

AmeriCorps State and National

Member Enrollment Preparation and Implementation

April, 2021



Purpose



This presentation is designed to guide AmeriCorps program users to enroll individuals as AmeriCorps members in the My AmeriCorps Portal, the system by which AmeriCorps members are entered into the National Service Trust.

The presentation represents AmeriCorps State and National requirements for enrolling members in the Portal as of April 29, 2021.

Please begin the member enrollment process as soon as possible after grant notification. This includes taking proactive steps to plan for member recruitment, citizenship verification, and National Service Criminal History Check processes well in advance of your expected member start dates.

If you are a subgrantee, please ensure you are following any additional policies or procedures required by your State Commission or prime grantee.



Quick Links and Resources:

References:

Enrollment Preparation and Implementation Resources:

- [AmeriCorps State and National Knowledge Network](#)
 - [Member Enrollment Resources](#) (to be updated May 1st, 2021)

NSCHC and New Rule Information:

- [General AmeriCorps NSCHC Resource Page](#)
- [AmeriCorps Resources regarding the May 1st NSCHC Rule](#)
- [Federal Register New Rule \(effective May 1st\) for 45 CFR § 2522 and 45 CFR §2540](#)

[eGrants Login](#)

[My AmeriCorps Portal](#)

[eGrants Tutorials](#) (these are dated, but there is still some useful content)

Let's compare:



Enrollment Parameter	Members enrolled prior to April 29, 2021	Members enrolled after April 29, 2021
Enrollment certification timeline	<ul style="list-style-type: none"> •Certification of member enrollments required within 8 days •Enforced by My AmeriCorps system validations 	<ul style="list-style-type: none"> •Certification of member enrollments required within 8 days •Monitored through annual progress reports rather than My AmeriCorps system validations
National Service Criminal History Checks (NSCHCs)	<ul style="list-style-type: none"> •NSOPW completion and State/FBI check initiation certified by checking two boxes •My AmeriCorps records the date on which the boxes were checked •Recorded date must be on or before member start date •Certification required for all members 	<ul style="list-style-type: none"> •Completion and adjudication of all required checks certified by entering a date in the NSCHC Certification field •My AmeriCorps records the date entered in the field •Recorded date must be before member start date •Certification required for applicants ages 18+ as of the entered start date
Citizenship and SSN verification	SSN and citizenship status must be verified on or before member start date	SSN and citizenship status must be verified on or before member start date
Start date changes	<ul style="list-style-type: none"> •Can be made by grantee staff within the parameters outlined above •Changes outside these parameters require Administrative Review <ul style="list-style-type: none"> •Will only be considered if a failure in AmeriCorps' technology platform or other circumstances prevent timely enrollment 	<ul style="list-style-type: none"> •Can be made by grantee staff within the parameters outlined above •Changes outside these parameters require Administrative Review <ul style="list-style-type: none"> •Will only be considered if a failure in AmeriCorps' technology platform or other circumstances prevent timely SSN or citizenship verification



Requirements for All Member Enrollments

This includes both Individual and Group Enrollments



- ✓ Notice of Grant Award has been received
- ✓ The program's Member Enrollment Period has begun
- ✓ Service locations are set up in the My AmeriCorps Portal
- ✓ Slots of the right type are available for all applicants being enrolled
- ✓ Citizenship and SSN have been verified
- ✓ National Service Criminal History Checks (NSCHCs) have been completed for applicants ages 18+
- ✓ Applicants have been determined to be eligible to serve
- ✓ Applicants have completed their portion of the enrollment form (including acknowledging a partial Education Award if applicable)



Notice of Grant Award

- Following the grant application review process, successful programs receive a Notice of Grant Award (NGA) prior to the requested start date in their grant
- Programs cannot take the necessary steps in the My AmeriCorps Portal until the NGA is received
- Grantees access NGA via eGrants; subgrantees are notified by their State Commission

	New	12/27/2016	Awarded	

| Contact Help Desk | disable the pictures
on: 6.11.2

Select a Report

Aggregate Budget (Summary) Report

Aggregate Budget Narrative

Application for Federal Assistance

Funding Summary Chart

Notice of Grant Award

Organization IDCR History

Organization/People Report

Program Summary Chart

Subsidiary Budget Narrative

Subsidiary Budget (Summary) Report

Notice of Grant Award (Direct Grantees and State Commissions)



AmeriCorps National Grantee

[Redacted Grantee Name]

Award Information

Agreement No.: [Redacted] Performance Period: 07/01/2017 - 06/30/2020
 Amendment No.: 0 Budget Period: 07/01/2017 - 06/30/2020
 CFDA No.: 94.006 Grant Year: 1

Grant ID ←

Project and Budget Periods (NOT the same as member enrollment period, which may start later and/or end earlier)

Award Description

This award funds the approved 2017-18 AmeriCorps National Direct program. No member may enroll prior to the approved start date of the member enrollment period. Your 2017-18 regulatory match is 24% and your budgetary match is 63%. CNCS will monitor your regulatory and budgetary matches upon submission of your financial reports.

Purpose

The purpose of this award is to assist the grantee in carrying out a national service program as authorized by the National and Community Service Act of 1990, as amended (42 U.S.C. §12501 et seq.)

Awarded funds and member positions ←

Funding Information				Member Information		
Year 1	Previously Awarded This Year	This Award/ Amendment	Total Current Year	Member Education Awards as of this Amendment		
					W/Allowance	WO/Allowance
Total Obligated by CNCS	\$0	\$340,875	\$340,875	Full Time (1700 hours)	25	0
Grantee's Unobligated Balance (Carryover)	\$0	\$0	\$0	1-Year Half Time (900 hours)	0	0
Total Available	\$0	\$340,875	\$340,875	2-Year Half Time (1st Year)	0	0
Cumulative Funding for Project Period				2-Year Half Time (2nd Year)	0	0
Total Awarded in Previous Amendments			\$0	Reduced Half Time (675 hours)	0	0
Total CNCS Funds Awarded to Date			\$340,875	Quarter Time (450 hours)	0	0
				Minimum Time (300 hours)	0	0
				Member Service Years (MSY Awards)	25	

Funding Source and Amount

2017-OPE1-F11-OPO-23000-4101 \$340,875.00

Special Conditions

The grantee must submit the following items to the Program Officer for review and approval before members will be allowed to

Special conditions on the award (including subgrantee-specific special conditions)



Please remember, an individual is officially an AmeriCorps member on the start date recorded in eGrants. Prior to this start date, individuals should not accrue any service hours

Enrollment Process



Process may vary for sub-grantees. Please check with your Commission or Prime grantee for further guidance.

Preparation for Enrollment

- Staff have completed required NSCHC training
- Set up operating sites (Direct)
- Set up service locations
- Create service opportunity listings

Identify your member

- Individual applies
- Program screens applicant
 - Gather applicant information
 - Complete NSCHC
 - Determine applicant eligibility

Select your member

- Select applicant in eGrants
- Applicant completes enrollment form in My AmeriCorps
- Social Security Administration Check

Enrollment

- Verification of Eligibility
- eGrants Enrollment process
 - Individual Enrollment
 - Group Enrollment
- Partial Award Acknowledgment (if applicable)*

Preparation for Enrollment

- Staff have completed required NSCHC training
- Set up operating sites (Direct)
- Set up service locations
- Create service opportunity listings



Link to NSCHC required annual training: <https://nationalservice.gov/reqCHCtraining>

Log into eGrants and My AmeriCorps Portal

For Direct Grantees and Subgrantees



home my account help logout

AmeriCorps

eGrants

eGRANTS MESSAGES

Welcome
Welcome to eGrants!

