals who have accepted their invitations to serve.

This is a new section of the enrollment form; programs will see the SSN and citizenship verification status. In this example, both are pending. This means the member's information is being verified by SSA.

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What Programs See—New Section: Participant Information

The text for this section of the enrollment form is new; programs will enter placement information prior to enrolling the member.

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4. CHC Verification

- Programs will complete SSN, criminal history, and citizenship verification of the enrollment form:
  - Certify NSOPW is complete
  - Certify State/FBI checks are initiated, per CNCS regulations
  - Press Save button in the Portal

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What Programs See: CHC Verification

Programs will certify the NSOPW is complete and that State/FBI checks are initiated, per CNCS requirements.

Be sure to select Save after entering the requested information.
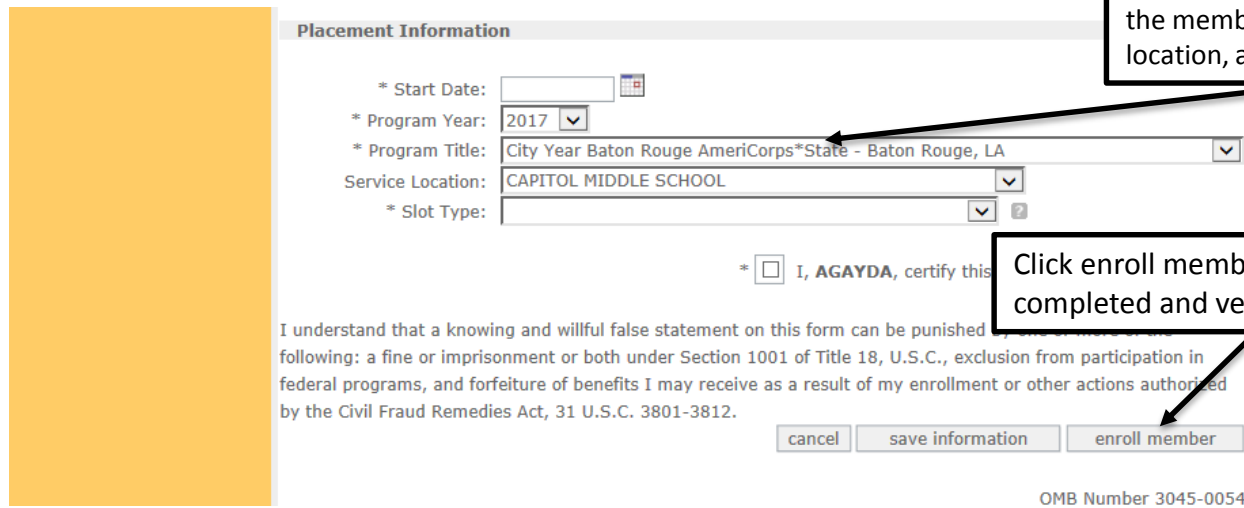
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5. Start Date and Service Location

- Programs complete the Placement Information section of the enrollment form:
  - Enter member start date
  - Enter service location
  - Enter slot type, if necessary
  - Select Enroll Member

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What Programs See:
Start Date and Service Location

- At the bottom of the enrollment form:

Programs complete the Placement Information section of the enrollment form by entering the member start date, service location, and slot type.

Placement Information

* Start Date:	
* Program Year:	2017
* Program Title:	City Year Baton Rouge AmeriCorps*State - Baton Rouge, LA
Service Location:	CAPITOL MIDDLE SCHOOL
* Slot Type:	

* ☐ I, **AGAYDA**, certify this

Click enroll member when all steps are completed and verified.

I understand that a knowing and willful false statement on this form can be punished by fine or imprisonment or both under Section 1001 of Title 18, U.S.C., exclusion from participation in federal programs, and forfeiture of benefits I may receive as a result of my enrollment or other actions authorized by the Civil Fraud Remedies Act, 31 U.S.C. 3801-3812.

cancel | save information | enroll member

OMB Number 3045-0054

Member Enrollment Workflow—Main Steps

1. Service opportunity
- All opportunities are required in the Portal

> Programs will enter opportunities after receiving the NGA.

2. Invitation and Acceptance
- Once applications are reviewed, programs create and send
- Invited members accept the invitation and complete *Part 1*

> Timing will vary based on program design and recruitment timeline.

3. SSN/Citizenship Verification
- Invited member records go to the Social Security Administra
- Programs collect verification from invited memb to the CNCS Hotline

> Timing for this step: On or before member start date

4. CHC Verification
- Programs complete SSN, citizenship, and crimina enrollment form

> Timing for this step: On or before member start date

5. Start Date and Service Location
- Programs complete Placement Information of th
- Members are enrolled

> Timing for this step: NLT 5 calendar days from member start

19

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Member Enrollment Workflow Example 1

- This is a training example to illustrate key Portal enrollment steps and timing; specific dates below were set by the program and do not reflect CNCS requirements.

- In this example, all members start on the same day; that day is also the program start date in the Portal (August 1):

  - Program will recruit and screen applicants until May 31

  - Program will send all invitations to prospective members by June 5

  - Members will accept and citizenship will be verified by SSA by June 30

  - Program will complete NSOPW and initiate State/FBI checks by July 1

  - Program will verify CHC checks in the Portal by July 5

  - Members will begin service, and the program will certify enrollment in the Portal on August 1

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Member Enrollment Workflow Example 2

- This is a training example to illustrate key Portal enrollment steps and timing; specific dates below do not reflect CNCS requirements.

- In this example, members begin service at different times of the program year, and the program start date is September 1. This is the timing for the first cohort of members to enroll:

  – Program will recruit and screen continuously; selection for the first cohort will conclude on August 15

  – Program will send invitations to prospective members on August 16

  – Members will accept and citizenship will automatically be verified by SSA

  – Program will complete NSOPW and initiate State/FBI checks before the member start date

  – Program will verify eligibility and checks in Portal before member's start date

  – Members will begin service on September 1, and the program will certify enrollment in the Portal within 5 calendar days (e.g., if a member starts on Monday, then the program must enroll her by COB on Friday)

What will applicants see?

- Text of invitation to serve message:

Tue 5/22/2018 11:19 AM

myamericorps@americorps.gov

My AmeriCorps Enrollment

To Stone, James R.

Dear Jim Stone:

Thank you for applying to serve on AmeriCorps City Year Baton Rouge program. Use the following link to complete your registration and enrollment:

http://uatmy.americorps.gov/mp/member/validateInvitation.do?id=743033&pin=cjuuxhha31

Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edscncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

This is a unique link for each applicant.