VIEW MY GRANTS/APPLICATIONS

- View All
- 2 Approved for Consideration/Funding
- 27 Awarded
- 211 Closed
- 1 Grantee edit of application or report
- 5 Under CNCS review

VIEW MY AMERICORPS PORTAL

- Portal Home

Creating an Application	Managing My Account	Reporting to CNCS
<p>New ➔</p> <p>Continuation/Renewal ➔</p> <p>Amendment ➔</p> <p>Concept Paper ➔</p>	<p>Click on the links below to access common account functions.</p> <p>My Account ➔</p> <p>Commission Input on National Applicants ➔</p> <p>Commission Competitive Subapplication Ranking ➔</p>	<p>Financial Report ➔</p> <p>Progress Report ➔</p> <p>Progress Report Supplement ➔</p>

Welcome

Portal Home

- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Programs**
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports

Program Search

Program Search Attributes

To search for a program use the fields below and click the search button.

Program:

Year:

Program Name:

Program Code:

City:

State:

508 Approved | Contact Help Desk | Privacy
Last updated: Thursday, April 01, 2021, 03:21 | version: 7.4

Set up Operating Sites

For Direct Grantees Only



- Required in order to issue member invitations
- See [Program Management tutorial](#) on the Knowledge Network

The screenshot displays the user interface for managing operating sites. On the left, a navigation menu under 'Program Information' includes 'Operating Site Info', which is highlighted with a red box and a red arrow. The main content area is titled 'View Operating Sites' and contains a table of operating site information. Below the table, there is a 'View Previous Operating Sites' link and a 'create operating site' button, which is also highlighted with a red box and a red arrow.

Program Code	Operating Site	Program Year	
		2018	Delete
		2018	Delete
		2018	Delete
		2018	Delete

Click to set up operating sites → [create operating site](#)

Set up Operating Sites

Direct Grantees Only



Welcome

Portal Home

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- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Program Information

Create Operating Site

Operating Site Information

Program Year: 2020

Program:

*Operating Site Name:

*Contact Name:

*Street Address 1:

Street Address 2:

*City:

*State:

*Zip: -

*Contact E-mail:

Contact Phone:

*Enrollment Period: -

Complete all fields and click "save"

Set up Service Locations in eGrants



Welcome Sarah

View Service Locations

Portal Home

- Search Potential Applicants
- Search Submitted Applications
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- SSN & Citizenship Status

Manage Programs

- Manage Service Locations
- Manage Users
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- S&N Workbasket
- S&N Reports

Program Information

Program:

Program Info

Service Location Info

Service Location Results

To search for a service location use the fields below and click the search button.

Results 1 Through 10

1 | 2 | 3 | 4 | [Next](#) | [Last](#)

Your search returned 32 results.

Name *	City *	State *	Zip *
[REDACTED]	PHILADELPHIA	PA	19125 -3321
[REDACTED]	PHILADELPHIA	PA	19132 -1834
[REDACTED]	PHILADELPHIA	PA	19128 -3824
[REDACTED]	PHILADELPHIA	PA	19121 -1801
[REDACTED]	PHILADELPHIA	PA	19145 -4816
[REDACTED]	PHILADELPHIA	PA	19142 -1638
[REDACTED]	PHILADELPHIA	PA	19140 -2302
[REDACTED]	PHILADELPHIA	PA	19140 -2725
[REDACTED]	PHILADELPHIA	PA	19143 -5012
[REDACTED]	PHILADELPHIA	PA	19128 -3794

create

- All AmeriCorps applicants must be assigned to service locations
- See [Program Management tutorial](#) on the Knowledge Network

Click to create new service locations

Set up Service Locations



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Edit Service Location

Service Location Information

Please fill out all required(*) fields.
[Click here for help.](#)

Is this a K-12 school? yes no

NCES School ID: Press "Go" to search for the NCES School ID.

Do not know the NCES School ID? Click on the following link: <http://nces.ed.gov/globallocator/>

Program: [AmeriCorps Program](#)

Program Year: 2020

* Status:

* Service Location Name:

Contact Name:

Contact Email:

* Street Address1:

Street Address2:

* City:

* State:

* Zip: -

Complete all fields and click 'save'

Service Opportunity Listings



- Grantees are required to post all available member service opportunities in the [My AmeriCorps Portal](#)
- [Service Opportunity Listing Resources](#) include a PowerPoint step-by-step, outline requirements, and provide a template for programs
- Grantees may also use other recruitment strategies in addition to the My AmeriCorps platform

eGRANTS

Welcome Dorothy | Recruitment Workbasket

Portal Home

Trainee Profile
Search Potential Applicants
Search Submitted Applications
Manage Members
Invite Members
SSN & Citizenship Status
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Manage Programs
Manage Service Locations
Manage Users

Recruitment Workbasket

S&N Workbasket
S&N Reports
VISTA Workbasket
Sponsor Verification
VISTA Reports

Pending Applications | **Service Opportunities** | VADs

Create Opportunity Listing

Show Hidden Listings

ID	Name	Type	Start Date	Location	Status	
46033	Literacy Volunteers of IL - VOCAL AmeriCorps	SN	09/01/2012	Chicago	Approved	view/edit
3097	Literacy Volunteers of Illinois, Inc	SN	06/29/2009	Chicago	Approved	view/edit
75495	Literacy Volunteers of Illinois - VOCAL Americorps	SN	09/01/2017	Chicago	Approved	view/edit
129948	Super Awesome 'Corp	SN	06/05/2018	Washington	Pending	view/edit
37584	Literacy Volunteers of Illinois, VOCAL AmeriCorps	SN	06/01/2010	Chicago	Approved	view/edit
46032	Literacy Volunteers of IL - VOCAL AmeriCorps	SN	09/01/2012	Chicago	Approved	view/edit
57304	Literacy Volunteers of Illinois - VOCAL	SN	09/01/2015	Chicago	Approved	view/edit
68831	Literacy Volunteers of Illinois - VOCAL*AmeriCorps	SN	02/10/2016	Chicago	Approved	view/edit

To create a new Service Opportunity Listing

To modify an existing Service Opportunity Listing



Identify your member

- Individual applies
- Program screens applicant
 - Gather applicant information
 - Complete NSCHC
 - Determine applicant eligibility





Receiving Applications



- Programs can set up their Service Opportunity Listings to allow applicant to apply inside and/or outside of My AmeriCorps:

Are you accepting applications now? Yes No

Accepting applications from: (mm/dd/yyyy)

Application deadline: (mm/dd/yyyy)

Do you accept AmeriCorps application? Yes No

If you require your own application, how do applicants get it?

Phone:

E-mail:

Website: http://

Indicates whether individuals can apply via My AmeriCorps

Programs that do not accept applications via My AmeriCorps must develop their own process to receive applications and select applicants





Applicant Screening

- All applicants are required to be screened for eligibility and criminal history. Programs may vary in their process and policy regarding how they conduct applicant screening
- Programs should build in as much time as possible to complete the National Service Criminal History Check (NSCHC) and determine eligibility
- Applicants must have their eligibility verified before they can start service





Gather Applicant Information



- In order to be enrolled in eGrants and the National Service Trust, programs need to gather information that is consistent with the Social Security Administration Records. This includes:
 - Applicant Name
 - Social Security Number
 - Date of Birth

- Additional Recommendations for information gathering
 - Citizen Verification Documents (e.g. birth certificate, passport, certificate of citizenship, green card, etc.)
 - Contact information (phone, email, address, etc.)

National Service Criminal History Check (NSCHC)



- AmeriCorps State and National grantees must conduct National Service Criminal History Checks for AmeriCorps applicants ages 18+
- Three checks are required for individuals to comply with NSCHC requirements:
 - A nationwide check of the National Sex Offender Public Website through [NSOPW.gov](https://www.nsopw.gov)
 - A check of the State criminal history record repository or agency-designed alternative for the individual's state of residence and state of service
 - A fingerprint-based check of the FBI criminal history record database through the state criminal history record repository or agency-approved vendor

[45 CFR § 2540.205\(a\)](#) The National Service Criminal History Check must be conducted, reviewed, and an eligibility determination made by the grant recipient or subrecipient based on the results of the National Service Criminal History Check **before** a person begins to work or serve in a position specified in 45 CFR § 2540.201 (a).



Determine Member Eligibility



- Programs must conduct a screening of individuals as part of the recruitment and selection process
- Eligibility Requirements: [45 CFR § 2522.200](#)
 - Age
 - An AmeriCorps participant must be at least 17 years of age
 - Have a high school diploma or equivalent (see regulation for additional details)
 - Be a citizen, national, or lawful permanent resident alien of the United States (see regulation for a list of acceptable forms certifying status as a citizen)
 - Satisfy the National Service Criminal History Check eligibility criteria

Failure to conduct timely and compliant NSCHCs and ensure eligibility of an individual may:

- Delay the enrollment process
- Result in cost disallowances



Select your member

Select applicant in eGrants

Applicant completes enrollment form in My AmeriCorps

Social Security Administration Check



Selecting your applicant in eGrants



Selecting an applicant who applied via My AmeriCorps:

There are two ways to select an applicant in eGrants:

- **Via My AmeriCorps application process**
- Inviting an individual in eGrants following program specific recruitment

Complete the certification

Basic Information	Motivational Statement	Skills & Experience	Education	Community Service	Criminal History Questionnaire	Demographic Information	References	Selection
To extend an offer to an applicant, you must complete all required fields on this form. An asterisk (*) denotes a required field. To reject an applicant, you may just click "reject."								
* Overall recommendation								
<input type="radio"/> The above-listed applicant is selected for service with this AmeriCorps program.								
<input type="radio"/> The above-listed applicant is rejected for service with this AmeriCorps program.								
* <input type="checkbox"/> I certify that before this individual is enrolled to serve as an AmeriCorps member with our organization, eligibility documentation for this applicant will have been reviewed against the grant requirements and the above listed applicant will be eligible to serve as an AmeriCorps member. When the applicant accepts the service position, the applicant's information provided in this application is automatically sent to the Social Security Administration for verification. If there is an issue with the applicant's information, your organization will receive an email from the Corporation for National and Community Service within three business days of the individual's acceptance requesting additional information. It is your organization's responsibility to follow up with the individual, review this information (documentation for this issue is to be made available in the member's file), and have this information provided to the Corporation before this individual is enrolled.								
								<input type="submit" value="submit"/>

Click the relevant radio button to select the applicant

Click to submit the selection. The applicant will be notified via email

Selecting your applicant in eGrants



There are two ways to select an applicant in eGrants:

- Via My AmeriCorps application process
- **Inviting an individual in eGrants following program specific recruitment** →

Notes:

- ✓ If an individual is serving with another program immediately before your program, the applicant must first be exited.
- ✓ Date of birth and SSN must be entered correctly to avoid delays in enrollment

eGRANTS

Welcome Sarah

Portal Home

Search Potential Applicants

Search Submitted Applications

Manage Members

Invite Members

SSN & Citizenship Status

Manage Events

Manage Programs

Manage Service Locations

Manage Users

Recruitment Workbasket

SSN Workbasket

SSN Reports

VISTA Workbasket

Sponsor Verification

VISTA Reports

Invite Members

Invite Member

After completing the following fields with member and program information, the member will receive an email with information for Portal registration and the ability to complete the member portion of the enrollment form. Click "add another" to send another invitation after this one; otherwise, click "save invitation" to just send this one invitation. [Click here for help.](#)

* First Name: John

Middle Name/Initial:

* Last Name: Doe

* Social Security Number: (999999999)

* Verify Social Security Number: (999999999)

* Date of Birth: 1/1/2001 (mm/dd/yyyy)

* E-Mail Address: johndoe@email.com

* Program Year: 2018

* Program Title: YouthBuild Atlanta, GA AmeriCorps*National - Atlanta, GA

Service Location: Select

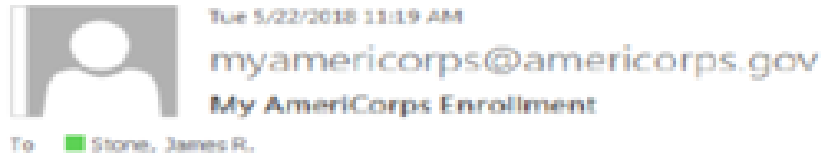
cancel add another save

Enter applicant's data. **Important:** make sure this information is entered correctly and matches what is listed on the member's ID and Social Security Card

Click **add another** to send the current invitation and enter another

Click **save** and then **send** to complete the invitation. The applicant will be notified via email

Applicant Invitation



Email the applicant receives following the program invitation or selection process

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:

<https://my.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://edsoncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2577.

Corporation for NATIONAL & COMMUNITY SERVICE

My AmeriCorps
Your Place to Manage Your AmeriCorps Experience

Contact My AmeriCorps | Login
FONT SIZE: Default | Large

Invitation Verification

Invitation Verification

* Last Name:

* Date of Birth: (mm/dd/yyyy)

* SSN: eg. 123456789

* E-mail:

Please complete all required fields. An asterisk (*) denotes a required field.
By clicking on "login" you are agreeing to the terms and conditions outlined below:

Contact Us | Newsletters | Site Map | Site Index | Office of Inspector General | FirstGov | Privacy | Accessibility
FOIA | No Fear Act | Federal Register Notices | Site Notices
Last updated: Wednesday, May 16, 2018, 04:25 PM
Release version: 6.9

The link in the email connects to the My AmeriCorps Portal where the applicant's identity will be verified.

Ensure applicants understand this is a secure site and the information entered must be accurate and reflect what is on the government issued ID (this includes hyphens, spaces, multiple middle or last names, etc.).

The link will be broken if the program resends or deletes the invitation.



Member Enrollment Form



- Per the Grant Terms and Conditions, the Enrollment Form must be completed by the applicant
 - Programs must request a waiver if this is not possible
- To facilitate successful enrollment, individuals who have previously served in AmeriCorps must:
 - Ensure that they have been exited from their previous program by verifying with their previous supervisor or checking their Ed Award status

Applicant Enrollment Form



Form continued...