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What will applicants see?

- Applicant screen from invitation email:

What will applicants see?

Member Enrollment Form

What will applicants see?

Member Enrollment Form

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Resources

- CNCS contact during 2018 enrollment process transition period:
  - Jim Stone, Senior Program & Project Specialist, AmeriCorps State and National, jstone@cns.gov
- CNCS hotline:
  - 1-800-942-2677
  - https://questions.nationalservice.gov
- Instructions for creating member service opportunities:
  - www.nationalservice.gov/resources/americorps/member-assignment-listings
- 2018 member enrollment process memo and PPT:
  - www.nationalservice.gov/build-your-capacity/grants/managing-americorps-grantsMan grants page

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Thank you!

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TO: State Service Commissions and AmeriCorps National Grantees

FROM: Chester W. Spellman
                Director, AmeriCorps State and National

SUBJECT: 2019.04: AmeriCorps State and National Enrollment and Enrollment Date Change Policy

DATE: April 24, 2019

An individual is presumed to be an AmeriCorps member as of the start date reflected in the MyAmeriCorps Portal. An enrollment can be recorded up to 8 days after the start date of the member. The 8-day limit to report enrollments will become effective with MyAmeriCorps updates in June 2019.

System of Record

The system of record for an AmeriCorps member's National Service Trust information is eSPAN. The MyAmeriCorps Portal is the mechanism through which programs enter and update member records in eSPAN including enrolling a member and recording an individual's start date. Programs are responsible for ensuring the data values they enter via the MyAmeriCorps Portal are accurate and submitted within the required timeframes. CNCS will rely on the information entered by programs via MyAmeriCorps Portal. The member's start of service date indicated on the Member Service Agreement/Contract should agree with the value entered into eSPAN via the MyAmeriCorps Portal.

Programs must verify that individuals are eligible to serve based on the requirements specified in **45 CFR § 2522.200**. The system is set up so that:

1. An individual may not start service until CNCS has automatically or manually verified an individual's Social Security Number and citizenship eligibility.

2. An individual may not start service until:
   a. The program certifies that it has conducted and adjudicated the results of the nationwide NSOPW.gov check; and
   b. The program certifies that it has initiated any required state and FBI criminal history checks, as appropriate for the individual's level of access to vulnerable populations.
   c. If the member is not eligible for the full education award due to prior service, the member has completed the member acknowledgement for reduced or no award.

3. After the completion of steps 1 and 2, above, programs must enter the members' start date, assignment and term of service to complete the member enrollment in the National Service Trust through the MyAmeriCorps Portal no more than eight days after the individual starts their term of service.

Member Right to Appeal Ineligibility

Any member deemed ineligible because their Social Security Number or citizenship could not be verified has an absolute right to appeal to CNCS. See Requesting Administrative Review below.

Correcting Errors that Require CNCS Review

Changes to an individual's start date after the eight-day enrollment period ends require CNCS review and approval. Grantees and AmeriCorps members have 30-days from the effective date of enrollment to request an Administrative Review to modify an enrollment record.
CNCS will consider changes in member start date if:
1. The member or program can document a failure of CNCS's technology platform that prevented the member or program staff from completing the enrollment within the required timeframe; or
2. The member or program can demonstrate other circumstances that prevent a program from making a timely enrollment to the MyAmeriCorps Portal, such as a natural disaster.

Requesting an Administrative Review of a Member's Enrollment or to Appeal SSN or Citizenship Ineligibility:

Members or grantee organizations may request an Administrative Review in writing to
ASNAdministrativeReviews@cns.gov. The request for an Administrative Review must include all information and supporting documentation needed for CNCS to make a decision on changing the start date or reconsidering eligibility. At a minimum the information must include:

1. Member Name
2. NSPID
3. Grantee Organization
4. Program Name
5. Program Code
6. Program Year
7. Desired Data Correction(s) (e.g., enrollment start date, service hours, other)
8. Justification for Making the Requested Change(s)
9. Requestor's Contact Information

CNCS will consider requests submitted and provide a written determination as to whether changes can be made. If an Administrative Review Request requires the submission of Personally Identifiable Information (PII), please contact the National Service Hotline and request a Secure File Transfer Link to transmit PII separately.

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Phase 1

Essential prior to enrollment:
- Set up operating sites/service locations in eGrants
- Submit Service Opportunity Listing in MyAmeriCorps

Award Notification

Member Recruitment

Key
- = CNCS
- = Program Staff
- = Member Applicant
- = Social Security Administration

Phase 2
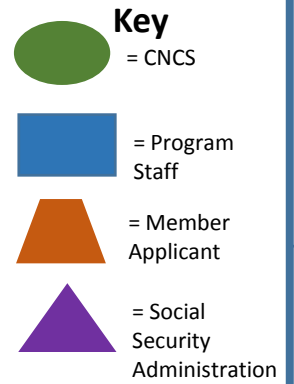
Apply via MyAmeriCorps

Apply outside MyAmeriCorps

Required NSCHCs: NSOPW check and initiation of State and FBI checks

Screen members for eligibility and criminal history

Select member applicant in MyAmeriCorps

Send invitation to applicant via MyAmeriCorps

Accept invitation via email; complete member portion of Enrollment Form

Note: Members who previously served in AmeriCorps must ensure that they are exited from their previous program in MyAmeriCorps

Phase 3

SSN and Citizenship checks

If verified automatically:

If **not** verified automatically:

Notify program

Request secure link and submit necessary documentation via National Service Hotline

Account for additional time to gather/submit documentation

Update Enrollment Form with "Verified" status

Documentation is verified

In eGrants

- Confirm that SSN/Citizenship are in "Verified" or "Manually Verified" status
- Check NSCHC boxes certifying the completion of NSOPW check and initiation of State and FBI checks
- Enter member placement info on Enrollment Form including: Start Date, Program Year, Program Title (operating site name), Service Location, Slot Type

Important: Criminal history checks must be certified by checking the boxes **on** or **before** member's start date

Member Start Date –

Note: Members who previously received the equivalent of 2 full time education awards, or will exceed 2 full time awards with the new term, will need to acknowledge partial or no education award prior to enrollment

Click the "Enroll" button in eGrants to enroll the member

ENROLLMENT MUST BE COMPLETE 8 calendar days from member start date

MEMBER SERVICE AGREEMENT OUTLINE

This outline is a training tool designed to help new AmeriCorps program staff create a member service agreement. It will be most helpful when used alongside the Grant Terms and Conditions, AmeriCorps Regulations, and other CNCS-specific guidance. The outline is for reference only; it does not contain citations for all AmeriCorps grant or program requirements. Additional information on member service agreements may be found on the National Service Knowledge Network: **https://www.nationalservice.gov/resources**.