Enrollment Form

[Click here for help.](#)

Thank you for verifying your invitation. Please complete your enrollment information below.

Invitation Information

First Name: Jim
Middle Name/Initial:
Last Name: Stone
SSN: ***-**-1999
Date of Birth: 04/04/1944
E-Mail: jstone@cns.gov

Enrollment Information

* Permanent Address Line 1:
Permanent Address Line 2:
* Permanent City:
* State:
* Permanent Zip:
* Permanent Zip Plus:
Permanent Home Phone:
Permanent Work Phone:
To use your mailing address as your permanent address [click here](#)
* Mailing Address Line 1:
Mailing Address Line 2:
* Mailing City:
* Mailing State:
* Mailing Zip Code:
* Mailing Zip Plus:
Mailing Home Phone:
Mailing Work Phone:

CNCS gathers information about sex, race, ethnicity, and other demographic information to ensure opportunities are provided to serve 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 be enrolled as an AmeriCorps member, but will be kept confidential.

* Sex:
* Citizenship Status:

*Citizens of the US include persons born in Puerto Rico, Guam, the US Virgin Islands, and the Northern Mariana Islands. Nationals of the US include persons born in America Samoa, including Swains Island.
**Generally, you are a Lawful Permanent Resident Alien of the US if you are a US permanent resident with (i) a Permanent Resident Card, INS Form I-551; (ii) an Alien Registration Receipt Card, INS Form I-551, (iii) a passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence; or (iv) an I-94 indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence.
NOTE: A student visa does not confer eligibility to enroll in an AmeriCorps program.
*** You are an asylee if you have a Form I-94 with asylum granted stamp; form I-766 with Category "A5", "A05", or "A-5"; or an Order of the Immigration Judge granting asylum.

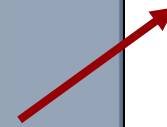
* What is the highest level of education you have completed?:
Please Select
All Honorably Discharged veterans qualify for Nomination for the Presidents Volunteer Service Award.
 I am a veteran
 I am an active duty member of the U.S. Armed Forces
 I am a member of the National Guard or Reserve Component
* What is your military, veteran, or family member status? (Check all that apply):
 I am an immediate family member of a veteran
 I am an immediate family member of an active duty member of the U.S. Armed Forces
 I am an immediate family member of a National Guard Member or Reservist
 I am not in the military, a veteran or a family member of someone in the U.S. Armed Forces

* Are you registered to Vote?:
 American Indian or Alaska Native
 Asian or Asian American
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 Other
* Which of the following options best describes your ethnic origin?:
 Article (online, newspaper, or magazine)
 Advertisement in a newspaper/magazine
 Guidance counselor/teacher
 Parent/relative
 Current or former AmeriCorps Member
 Friend
 TV commercial
 Radio commercial
 AmeriCorps recruiter/representative
 Received information in the mail
 AmeriCorps program poster
* How did you hear about this program? (Check all that apply):
 Other. Please specify
 Recruitment brochure
 College Resource Fair
 Facebook ad or on Facebook in general
 Twitter
Other social media platform.
Please specify:
 AmeriCorps online recruitment system
 Job search Web page
 State Service Commission
Enter Your Desired Login Information Below
* Desired User Name:
* Password:
* Confirm Password:

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, 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.

OMB Number 3045-0054

Once the individual clicks 'save information' to submit the form, the **eligibility verification** process is initiated.





SSN & Citizenship Verification



- The My AmeriCorps portal submits the record to the Social Security Administration (SSA) as soon as the applicant completes and saves their section of the enrollment form.
- The Social Security Administration will then follow their process to verify the applicant's citizenship status and social security number (SSN).
- Within three business days, My AmeriCorps will be updated with either "Verified" or "Returned" for both the SSN and citizenship status.

Example of a verified applicant

SSN Status: Verified - 07/20/2017

Citizenship Status: Verified - 07/20/2017

Example of an applicant who will have to be manually verified

SSN Status: Verified - 02/05/2019

Citizenship Status: Returned

Both the SSN and citizenship status must be noted as "Verified" or "Manually Verified" in My AmeriCorps before the individual can be enrolled.



Manual Verification Steps

Only required if applicant is not automatically verified



1. The grantee administrator receives an email notification to submit additional documentation via Secure File Transfer for manual verification of the applicant's citizenship or Social Security Number
2. To submit documentation, the program must request a secure file link from the AmeriCorps Hotline (detail on next slide)
3. Program submits additional documentation (refer to [45 CFR 2522.200](#) for documentation guidance)
4. AmeriCorps Hotline forwards submitted documentation to the National Service Trust
5. If the submitted documentation **is sufficient** to verify eligibility, the record in eGrants will be updated within 3 business days. This ends the manual verification process
6. If the submitted documentation **is not sufficient** to verify eligibility, the grantee administrator will receive another email notification to submit sufficient eligibility documentation to continue the manual verification process until the documentation is sufficient

For some individuals, the Social Security Number and citizenship manual verification process may take several days to a couple of weeks to complete. Programs must factor that into their planning.

Requesting a Secure File Link



Go to webform: <https://questions.americorps.gov/app/ask> to request helpdesk ticket(s).

Request a secure file link by completing the form (below)

Submit a question to our support team.

DO NOT SUBMIT QUESTIONS FOR THE FOLLOWING ISSUES. For security reasons, instead please call the AmeriCorps Hotline, 1-800-942-2677, to have these issues addressed:

- Password Reset
- Account Balances
- Application Status
- Check Trace Requests
- Payment Status
- Voucher Requests
- Updates to your account

Top 5 Answers

[What is FEMA Corps?](#)

[How are applications submitted and what are the requirements?](#)

[How do I submit a grant application?](#)

[How do I submit a paper application?](#)

[Are we required to submit our application via the on-line eGrants system?](#)

General Question

Do not include Social Security Number or Date of Birth.

First Name *

Last Name *
Email Address *
Subject *
Question *

Attach Documents

No file chosen

Announcements

Hours of Operations:

9:00 a.m. to 7:00 p.m. EST, Monday through Friday, during the months of January, May, June, July, August, and September.

For the months of February, March, April, October, November and December, normal hours of operations are:

Monday through Thursday: 9:00 a.m. to 7:00 p.m. EST. Friday: Closed

The hotline is closed on all federal holidays.

The AmeriCorps Hotline can provide answers for:

General inquiries:

- About AmeriCorps
- All AmeriCorps programs
- All AmeriCorps Seniors programs
- All Learn & Serve programs

System issues:

- eGrants system
- My AmeriCorps Portal

Program specific inquiries:

- Applicant, Candidate, Member, and Alumni questions
- Non-profit Organizations and Grantee questions
- Education Award questions and issues
- Recruitment questions
- Peer Reviewer questions

Tip for Self Service

You may be able to quickly find the information you need by selecting "Advanced Search" in the [Answer search](#) box. You can also submit the details of your issue using the [Ask A Question](#) page. You can attach screen prints to help with quicker troubleshooting on system issues.

Tell Us About Your Experience

Your Opinion is Valued! Please [Provide Feedback](#).

Best practices:

- Indicate that you are a State and National program enrolling applicants and need a Secure File Link to submit SSN/citizenship verification documentation
- If your program has multiple individual cases requiring SSN/citizenship verification at the same time, send these cases under a single ticket
- Document all communication and take screenshots if necessary
- Reach out to your Portfolio Manager if you encounter any challenges

Enrollment

Verification of eligibility

eGrants enrollment process

- Individual Enrollment
- Group Enrollment

*Partial award
acknowledgment
(if applicable)*



Confirming SSN & Citizenship Verification



- ✓ Check the applicant SSN and Citizenship status in eGrants- the applicant must be 'Verified' or 'Manually Verified' to continue

SSN, Citizenship, and Criminal History Verification

Before a member may be enrolled into the National Service Trust they must have: 1) their SSN and Citizenship status be in a Verified or Manually Verified status; 2) a completed National Sex Offender Public Website check (NSOPW.gov); and, 3) the program initiated state of service and state of residence checks and FBI check, as appropriate, required for this individual.

SSN Status: Verified - 11/06/2020
Citizenship Status: Verified - 11/06/2020

Note: My AmeriCorps will not allow you to enter an applicant's start date that is earlier than the verification dates

Verification Status Types

Open: individual has been invited to participate in a program but has not yet created/updated and saved their My AmeriCorps Portal Profile

Pending: individual's name, SSN, and DOB have been sent to SSA for verification and are awaiting results

Verified: individual's SSN/citizenship eligibility has been automatically verified by SSA

Returned: individual was not verified automatically by SSA; document submission is required to prove eligibility

Manually Verified: individual's SSN/citizenship eligibility has been verified by AmeriCorps based on submitted documentation

Cannot be Verified: individual has been proven not to be eligible with respect to SSN or citizenship. *(If a program believes this status is incorrect, they can submit an appeal to their Portfolio Manager within 30 days of the eligibility decision)*



Completing Individual Member Enrollment Form

- ✓ Confirm SSN/Citizenship are in “Verified” or “Manually Verified” status

SSN, Citizenship, and Criminal History Verification

Before a member may be enrolled into the National Service Trust they must have: 1) their SSN and Citizenship status be in a Verified or Manually Verified status; 2) a completed National Sex Offender Public Website check (NSOPW.gov); and, 3) the program initiated state of service and state of residence checks and FBI check, as appropriate, required for this individual.

SSN Status: Verified - 11/06/2020
Citizenship Status: Verified - 11/06/2020

By entering a date into this field, I certify that I or my organization conducted, reviewed, and adjudicated the results of a nationwide NSOPW.gov check (with all jurisdictions on NSOPW.gov reporting), the state of service and state of residence (if different) check(s) required for this individual, and the FBI check required for this individual on or before the date I have entered. This certification is not required for individuals who are under 18 years of age as of the start date recorded in the Portal.

NSCHC Certification: 04/06/2021

* Please click “save information” after entering the date in this section.

Placement Information

A member’s start date may not be earlier than the date that the member’s SSN and citizenship eligibility are confirmed. For members 18 years and older, the start date must also be later than the date entered in the NSCHC Certification field. Member enrollments should be certified within 8 days of the member’s start date.

* Start Date:
* Program Year: 2020
* Program Title:
Service Location:
* Slot Type:

* I, , certify this form as of 04/08/2021.

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, 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

- ✓ If applicant is 18 or older, enter the date the NSCHC was completed and adjudicated.

- ✓ Complete the placement information
 - Start date must be **on or after** SSN/citizenship verification dates and **after** NSCHC certification date

- ✓ Check the certification box
- ✓ Once all information has been entered correctly, the “enroll member” button will become active

Saving Information in the Enrollment Field



Welcome Sarah

Workbasket

Portal Home

- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports

Please note:
The information for the first section of the member enrollment has been saved successfully. To complete the enrollment please choose the member from the Pending Enrollments workbasket.

Pending Applications Pending Invitations **Pending Enrollments** Group Enrollments Status Change Requests Pending Exits

[Click here for help.](#)

Results 1 Through 10 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 [Next](#) [Last](#)

Your search returned 96 results.

Name ▾	Program ▾	Program Year ▾	Role ▾	Date Submitted ▾	Request Type ▾	Member Enrollment Status
--------	-----------	----------------	--------	------------------	----------------	--------------------------

As mentioned, you can enter information ahead of time (except for start date and slot type).



Group Enrollment

Group Enrollment is an option during the final phase of enrollment in eGrants.



Extra step for group enrollment during the invitation process:

Applicants must be associated with the correct Program Year and Program Title

Welcome Sarah

Portal Home

Search Potential Applicants

Search Submitted Applications

Manage Members

Invite Members

SSN & Citizenship Status

Manage Events

Manage Programs

Manage Service Locations

Manage Users

Recruitment Workbasket

S&N Workbasket

S&N Reports

VISTA Workbasket

Sponsor Verification

VISTA Reports

Invite Members

Invite Member

After completing the following fields with member and program information, the member will receive an email with information for Portal registration and the ability to complete the member portion of the enrollment form. Click "add another" to send another invitation after this one; otherwise, click "save invitation" to just send this one invitation. [Click here for help.](#)

* First Name:

Middle Name/Initial:

* Last Name:

* Social Security Number: (999999999)

* Verify Social Security Number: (999999999)

* Date of Birth: (mm/dd/yyyy)

* E-Mail Address:

* Program Year: ▼

* Program Title: ▼

Service Location: ▼



Special Requirement for Group Enrollment

Continued...



Program Year must be selected correctly by the program on the applicant invitation

- Applicants who applied via My AmeriCorps will need have the program year entered manually on their individual Enrollment Form, and so cannot participate in group enrollment (i.e., they will not appear on the Group Enrollment tab)

Program Title (operating site/subgrantee program name) must be selected correctly by the program

- Applicants who applied to/were invited under a different operating site must have the Program Title changed manually on their individual Enrollment Form, and so cannot participate in group enrollment (i.e., they will not appear on the Group Enrollment tab)

Group Enrollment Screen



Same information needed as in the individual enrollment form with one key difference:
- On the group enrollment form, you may enter information for up to 20 individuals at a time and enroll them simultaneously.

Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications Pending Invitations Pending Enrollments **Group Enrollments** Status Change Requests Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED]
Slot Type:

[Click here for help.](#)

Results 1 through 3 Your search returned 3 results.

Name	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select <input type="text"/>	03/01/2021 <input type="text"/>
Annabelle [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select <input type="text"/>	<input type="text"/>
Samantha [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select <input type="text"/>	<input type="text"/>

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED], certify this form as of 04/07/2021

Group vs. Individual Enrollment



	Group Enrollment	Individual Enrollment
Number of applicants enrolled at a time	Up to 20	Only 1
Program Year and Program Title	Pre-populated from member invitation	Selected manually on enrollment screen
Individuals who applied through My AmeriCorps	Cannot be used	Must be used
Individuals invited under different program year/ program title	Cannot be used	Must be used
SSN/Citizenship	Applicants will not appear on Group Enrollment tab until they have been verified	Verification status and dates visible on individual enrollment screen
NSCHC certification	Certified by entering date on or before which all required NSCHCs were completed and adjudicated (ages 18+)	

Group Enrollment Steps



Step 1:
In the S&N
Workbasket in the
My AmeriCorps
Portal, click on the
Group Enrollments
tab

The screenshot displays the 'Group Enrollments' tab within the S&N Workbasket. The left sidebar contains a navigation menu with items such as 'Trainee Profile', 'Search Potential Applicants', and 'Group Enrollments' (highlighted). The top navigation bar includes 'Welcome Sharon' and 'Workbasket'. The main content area features a row of tabs: 'Pending Applications', 'Pending Invitations', 'Pending Enrollments', 'Group Enrollments' (highlighted with a red box), 'Status Change Requests', and 'Pending Exits'. Below the tabs, there are search filters for 'Program Year', 'Program Code', 'Program Title' (with a dropdown menu showing 'Select'), and 'Slot Type' (with a dropdown menu). A message states 'No matches' and 'Your search returned 0 results.' with a 'Click here for help.' link. At the bottom, a table header is visible with columns: 'Name', 'NSCHC Certification', 'Select to Enroll', 'Service Location', and 'Start Date'.