Guidance documents referenced in this outline (available at **https://www.nationalservice.gov/build-your-capacity/grants/managing-americorps-grants**):
- **AC = Terms and Conditions for AmeriCorps State and National Grants**
- **CNCS = General Terms and Conditions for CNCS Grants**
- **45 CFR = AmeriCorps Regulations**
- **FAQ = AmeriCorps State and National Policy Frequently Asked Questions**

The AmeriCorps member service agreement thoroughly describes the relationship between an individual (an AmeriCorps member) and the AmeriCorps program, and it is a requirement in the AmeriCorps Grant Terms and Conditions. AmeriCorps members should receive, read, and agree to all elements of the service agreement before they begin service.

SECTION	REQUIREMENTS	RECOMMENDATIONS/ BEST PRACTICES
TITLE	N/A	• The member service agreement may also be a called a member contract; determine which document title is most appropriate for your program.
INTRODUCTION AND PURPOSE OF AGREEMENT	N/A	• Clearly state the parties involved in the agreement (the member name and the grant recipient organization name) and specify that the agreement is regarding an AmeriCorps term of service with [insert program name].

MEMBER ELIGIBILITY REQUIREMENTS	N/A	• Include the full list of member eligibility requirements in [45 CFR §2522.200(a)](45 CFR §2522.200(a)). • Include a statement that, by signing the member service agreement, the individual certifies under penalty of law that he or she meets the eligibility requirements as stated above in 45 CFR §2522.200(a). (*Note: the member's signature is not sufficient to verify age, citizenship, or criminal history, but it is sufficient to verify high school education.*) • Consider the additional eligibility requirements for tutoring programs, if applicable (45 CFR §§ 2522.900-.940), and ensure that those requirements are clearly stated.
MEMBER POSITION DESCRIPTION	• Full text of the member position description (AC V.B.1)	• Reference the member position description briefly in the body of the agreement and include the full text of the position description as an appendix. • For guidance on creating the member position description, see the Member Position Description Outline located on the Knowledge Network: https://www.nationalservice.gov/resources/americorps/program-development-outlines

TERMS OF SERVICE	• Requirements to successfully complete the term of service and be eligible for the education award (AC V.B.2):
	   o Minimum number of service hours
	   o Other requirements as developed by the
		• Specify the type of service term (full-time, half-time, etc.) and the required number of service hours associated with that term.
		• Specify the start and end dates for the term of service, ensuring that the total duration of the term is 12 months or less.
		• Other requirements to successfully complete the term of service may include:
		   o Completing the full duration of the service term (for example, some programs require members to serve until the specified end date on the contract even if they

	recipient (see Recommendations/ Best Practices)	o complete their required hours earlier); o Satisfactorily completing all assignments, tasks, or projects; o Submitting all required timesheets and data collection reports.
BENEFITS OF SERVICE	• Amount of the Segal AmeriCorps Education Award being offered for successful completion of the term of service in which the individual is enrolling (AC V.B.3) (*Note: current education award amounts can be found in the Notice of Funding Opportunity under which the AmeriCorps grant was awarded*) • Amount of the living allowance the member will earn, if applicable (AC VIII.A). (*Note: minimum and maximum living allowance amounts for each type of service term can be found in the Notice of Funding Opportunity under which the AmeriCorps grant was awarded*) • Healthcare coverage, if	• For the Segal AmeriCorps Education Award: o Specify the exact dollar amount of the award. o If desired, include additional information from https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award about the use and limitations of the education award. • For living allowance: o State the living allowance as a weekly/biweekly/monthly dollar amount and emphasize that payments will not fluctuate based on the number of hours served in a particular time period; if a member serves all required hours and is permitted to conclude his or her term of service before the originally agreed upon end of term, living allowance payments must cease, and the recipient may not provide a lump sum payment to the member (AC VIII.A). o If desired, specify the minimum number of hours a member must serve during a pay period in order to earn a living allowance (FAQ C.26). o Specify that FICA and income taxes will be withheld from the living allowance (AC VIII.C). • For healthcare coverage: o Specify the nature of the healthcare coverage provided by the program (see AC VIII.D. for health insurance options

	applicable (AC VIII.D) (*Note: healthcare coverage must be provided or made available to all full-time members (except EAP or Partnership Challenge grants), and may be provided to less-than-full-time members serving in a full-time capacity) (AC VIII.D.)*
	• Childcare coverage, if the member qualifies (AC VIII.E and 45 CFR § 2522.250) (*Note: member eligibility criteria are described in 45 CFR § 2522.250)*
	• Student loan forbearance and interest payments, if the member qualifies (FAQ G.7)
		that satisfy the requirement).
		• For childcare coverage:
		    ○ Specify how the member may apply for childcare benefits (see https://www.americorpschildcare.com/).
		• For student loan forbearance and interest payments:
		    ○ If desired, include additional information from https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award/using-your-segal-education-award/postponing about what types of loans are eligible and how to apply.
		• Programs may offer additional benefits to members if desired, such as a housing allowance; however, the value of the additional benefits combined with the living allowance cannot equal more than the maximum living allowance (FAQ C.57).

STANDARDS OF CONDUCT	• Standards of conduct as developed by the recipient or sub recipient (AC V.B.4)	• Provide a list of positive behaviors that will be expected for AmeriCorps members (e.g., following directions, showing respect to others). • Provide a list of behaviors that will not be tolerated for AmeriCorps members (e.g., tardiness or unexcused absences, stealing or lying).
PROHIBITED ACTIVITIES	• List of prohibited activities, including those specified in	• To meet the requirement for this section, copy and paste the full text from AC V.C into this section of the member service

	the regulations at 45 CFR § 2520.65 (AC V.B.5)	agreement.
NONDUPLICATION AND NONDISPLACEMENT	• Text of 45 CFR §§ 2540.100(e)-(f), which relates to Nonduplication and Nondisplacement (AC V.B.6)	• To meet the requirement for this section, copy and paste the full text from 45 CFR §§ 2540.100(e)-(f) into this section of the member service agreement; include the header "45 CFR §§ 2540.100(e)-(f)."
FUNDRAISING BY MEMBERS	• Text of 45 CFR §§ 2520.40-.45, which relates to fundraising by members (AC V.B.7)	• To meet the requirement for this section, copy and paste the full text from 45 CFR §§ 2520.40-.45 into this section of the member service agreement; include the header "45 CFR §§ 2520.40-.45."
REQUIREMENTS UNDER THE DRUG-FREE WORKPLACE ACT	• Summary of the requirements under the Drug-Free Workplace Act (41 U.S.C. § 701 et seq.) (AC V.B.8)	• To meet the requirements for this section, include the following information: o The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited while serving as an AmeriCorps member. o As a condition of AmeriCorps service, the member must abide by the terms of this prohibition and must notify the program director of any conviction under a criminal drug statute no later than 5 days after such a conviction. o Specific actions will be taken against members for violations of this prohibition, including personnel actions up to and including termination, and/or the requirement to satisfactorily participate in a drug abuse assistance or rehabilitation program. • More specific details about the actions programs must take for drug violations can be found in 45 CFR §2522.230 and must be included in the "Consequences" section of the member service agreement.