Group Enrollment Steps

Step 2: Select the correct Program Title (operating site name or subgrantee program name)

- The Program Year whose enrollment period is currently open will populate automatically
- Applicants who are associated with this Program Year and Program Title, have completed their portion of the Enrollment Form, and whose SSN/citizenship has been verified will appear on the tab. (These individuals are also visible on the Pending Enrollments tab)

Welcome Sharon
Workbasket

Portal Home

Trainee Profile

Search Potential Applicants

Search Submitted Applications

Manage Members

Invite Members

SSN & Citizenship Status

Manage Events

Manage Programs

Manage Service Locations

Manage Users

Recruitment Workbasket

S&N Workbasket

S&N Reports

VISTA Workbasket

Pending Applications

Pending Invitations

Pending Enrollments

Group Enrollments

Status Change Requests

Pending Exits

Program Year: 2020

Program Code: [REDACTED]

Program Title: [REDACTED] ▼

Slot Type: [REDACTED] ▼

[Click here for help.](#)

Results 1 through 3 Your search returned 3 results.

Name ▼	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select ▼	<input type="text"/>
Annabelle [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select ▼	<input type="text"/>
Samantha [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select ▼	<input type="text"/>



Group Enrollment Steps



Step 3: Select the Slot Type for the applicants you wish to enroll

- In subsequent steps, you will only enter information for applicants who will be enrolled in this type of slot
- If you have applicants that will need to be enrolled in other slot types, leave those blank for now. (You will repeat these steps to enroll those applicants.)

Welcome Sharon
Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket

Pending Applications

Pending Invitations

Pending Enrollments

Group Enrollments

Status Change Requests

Pending Exits

Program Year: 2020

Program Code: [REDACTED]

Program Title: [REDACTED]

Slot Type: Minimum Time (300) [12] w/ Living Allowance

Click here for help.

Results 1 through 3 Your search returned 3 results.

Name*	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select	<input type="text"/>
Annabelle [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select	<input type="text"/>
Samantha [REDACTED]	<input type="text"/>	<input type="checkbox"/>	Select	<input type="text"/>

Group Enrollment Steps



Step 4: For the applicants you wish to enroll, enter the date when all required National Service Criminal History Checks were completed and adjudicated for each applicant. For applicants under age 18 as of the entered start date, leave the NSCHC Certification field blank.

Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications | Pending Invitations | Pending Enrollments | **Group Enrollments** | Status Change Requests | Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED]
Slot Type: Minimum Time (300) [12] w/ Living Allowance

Click here for help.

Results 1 through 3

Your search returned 3 results.

Name*	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon	04/05/2021	<input type="checkbox"/>	VYCC	
Annabelle	03/28/2021	<input type="checkbox"/>	VYCC	
Samantha	02/24/2021	<input type="checkbox"/>	North Country Hospital	

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED] certify this form as of 04/07/2021

save information | enroll

IMPORTANT:

- All required criminal history checks must be completed and adjudicated prior to inputting a certification date
- The applicant start date must be after the date entered in the NSCHC Certification field

Group Enrollment Steps



Step 5: For the applicants you wish to enroll, select the appropriate Service Location(s)

- Service Locations must be set up in the My AmeriCorps Portal prior to taking this step

Welcome Sharon | Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications | Pending Invitations | Pending Enrollments | **Group Enrollments** | Status Change Requests | Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED]
Slot Type: Minimum Time (300) [12] w/ Living Allowance

[Click here for help.](#)

Results 1 through 3 | Your search returned 3 results.

Name	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon	04/05/2021	<input type="checkbox"/>	VYCC	
Annabelle	03/28/2021	<input type="checkbox"/>	VYCC	
Samantha	02/24/2021	<input type="checkbox"/>	North Country Hospital	

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED], certify this form as of 04/07/2021

Group Enrollment Steps



Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications | Pending Invitations | Pending Enrollments | **Group Enrollments** | Status Change Requests | Pending Exits

Program Year: 2020
 Program Code: [REDACTED]
 Program Title: [REDACTED]
 Slot Type: Minimum Time (300) [12] w/ Living Allowance

Click here for help.

Results 1 through 3

Your search returned 3 results.

Name*	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	04/05/2021	<input type="checkbox"/>	VYCC	04/01/2021
Annabelle [REDACTED]	03/28/2021	<input type="checkbox"/>	VYCC	04/05/2021
Samantha [REDACTED]	02/24/2021	<input type="checkbox"/>	North Country Hospital	04/05/2021

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED] certify this form as of 04/07/2021

save information | enroll

Step 6: For the individuals you wish to enroll, enter the correct Start Date

- Must be within member enrollment period
- Must be on or after the SSN/citizenship verification dates
- Must be after the date entered in the NSCHC Certification field

Per AmeriCorps policy, enrollment should be certified within 8 days of the member's start date

Group Enrollment Steps



Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications | Pending Invitations | Pending Enrollments | **Group Enrollments** | Status Change Requests | Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED] v
Slot Type: Minimum Time (300) [12] w/ Living Allowance v

[Click here for help.](#)

Results 1 through 3 Your search returned 3 results.

Name*	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	04/05/2021	<input type="checkbox"/>	YCC	04/01/2021
Annabelle [REDACTED]	03/28/2021	<input type="checkbox"/>	YCC	04/05/2021
Samantha [REDACTED]	02/24/2021	<input type="checkbox"/>	North Country Hospital	04/05/2021

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED] certify this form as of 04/07/2021

Step 7: For the individuals you wish to enroll, click the "Select to Enroll" box

- Only the individuals with this box checked will be enrolled when you click the "enroll" button at the bottom of the tab

Group Enrollment Steps



Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications Pending Invitations Pending Enrollments **Group Enrollments** Status Change Requests Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED] v
Slot Type: Minimum Time (300) [12] w/ Living Allowance v

[Click here for help.](#)

Results 1 through 3 Your search returned 3 results.

Name	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	04/05/2021	<input type="checkbox"/>	VYCC v	04/01/2021
Annabelle [REDACTED]	03/28/2021	<input type="checkbox"/>	VYCC v	04/05/2021
Samantha [REDACTED]	02/24/2021	<input type="checkbox"/>	North Country Hospital v	04/05/2021

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

I, [REDACTED] certify this form as of 04/07/2021

Step 8: At the bottom of the tab, certify the form

Group Enrollment Steps



Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket**
- S&N Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Pending Applications Pending Invitations Pending Enrollments **Group Enrollments** Status Change Requests Pending Exits

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED] v
Slot Type: Minimum Time (300) [12] w/ Living Allowance v

[Click here for help.](#)

Results 1 through 3 Your search returned 3 results.