| CIVIL RIGHTS REQUIREMENTS | • Civil rights requirements, complaint procedures, and rights of beneficiaries (AC.V.B.9) | • To meet the requirements for this section, you may use the following sample language from the General Terms and Conditions (CNCS III.H):

This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact:

[Name, address, phone number – both voice and TTY, and preferably toll free – FAX number and email address of the recipient]

or

Office of Civil Rights and Inclusiveness
Corporation for National and Community Service
 250 E Street, SW
Washington, DC 20024
(800) 833-3722 (TTY and reasonable accommodation line)
(202) 565-3465 (FAX); eo@cns.gov (email) |
| CONSEQUENCES FOR VIOLATING | • Suspension and termination rules (AC V.B.10) | • Include a step-by-step policy for how violations of the program's Standards of Conduct will be handled (e.g., verbal warning, |

STANDARDS OF CONDUCT	• The specific circumstances under which a member may be released for cause (AC V.B.11)	written reprimand, etc.). • If these steps include suspension and/or release for cause, or if certain type(s) of violations would result in an immediate suspension or release for cause, describe this clearly. • Copy and paste the full text from 45 CFR §2522.230 into this section of the member service agreement; include the header "45 CFR §2522.230."
GRIEVANCE PROCEDURES	• Full text of the program's grievance procedure (AC V.B.12)	• Reference the grievance procedure briefly in the body of the agreement (e.g., "The member understands that he/she has a right to file a grievance to resolve disputes in accordance with the grievance procedures described in Appendix X"), and include the full text of the procedure as an appendix. • To create a grievance procedure that meets CNCS requirements, start with the full text of 45 CFR §2540.230. • Edit the text to increase the clarity of the procedure or to add specific program/organizational details (such as the name/job title of the individual to whom written grievances should be submitted). • Do not change any of the required timeframes and steps in the procedure.

OTHER REQUIREMENTS ESTABLISHED BY THE RECIPIENT	N/A	• Possible items to include:
		     o Authorization to conduct a criminal background check (this can also be handled through a separate authorization document; see [insert link to Criminal History Check procedures outline]);
		     o Required service or training events that the member will be expected to attend, such as member orientation and/or National Day of Service events;
		     o Vacation/sick leave policies for the program, such as the

		number of leave days a member may take and the process for requesting leave; o Process by which members with disabilities may request reasonable accommodations (FAQ C.72); o The process by which this agreement may be amended if necessary (e.g., by written consent of both parties).
SIGNATURES AND DATES	• Member signature and date (AC V.B) • Parental or legal guardian signature and date for members under 18 years of age (AC IV.B)	• Include program staff signature and date. • Member service agreements should be signed before commencement of service so that members are fully aware of their rights and responsibilities (AC V.B).

AMERICORPS MEMBER TIMESHEET OUTLINE

This outline is a training tool designed to help new AmeriCorps program staff create a member timesheet. It will be most helpful when used alongside the Grant Terms and Conditions, AmeriCorps Regulations, and other CNCS-specific guidance. The outline is for reference only; it does not contain citations for all AmeriCorps grant or program requirements. Additional information on member timesheets may be found on the National Service Knowledge Network: http://www.nationalservice.gov/resources/

Guidance documents referenced in this outline (available at http://www.nationalservice.gov/build-your-capacity/grants/managing-americorps-grants):
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- 45 CFR = AmeriCorps Regulations
- FAQ = AmeriCorps State and National Policy Frequently Asked Questions

Complete and accurate timesheets are required to document each AmeriCorps member's service. They provide the evidence to support the member's eligibility for benefits during and after the term of service, including the post-service education award. Timesheets must be stored per the grant agreement recordkeeping requirements and available for inspection by CNCS staff and the CNCS Office of Inspector General as part of routine monitoring, audits, or investigations.

SECTION	REQUIREMENTS
OVERALL	- The program is required to ensure that time and attendance recordkeeping is conducted by the AmeriCorps member's supervisor. This time and attendance record is used to document member eligibility for in-service and post-service benefits. The recipient must have a timekeeping system that is compliant with 2 CFR § 200.430 (AC V.F). - The program must retain records and make them available to CNCS and the Office of Inspector General (CNCS K.3).
AMERICORPS MEMBER NAME	N/A
MEMBER SUPERVISOR NAME AND JOB TITLE	N/A
SERVICE SITE NAME	N/A

Adapted from CNCS AmeriCorps Member Timesheet Outline available at www.nationalservice.gov/sites/default/files/resource/Member-Timesheet-Outline_1.pdf

DATES OF SERVICE PERIOD	N/A
LOCATION OF SERVICE	N/A
TIME-IN	N/A
LUNCH BREAK LEAVE AND RETURN	N/A
TIME-OUT	N/A
TOTAL DAILY HOURS	N/A

ACTIVITY HOURS:
    TRAINING
    DIRECT SERVICE
    FUNDRAISING
	- Be sure to capture the service activity in the appropriate required category. - No more than 20% of the aggregate of all AmeriCorps member service hours in your program, as reflected in the member enrollments in the National Service Trust, may be spent in education and training activities (45 CFR §2520.40). - An AmeriCorps member may spend no more than 10% of his or her originally agreed upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in 45 CFR §2520.40.

TOTAL HOURS FOR SERVICE PERIOD	N/A
TOTAL SERVICE HOURS TO DATE	N/A
MEMBER SIGNATURE AND DATE	N/A
SUPERVISOR SIGNATURE AND DATE	N/A
NOTES	N/A

ABC Non-Profit * 1234 United Blvd., Dallas, TX 75555
Telephone: (214) 555-6644; FAX (214) 555-7755
Email: ABCNonprofit@aol.com

Member Name: A. Mary Corps	**Project Name:** Happy Kids After School Program
Title: AMC Member	**Pay Period:** 6/21/10 to 7/4/10
Department: Service Program	**Supervisor:** Len S. Americus

		Morning Hours			Afternoon Hours				Total Activity Hours		
Day	**Dates**	**In**	**Out**	**# of Hours**	**In**	**Out**	**# of Hours**	**Total Hours**	**Service**	**Training**	**Fund-raising**
Monday	6.21.10	8:00	12:00	4	1:00	5:00	4	8			8
Tuesday	6.22.10	8:00	12:00	4	1:00	2:00	1	5		5	
Wednesday	6.23.10	8:00	12:00	4	1:00	5:00	4	8	8		
Thursday	6.24.10	8:00	12:00	4	1:00	8:00	7	11	11		
Friday	6.25.10	8:00	12:00	4	1:00	4:00	3	7	7		
Saturday	6.26.10										
Sunday	6.27.10										
Monday	6.28.10	9:00	12:00	3	1:00	5:00	4	7		7	
Tuesday	6.29.10	8:00	12:00	4	1:00	3:00	2	6	6		
Wednesday	6.30.10	8:00	12:00	4	1:00	5:00	4	8	8		
Thursday	7.1.10	8:00	12:00	4	1:00	5:00	4	8	8		
Friday	7.2.10	8:00	12:00	4	1:00	4:00	3	7	7		
Saturday	7.3.10										
Sunday	7.4.10										
							Total Hours:	**75**	**55**	**12**	**8**

By signing below, I hereby attest that the time recorded on this time sheet is true and accurate to the best of my knowledge.

_____
Member Signature

_____
Date

_____
Supervisor's Signature

_____
Date

Member Service Log Instructions:
1. Complete service log on a daily basis, noting activity type for all time.
2. Track hours in 15-minute increments, using these fractions:
   1 - 15 minutes = .25 ~ 16 - 30 minutes = .50 ~ 31 - 45 minutes = .75 ~ 46 - 60 minutes = 1.00
3. Lunch breaks should not count as service hours unless the lunch hour includes structured activities like speakers and trainings.
4. Check math to make sure hours are added properly.
5. All service logs must be signed and dated by **BOTH** member and supervisor.
   Your service log will be sent back to you for completion if this information is missing.
6. Member must submit timesheet to his/her supervisor by the last day of the pay period.
7. Sign timesheets with ink pen only (not pencil or erasable pen).
8. Do not use "White Out" to correct mistakes. Line through the error, write in the correct number, and initial the correction.

TRAINER'S NOTE: Electronic timesheets are allowed when a grantee (1) has an established, written policy establishing the use of electronic timekeeping syster
(2) has a secure, verifiable electronic signature system that a) identifies and authenticates a particular person as the source of the electronic signature,
and b) indicates such person's approval of the time; and (3) does not allow changes to the electronic record once appropriate electronic signatures
have been applied unless there is a clear, auditable record of the revision.

AMERICORPS WEEKLY TIME SHEET

Do not use white out or pencil on this form!

Name: _____   Week of: _____

Date	Day	Start Time	End Time	Training	Afterschool Program	Lunch Visit	School Personnel Visit	Wed. Night Program	Home Visit	Contact Time	Program Prep	Timesheet /Reports	Team Meetings	Working Lunch	Other	Total Hours	Lunch Break Y/N
TOTAL HOURS:																	

Total Hours	
Week	
Year-to-date	

Please include the 2016-2017 split weeks into the following months:

Aug. 31 ⇨ August	**Jan. 31 ⇨ January**
Sept. 30 ⇨ September	**Feb. 28 ⇨ February**
Oct. 31 ⇨ October	**April 30 ⇨ April**
Nov. 30 ⇨ November	**May 31 ⇨ May**

_____   _____   _____
Member's Signature   Supervisor's Verification   Program Director's Verification

EMERALD eX YOUTH FOUNDATION

Weekly Check-In with AmeriCorps Supervisor

Projects I am currently working on:

Accomplishments from the last week:

Greatest challenge from the last week:

I would describe my satisfaction with the placement this week as:

 I would describe my frustration level as:

I would describe my stress level as:

Suggestions I have for improving a situation(s) at the site:

I need/would like the following from you:

Release from Participation

Recipients may release members from participation for two reasons: (a) for compelling personal circumstances; and (b) for cause. See 45 CFR § 2522.230 for requirements. Whether the reason for the release amounts to circumstances beyond the member's control is determined by the recipient, consistent with the criteria listed in 45 CFR § 2522.230(a). Failure to follow the requirements set forth in regulation (e.g., releasing an individual for a non-compelling personal circumstance, such as when the individual is leaving to go to school) is considered non-compliance with award requirements and may result in disallowed costs and other remedies for non-compliance. The recipient should retain the documentation supporting its determination to release an individual for compelling personal circumstances. In addition to the regulations, the following applies:

No Automatic Disqualification if Released for Cause: A release for cause covers all circumstances in which a member does not successfully complete his/her term of service for reasons other than compelling personal circumstances. Therefore, it is possible for a member to receive a satisfactory performance review and be released for cause. For example, a member who is released for cause from a first term–e.g. the individual has decided to take a job offer–but who-otherwise performed well-would, not be disqualified from enrolling for a subsequent term as long as the individual received a satisfactory performance evaluation for the first period of service.

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45 CFR §2522.230   Under what circumstances may an AmeriCorps participant be released from completing a term of service, and what are the consequences?

An AmeriCorps program may release a participant from completing a term of service for compelling personal circumstances, as determined by the program, or for cause.

(a) Release for compelling personal circumstances.

(1) An AmeriCorps program may release a participant upon a determination by the program, consistent with the criteria listed in paragraphs (a)(6) and (a)(7) of this section, that the participant is unable to complete the term of service because of compelling personal circumstances, if the participant has otherwise performed satisfactorily and has completed at least fifteen percent of the agreed term of service.

(2) A participant who is released for compelling personal circumstances and who completes at least 15 percent of the required term of service is eligible for a pro-rated education award.

(3) The program must document the basis for any determination that compelling personal circumstances prevent a participant from completing a term of service.

(4) Compelling personal circumstances include:

(i) Those that are beyond the participant's control, such as, but not limited to:

(A) A participant's disability or serious illness;

(B) Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or

(C) Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;

(ii) Those that the Corporation, has for public policy reasons, determined as such, including:

(A) Military service obligations;

(B) Acceptance by a participant of an opportunity to make the transition from welfare to work; or

(C) Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

(5) Compelling personal circumstances do not include leaving a program:

(i) To enroll in school;

(ii) To obtain employment, other than in moving from welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its participants; or

(iii) Because of dissatisfaction with the program.