Name	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon [REDACTED]	04/05/2021 [calendar icon]	<input type="checkbox"/>	VYCC v	04/01/2021 [calendar icon]
Annabelle [REDACTED]	03/28/2021 [calendar icon]	<input type="checkbox"/>	VYCC v	04/05/2021 [calendar icon]
Samantha [REDACTED]	02/24/2021 [calendar icon]	<input type="checkbox"/>	North Country Hospital v	04/05/2021 [calendar icon]

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED] certify this form as of 04/07/2021

save information **enroll**

Step 9: At the bottom of the tab, take the “enroll” action. (If you are not ready to enroll the individuals yet, click the “save information” button instead)

- Up to 20 individuals can be enrolled at a time

Group Enrollment Steps



Welcome Sharon

Workbasket

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
 - S&N Reports
- VISTA Workbasket
 - Sponsor Verification
 - VISTA Reports

Pending Applications | Pending Invitations | Pending Enrollments | **Group Enrollments** | Status Change Requests | Pending Exits

The following members have not been enrolled with the following reasons:
Shannon Borucke's Start Date must be after the date entered in the NSCHC Certification field. Please correct the Start Date.

Program Year: 2020
Program Code: [REDACTED]
Program Title: [REDACTED] v
Slot Type: Minimum Time (300) [12] w/ Living Allowance v

[Click here for help.](#)

Results 1 through 1 Your search returned 1 results.

Name*	NSCHC Certification	Select to Enroll	Service Location	Start Date
Shannon Borucke	04/05/2021 <input type="text"/>	<input type="checkbox"/>	VYCC v	04/06/2021 <input type="text"/>

Please click "save information" after entering the date on or before which all required checks were completed and adjudicated (required for individuals 18 years and older).

* I, [REDACTED] certify this form as of 04/08/2021

Step 10: Check for error messages at the top of the tab. These messages will indicate if one or more of the individuals' enrollments was not successful.

- In this example, the start date entered for Shannon was prior to the date of the NSCHC Certification, so they could not be enrolled. Program staff will need to correct Shannon's start date and try again.



Troubleshooting Enrollment Error Messages

- ✓ Sufficient slots available
- ✓ SSN and citizenship verified on or before member start date
- ✓ NSCHC Certification date before member start date
- ✓ Service Location selected
- ✓ Member start date no later than today's date
- ✓ Applicant is eligible to serve
 - Has not previously served more than 4 terms
 - Has not declined a partial education award
 - Has not received an unsatisfactory performance rating from a previous term of service
 - Is not currently actively enrolled in the same program or in another term that when combined exceeds full-time service

The following members have not been enrolled with the following reasons:

Patricia [redacted] has already served four terms with State & National and may not serve again.
Diana Elastname does not have a Service Location Selected, you must assign a service location for this member before completing enrollment.
Pfirstname Flastname's Start Date may not be after the Current Date.
Delena [redacted] has declined the partial award, so they cannot be enrolled.
Viola Jlastname already has an active enrollment in this program for this year.

The details of the error message will provide specific guidance



Partial Award Acknowledgment

If an individual will exceed the equivalent amount of two full-time education awards while serving with your program, the applicant will need to acknowledge partial or no education award before they can be enrolled.

When the program attempts to click “enroll” you will see this note for applicants who need to perform a partial award acknowledgment

Additionally, the applicant enrollment status will indicate pending partial award acknowledgement

The screenshot shows the S&N Workbasket interface. On the left is a navigation menu with items like 'Welcome Sarah', 'Portal Home', 'Search Potential Applicants', 'Search Submitted Applications', 'Manage Members', 'Invite Members', 'SSN & Citizenship Status', 'Manage Programs', 'Manage Service Locations', 'Manage Users', 'Recruitment Workbasket', 'S&N Workbasket', and 'S&N Reports'. The main content area has a 'Workbasket' header and a 'Please note:' box with the message: 'An email notification was sent to member applicant to acknowledge partial award.' Below this are buttons for 'Pending Applications', 'Pending Invitations', 'Pending Enrollments', 'Group Enrollments', 'Status Change Requests', and 'Pending Exits'. A table shows search results for 'Pending Enrollments' with columns: Name, Program, Program Year, Role, Date Submitted, Request Type, Member Enrollment Status, and Delete?. The first row shows 'Adam' with a status of 'Pending Partial Award Acknowledgment'. A red box highlights the 'Member Enrollment Status' column and the 'Delete?' button.

The member enrollment is not complete

Partial Award Acknowledgement



Recommended reminders for the applicant:

- Let the applicant know to look out for this email
- Ask the applicant to complete and acknowledge **as soon as possible**
- Communicate that delay in completing this form will delay their enrollment

Partial Education Award notification email:

From: myamericorps@americorps.gov <myamericorps@americorps.gov>

Sent: Thursday, April 8, 2021 5:45 AM

To: jamie_service@email.com

Subject: Segal AmeriCorps Partial Education Award Acceptance Notice

PLEASE DO NOT REPLY TO THIS MESSAGE

Dear Jamie Service:

This e-mail is to notify that you are currently in the process of being enrolled in the National Service Trust.

You have already received the value of 1.50 education awards. By law, the maximum value of education awards that you may receive is the value of two full-time awards (2.0). Based upon the value of education awards you have already received, upon successful completion of this term of service you will be eligible to receive a partial education award with a value of 0.50, award which is equal to \$3097.50.

If you wish to participate in this term of service upon completion of which you will receive a partial education award, please click on the link below which will take you to AmeriCorps website. Log into your account and click on the "Enrollment Form" link on the left hand side.

<https://my.americorps.gov/mp>

Once on the enrollment form, go to the button on the page to accept/decline the partial award.

Please do not reply to this message. If you have any questions or have further assistance, please submit a help request via

<https://questions.americorps.gov/app/ask> or contact the help desk at 1-800-942-2677.

Partial Award Acknowledgment

Applicant view in My AmeriCorps Portal



Step 1: Log into My AmeriCorps and click Enrollment Form

The screenshot shows the My AmeriCorps portal for user Jamie Service. The left sidebar contains a navigation menu with the following items: Applicant Home, My Living Allowance, My Tax Statements, My Education Award, Create Forbearance Request, Create Interest Payment Request, Create Education Award Payment Request, My Service Letter, **Enrollment Form** (highlighted with a red box), and Contact My AmeriCorps. The main content area displays a welcome message and a notification: "Enrollment information has been saved successfully." Below this is a "My Information" section with fields for Name, Date of Birth, Preferred Name, NSPID, SSN, Username, and E-mail. It also includes status information for SSN, Citizenship, and Veteran/Active Duty/Military Family Status, along with current and permanent mailing addresses and phone numbers. At the bottom, there are links for "Change Password", "Edit Security Questions", and "Edit My Contact Information".