(6) As an alternative to releasing a participant, an AmeriCorps*State/National program may, after determining that compelling personal circumstances exist, suspend the participant's term of service for up to two years (or longer if approved by the Corporation based on extenuating circumstances) to allow the participant to complete service with the same or similar AmeriCorps program at a later time.

(b) Release for cause.

(1) A release for cause encompasses any circumstances other than compelling personal circumstances that warrant an individual's release from completing a term of service.

(2) AmeriCorps programs must release for cause any participant who is convicted of a felony or the sale or distribution of a controlled substance during a term of service.

(3) A participant who is released for cause may not receive any portion of the AmeriCorps education award or any other payment from the National Service Trust.

(4) An individual who is released for cause must disclose that fact in any subsequent applications to participate in an AmeriCorps program. Failure to do so disqualifies the individual for an education award, regardless of whether the individual completes a term of service.

(5) An AmeriCorps*State/National participant released for cause may contest the program's decision by filing a grievance. Pending the resolution of a grievance procedure filed by an individual to contest a determination by a program to release the individual for cause, the individual's service is considered to be suspended. For this type of grievance, a program may not—while the grievance is pending or as part of its resolution—provide a participant with federally-funded benefits (including payments from the National Service Trust) beyond those attributable to service actually performed, without the program receiving written approval from the Corporation.

(6) An individual's eligibility for a subsequent term of service in AmeriCorps will not be affected by release for cause from a prior term of service so long as the individual received a satisfactory end-of-term performance review as described in §2522.220(c)(2) for the period served in the prior term.

(7) Except as provided in paragraph (e) of this section, a term of service from which an individual is released for cause counts as one of the terms of service described in §2522.235 for which an individual may receive the benefits described in §§2522.240 through 2522.250.

(c) Suspended service. (1) A program must suspend the service of an individual who faces an official charge of a violent felony (e.g., rape, homicide) or sale or distribution of a controlled substance.

(2) A program must suspend the service of an individual who is convicted of possession of a controlled substance.

(3) An individual may not receive a living allowance or other benefits, and may not accrue service hours, during a period of suspension under this provision.

(d) Reinstatement. (1) A program may reinstate an individual whose service was suspended under paragraph (c)(1) of this section if the individual is found not guilty or if the charge is dismissed.

(2) A program may reinstate an individual whose service was suspended under paragraph (c)(2) of this section only if the individual demonstrates the following:

(i) For an individual who has been convicted of a first offense of the possession of a controlled substance, the individual must have enrolled in a drug rehabilitation program;

(ii) For an individual who has been convicted for more than one offense of the possession of a controlled substance, the individual must have successfully completed a drug rehabilitation program.

(e) Release prior to serving 15 percent of a term of service. If a participant is released for reasons other than misconduct prior to completing 15 percent of a term of service, the term will not be considered one of the terms of service described in §2522.220(b) for which an individual may receive the benefits described in §§2522.240 through 2522.250.

[64 FR 37413, July 12, 1999, as amended at 73 FR 53759, Sept. 17, 2008; 74 FR 46506, Sept. 10, 2009; 75 FR 51410, Aug. 20, 2010]

Member Guidance for Exiting Service

Purpose

When nearing the end of service, you will need to complete the Exit Form in the My AmeriCorps Portal in order to access your education award benefits. We ask that you also complete the Member Exit Survey. Members must complete their own Exit Form and Member Exit Survey in the Portal.

Getting Started

Once you receive the notification email, you will be able to access the Exit Form and Member Exit Survey in the My AmeriCorps Portal.

1. Follow the link in the email to login to your My AmeriCorps Portal account and complete the Exit Form and Member Exit Survey. The links for these forms will be under "Close of Service Forms." Click "Exit Form" to begin. If you've forgotten your username and/or password, you can follow the links below the login field on my.americorps.gov to retrieve them.

2. You will be required to complete the following information through My AmeriCorps. The information you provide will be protected securely and held confidentially; it will only be reported in summary and without any personal identification attached. The information you provide about education and disability will not be associated with personally identifying information such as your name or social security number when the data are analyzed.

3. Once completed, click 'Submit' to proceed.

1

Exit Form

This form will end the term of an AmeriCorps member in the National Trust and report on the eligibility of the member for an education award. It will also provide the Corporation with evaluation exit data. **Click here for help.**

Name:
NSP ID

Mailing Address

Please verify that your contact information below is correct. Enter any updates as necessary.

* Street Address 1:
Street Address 2:
* City: Washington
* State: DISTRICT OF COLUMBIA
* Zip code:

CNCS gathers information about education and disability status to ensure opportunities to serve are provided for people of all conditions. This information will be held confidentially, and will solely be used for data analysis to assist us in ensuring we serve all Americans equally. The information you provide will not be used in any way to determine or affect any federal benefit. Your responses are required in order to successfully certify your service. Under the Rehabilitation Act (Act) information on your disability status can only be used in connection with non-discrimination and affirmative action obligations. The information will be kept confidential in accordance with the Act's provisions and the information will be used only in accordance with the Act.

The next questions address disability and serious health conditions. Your responses will ensure that our outreach and recruitment policies are reaching a wide range of individuals with physical or mental conditions. When answering, consider your condition without the use of medication and aids (except eyeglasses) or the help of another person.

* Do you have one of the following? Check all boxes that apply to you:
☐ Deaf or serious difficulty hearing
☐ Blind or serious difficulty seeing even when wearing glasses
☐ Missing an arm, leg, hand, or foot
☐ Paralysis, partial or complete (any cause)
☐ Significant disfigurement, for example, severe disfigurements caused by burns, wounds, accidents, or congenital disorders
☐ Significant mobility impairment, for example, use of a wheelchair, scooter, walker, or use of a leg brace to walk
☐ Significant psychiatric disorder, for example, bipolar disorder, schizophrenia, PTSD, or major depression
☐ Intellectual disability (formerly described as mental retardation)
☐ Developmental disability, for example, cerebral palsy or autism spectrum disorder
☐ Traumatic brain injury
☐ Dwarfism
☐ Epilepsy or other seizure disorder
☐ Other disability or serious health condition, for example, diabetes, cancer, cardiovascular disease, anxiety disorder, or HIV infection; a learning disability, a speech impairment, or a hearing impairment

ADDITIONAL OPTIONS
○ I have a disability or serious health condition but do not wish to specify my condition
○ I do not wish to answer questions regarding disability/serious health conditions
⦿ None of the conditions listed above apply to me

* Do you receive Social Security disability benefits, such as Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)?
○ Yes ⦿ No ○ Prefer Not to Respond

* What is the highest level of education you have completed?: College graduate
(Search for Institutions)
* Institution Name: Virginia Commonwealth University
Type of Degree, Diploma or Certificate: Bachelor's degree

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* Privacy Act Information Release

⦿ Yes, I give the Corporation for National and Community Service permission to release the following information about me to an AmeriCorps Alumni Association (check all that apply).:
☑ Name   ☐ Address
☑ Email   ☐ Telephone Number

○ No, I do not give the Corporation for National and Community Service permission to release my information to an AmeriCorps Alumni Association.:

* Post Service Opportunities

The Corporation for National and Community Service would like to provide you with information and resources to help you stay engaged in service and connect with educational, professional, and alumni opportunities. Please check all that apply.
☑ I am interested in connecting with other AmeriCorps alumni.
☑ I am interested in learning more about educational opportunities and how to use my education award.
☑ I am interested in professional development trainings, resume-writing resources, and career opportunities.
☑ I am interested in information about serving again through AmeriCorps or the Peace Corps.
☐ I am not interested in this information and resources

Certification of Service

Please check the boxes below to agree to the following statements:
☑ I certify that the time I reported as program service hours is true and correct and did not include any service activities prohibited by law, regulation, or grant provision.
☑ I agree, by submitting this form, to provide, if asked, documentation to verify the accuracy of the information I have provided in this form.
☑ I understand that a knowing and willful false statement on this form can be punished by one or more of the following: a fine or imprisonment (or both) under Section 1001 of Title 18, U.S.C.; exclusion from participation in Federal programs; forfeiture of benefits I may receive as a result of participation in this program; or other actions authorized by the Civil Fraud Remedies Act, 31 U.S.C. 3801-3812.

cancel   submit

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4. After you complete the Exit Form, the Member Exit Survey will automatically begin. You can also access it via a link in the member Portal (see page 1). This survey is of the utmost importance to help CNCS understand and improve the AmeriCorps experience. Please complete the entire survey and submit it when you are finished. The information you provide will be protected securely and held confidentially; it will only be reported in summary and without any personal identification attached.

2

Adapted from the Member Instructions for Exiting AmeriCorps Service available at
www.nationalservice.gov/sites/default/files/resource/Member-Instructions-for-Exiting-AmeriCorps-Service.pdf

The demographic information you provide will not be associated with personally identifying information such as your name or social security number when the data are analyzed.

5. You will be asked a series of questions in survey format regarding your experience as an AmeriCorps member. Click 'next' at the end of each page to save and proceed.

6. Once completed, you will receive a message at the top of the screen indicating your Member Exit Survey has been submitted.

7. You can access your completion certificate by clicking on the third link.

Adapted from the Member Instructions for Exiting AmeriCorps Service at
www.nationalservice.gov/sites/default/files/resource/Member-Instruction
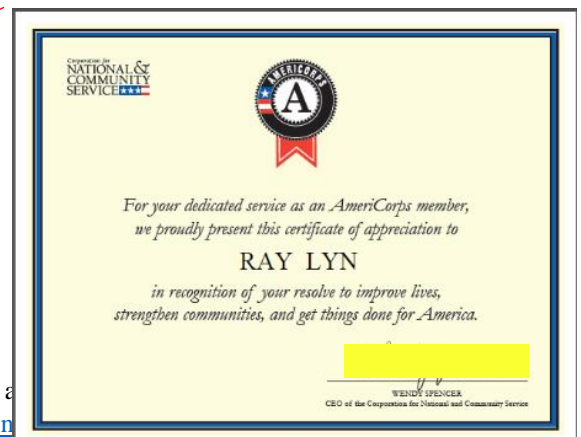
8. Once your program finishes their portion of the exit form, you will receive the following two (2) emails with details regarding your earned Eli Segal Education Award:

PLEASE DO NOT REPLY TO THIS MESSAGE

Dear _____ :

Congratulations! This e-mail is to notify you that you have been enrolled in the National Service Trust. Upon successful completion of your term of service, your Segal AmeriCorps Education Award will be available for you to use.

If you wish to request forbearance on any student loan(s) for the duration of your service, click on the link below to access the My AmeriCorps website. Upon logging into your account, click "Create Forbearance Request" and search for your loan institution.
http://uatmy.americorps.gov/mp
Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edscncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.

Dear _____ :

Congratulations on successfully completing your term of service in AmeriCorps. This e-mail is to notify you that your Education Award is now available for you to use. To request your benefits online or view your account summary, click on the link below to access the AmeriCorps Online Payment System.
http://uatmy.americorps.gov/mp

Below are some details on how to use your Education Award. More details and answers to Frequently Asked Questions can be found by clicking on "help" from anywhere within the site. You can access the system from the AmeriCorps.gov website.
Your Education Award can be used for the following purposes: 1) to repay a qualified student loan, or 2) to pay the current cost of attending a qualified institution of higher education or VA Approved program.
A qualified student loan is one which is guaranteed by the federal government (except for Parental PLUS loans). Qualified student loans may also include loans made directly to you by a state agency, such as state institutions of higher education. If you do not know what kind of loan you have, you should ask your loan holder.
You can also use your Education Award to pay for current educational expenses at qualified institutions of higher education. A "qualified institution" is one that participates in the US Dept of Education's student aid programs (often referred to as Title IV schools) or one approved by the Dept of Veterans Affairs. Your Award can be used to pay the portion of the Cost of Attendance not covered by other sources of financial aid, such as scholarships, loans, grants, and tuition or fee waivers. "Current" education expenses are costs that were incurred during or after your AmeriCorps service, not prior to your term of service, and can include costs such as tuition, fees, books, room and board, transportation, and other such expenses. Please note that the school determines the cost of attendance for its students, based on Dept of Education guidelines. It is not an amount determined by the student or by the National Service Trust.
You can use the award, in full or in part, for up to seven years after your term of service ends and it can be divided up and used as you choose, as long as it is for authorized current educational expenses and on qualified student loans. Once you authorize the payment the request will be sent online to your loan holder or school, which must complete the rest of the information before forwarding the payment request to the National Service Trust for payment. For education expense payments exceeding ten dollars payment is made in two equal installments at the beginning and middle of the enrollment period unless that period is in the past or within ten days of the scheduled payment date. Loan and interest payments are not split. Note that payments are made directly to the Financial or Education Institution, not to an individual.
If you had a qualified student loan that was in forbearance or other form of postponement while you were an AmeriCorps member, the Trust will pay all or a part of the interest that accrued during your service period. These payments are made in addition to the Education Award, and are not deducted from your Award balance. To request your Interest Accrual benefit, click on the link above and select the link from the left-hand navigation bar.
The IRS has ruled that Education Award payments and interest payments made on your behalf are taxable income in the calendar year in which they were issued. The Trust reports this total to the IRS. In January we will send you an IRS Form 1099 indicating the total payments from the previous year if the total is $600 or more.
If you have any questions about your AmeriCorps Education award or need further assistance, please contact us by clicking Contact Us within the system.

Sincerely,
The National Service Trust

Adapted from the Member Instructions for Exiting AmeriCorps Service available at
www.nationalservice.gov/sites/default/files/resource/Member-Instructions-for-Exiting-AmeriCorps-Service.pdf

Frequently Asked Questions (FAQ)
Distribution of the AmeriCorps Living Allowance – AmeriCorps

Background and Rationale: These FAQs clarify Corporation guidance on the distribution of the AmeriCorps living allowance to ensure programs will not have questioned costs in audits and fully understand how they should pay the AmeriCorps living allowance. As noted in the grant provisions, the living allowance is not a wage.

> "The living allowance is designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps Program. Programs must not pay a living allowance on an hourly basis. It is not a wage and should not fluctuate based on the number of hours members serve in a given time period. Programs should pay the living allowance in increments, such as weekly or bi-weekly."

Therefore, programs should not provide the full living allowance to a member who completes his or her required hours before the end of the agreed-upon term of service. For example, a member completes 1700 hours in nine months instead of the program's anticipated 11-month term of service. The program, which typically provides the living allowance in semi-monthly allotments, pays the remaining two months of the living allowance as a lump sum payment as the member exits the program. In other instances, a member who starts late receives a "catch-up" amount for the first three months so that the member will receive the same living allowance as other members who started earlier but will end at the same time.

Neither of these two scenarios reflects the intent of the living allowance distribution guidance. The living allowance is "designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps Program." In addition, members who complete hours on an abbreviated schedule may be depriving the service site of important service it needs for the expected term of service.

A member who completes his or her service early or starts service late should receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution policy. The amount should not vary based on number of hours served during a particular time period. For example, if the program is designed to run for 11 months, and the living allowance is paid monthly, a member who starts in the second month will receive 10/11ths of the total living allowance, unless the member serves a month longer than the members who started in the first month of the program.

The member contract should reflect that the living allowance is provided for expenses while serving and should not be linked to completion of 1700 hours. The contract should specify how the living allowance is distributed (e.g., bi-weekly, semi-monthly), and in what increments, and

should note that members will receive the living allowance as long as they are serving. The contract should also delineate the expected term of service (e.g., 10 months, 12 months).

1. What happens if a half-time member finishes early? If a half-time member receives a living allowance, the same rules apply as for a full-time member who leaves the program early. The member should not get a lump sum payment for the balance of the living allowance if the member completes the required hours before the end of the agreed-upon term of service.

2. Can we change a member's contract so the member serves less than the full term and provide the full living allowance? If your program design is for a specified period for all members, you should specify in the contract how the living allowance will be paid out. You cannot change an individual member's contract so he or she receives a higher living allowance than other members who will serve for the full period. For example, if your program design is for 10 months of service, the living allowance is $12,100, and you choose to provide it on a monthly basis, each member would receive $1,210 per month for 10 months. A member who completes the required hours in nine months would only receive 9/10s of the living allowance, or $1,210 per month for nine months. This applies only to a program with fixed start and end dates. Other programs can choose to have a member serve an additional month at the end if the member starts the program a month late.

3. How does this affect the minimum member living allowance? If a member does not serve the full term of service, the member will not receive the full minimum living allowance.

4. Can a member in an 11-month program who starts in the second month serve the extra month at the end and receive the whole living allowance? Yes, if the program's design allows it to extend the member for an extra month, the program may do so, and pay the member the entire living allowance.

5. How does this provision affect a program with a set end date? If a program has a set end date and cannot extend its members beyond that set end date, it may only provide its members with a living allowance through the set end date of the program. If a member starts late, the member will necessarily serve an abbreviated term of service, and may only receive the living allowance in regular increments through the end of the program year.

6. What about the impact on commissions? How are we expected to maintain and keep our contracts open longer to allow members who start late to serve a full term in order to receive the full living allowance? This should have no impact and commissions should follow their own state granting or contracting requirements. For example, if a member starts in month three of the program's contract period, the period could still end in 12 months and the member could complete service in the next contract period.

7. Can we meet last year's program obligations with this year's admin/operating funds? Yes, this is already common practice. Many programs have rolling admission and members who

start in one year, complete in the next as a matter of course. The staff costs for supervising those members are current costs.

8. The members in our program routinely complete their hours before the end of the 12-month program period, and our program design does not necessitate their staying until the end of the 12 months. Can we change our program design? Yes, a full-time term of service must be between nine and 12 months, during which members must serve at least 1700 hours. Within those parameters, a program should design its term of service to best meet the needs of the community. Programs that work in schools during the academic year only, for example, might have a 10-month program.

9. We pay our living allowances on a monthly basis. How should we handle situations in which members come on board late in the month or exit early in the month at the end of their term? You should establish a written policy that is reasonable. For example, if a member comes on board within the first two weeks of the month, you might set policy that gives them the entire living allowance. If they start service later than that, you could prorate the amount based on the number of days in the month they will serve. The same would hold true for the end of service. If they leave within the first two weeks of the month, their living allowance is based on the number of days in the month they served. If they serve over the 2-week cut-off, they would get the full living allowance. You can establish different cut-off points as long as they are reasonable, documented in policy and followed consistently.

10. Can you give us examples of how the living allowance distribution policy could play out for members that start at different times? See the chart below.
The program design is a 10-month program with a living allowance of $12,100, paid on a monthly basis of $1,210 per month.

Member Situation	Length of Service	Amount per Month	Total Living Allowance Provided
Member A starts and finishes on time	10 months	$1,210	$12,100
Member B starts on time and finishes one month early	9 months	$1,210	$10,890
Member C starts late and finishes late	10 months	$1,210	$12,100
Member D starts on time and finishes one month late	11 months	$1,210	$12,100
Member E starts one month late and finishes on time	9 months	$1,210	$10,890