The screenshot shows the AmeriCorps Enrollment Form page. The header includes the AmeriCorps logo and the text "Enrollment Form" with a link to "Click here for help." The main content area contains a thank-you message and a paragraph explaining the verification process and the value of education awards. It states: "Your personal identifying information, such as name and Social Security Number, will be subject to verification through a government computer matching program administered by the Social Security Administration. If your information is not verified, you will have 30 days to contest any decision and provide updated information to support your eligibility. You have already earned the value of '1.5' full-time education awards. By law, the maximum value of education awards that you are allowed to receive is the value of two full-time awards (2.0). Based upon the value of education awards you have already received, upon successful completion of the term of service, you will ONLY be eligible to receive partial award with a value '0.5', which is equal to '\$3,097.5'. If the value of education award for the term of service in which you are enrolling exceeds '0.5', you will be contacted later to confirm the partial award acceptance. For more information on the value of award, [Click here for help.](#)"

Step 2: Scroll down to the bottom of the enrollment form so the member can select "I accept."

Step 3: Click "Save Information."

The screenshot shows the "Partial Award Acknowledgment" section of the enrollment form. It contains two radio button options: "State Service Commission" (unchecked) and "I Accept, I wish to enroll in a term of service, and understand that upon successful completion of this term, I will receive a partial education award" (checked). Below these options is a paragraph of legal text: "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, 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." At the bottom right, there are two buttons: "cancel" and "save information" (highlighted with a red box). The OMB Number 3045-0054 is displayed at the bottom right.

Partial Award Acknowledgement



Welcome Sarah

Workbasket

Portal Home

- [Search Potential Applicants](#)
- [Search Submitted Applications](#)
- [Manage Members](#)
- [Invite Members](#)
- [SSN & Citizenship Status](#)
- [Manage Programs](#)
- [Manage Service Locations](#)
- [Manage Users](#)
- [Recruitment Workbasket](#)

[Pending Applications](#) [Pending Invitations](#) **[Pending Enrollments](#)** [Group Enrollments](#) [Status Change Requests](#) [Pending Exits](#)

[Click here for help.](#)
Results 1 Through 10

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 [Next](#) [Last](#)
Your search returned 96 results.

Name	Program	Program Year	Role	Date Submitted	Request Type	Member Enrollment Status	
Adam		2020		04/08/2021	invitation	Partial Award Acknowledged	Delete?

Once this information is saved, the individual's enrollment status in eGrants will be updated to "Partial Award Acknowledged."

The program can then return to the member enrollment form and take the "enroll" action.
ONLY THEN IS THE MEMBER ENROLLMENT COMPLETE.



Check your work!



- ✓ Run reports in eGrants
- ✓ View each member's service information in Portal
- ✓ Double check the following:
 - Within member enrollment period
 - Sufficient slots available
 - SSN and citizenship verified on or before member start date
 - NSCHC Certification date before member start date
 - Service Location selected
 - Start date no later than today's date
- ✓ Applicant eligible to serve?
 - Has not previously served more than 4 terms
 - Has not declined a partial education award
 - Has not received an unsatisfactory performance rating from a previous term of service
 - Is not currently actively enrolled in the same program or in another term that when combined exceeds full-time service

Run Reports to Check Enrollments

S&N Reports



Welcome

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports**
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

State/National Reports

Please select a report type and appropriate criteria below. Then click 'submit' to generate the selected report. Depending on the type of report and the criteria selected, your report may take a few minutes to generate. **Please be patient and do not reload the page.**

* Select Report:

- Enrollment Approval Cycle Time Report**
- Enrollment Rate Report
- Exit Approval Cycle Time Report
- Member Download Report
- Member Roster Report
- Member Roster by Count Report
- Retention Rate Report
- Service Locations Report
- Slots Table Report
- User Role Report

- ✓ Enrollment Approval Cycle Time
 - Presence of all expected enrolled members
 - Number of days from member start date to enrollment activation (should be 8 or less)
- ✓ Member Download Report
 - Displays multiple pieces of enrollment information for each member
 - Check member's service location, slot type, status (e.g., in-service, suspended, exited), start date, address, etc.



Run Reports to Check Enrollments

SSN and Citizenship Status Report



Welcome

Portal Home

- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status**
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports

SSN and Citizenship Status

Please select a report type and appropriate criteria below. Then click 'submit' to generate the selected report. Depending on the type of report and the criteria selected, your report may take a few minutes to generate. **Please be patient and do not reload the page.**

* Select Report:

Program Code:

Program Year:

* Report Format:

- ✓ SSN and Citizenship Status Report
 - Trust Enrolled Status
 - Citizenship Status
 - SSN Status

How to Update a Start Date in eGrants

**in-service members only*



Welcome Tracey

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members**
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket

Member Search Results

[A] [B] [C] [D] [E] [F] [G] [H] [I] [J] [K] [L] [M] [N] [O] [P] [Q] [R] [S] [T]

Results 1 Through 1

Member Id	Name	Program Name	Program Code	Program Year	C
[REDACTED]	Bridget	[REDACTED]	[REDACTED]	2020	GI

Step 1: Using the “Manage Members” link from the Portal Home, locate the individual and click on the member name to open the Member Information screen

Welcome Tracey

Member Home

Member Information

Click here for help.

Name: Bridget [REDACTED] Date of Birth: [REDACTED]

Preferred Name: [REDACTED]

Member ID: [REDACTED] Username: [REDACTED]

SSN: [REDACTED] E-mail: test@cns.gov

SSN Status: Verified-02/02/2021 [i]

Citizenship Status: Verified-02/02/2021 [i]

Veteran/Active Duty/Military Family Status:
I am not in the military, a veteran or a family member of someone in the U.S. Armed Forces

Transfer Eligible: N

Current Mailing Address: [REDACTED] Permanent Address: [REDACTED]

Preferred Phone: 202-606-6600 Preferred Phone: 202-606-6600

Other Phone: 202-606-6600 Other Phone: 202-606-6600

Preferred Method of Communication: [REDACTED]

edit member info

Service Information

Program	Organization	City/State	Service Start	Service End	=
STATE - AmeriCorps State	[REDACTED]	[REDACTED]	04/08/2021	04/07/2022	view

Step 2: Click the “view” link next to the service term

How to Update a Start Date in eGrants

**in-service members only*



Welcome Tracey

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members**
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- Sponsor Verification

View Service Term Information

State and National Service Term Information

Name	Bridget	Member ID	
Program Name		Service Location	
Service Start Date	04/08/2021	Service End Date	04/07/2022
Program Code		Program Year	2020
Trust Eligible	Yes	Slot Type	Minimum Time

State and National Service Term History

Update Type	Effective Date	Updated By	Action
n/a	04/08/2021	TRACEYA	Active Correct

Current Status: In-Service [unlock exit form](#)

Update Type:

Step 3: Click the “Correct” link

How to Update a Start Date in eGrants

**in-service members only*



Welcome Tracey

Correct Term of Service

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
 - Invite Members
 - SSN & Citizenship Status
 - Manage Events
 - Manage Programs
 - Manage Service Locations
 - Manage Users
 - Recruitment Workbasket
 - S&N Workbasket
 - S&N Reports
 - VISTA Workbasket
 - Sponsor Verification
 - VISTA Reports

Please note:
Before a member may be enrolled into the National Service Trust: 1) their SSN and Citizenship status must be Verified or Manually Verified; 2) for members enrolled on or after 5/1/2021, **completion and adjudication** of all required National Service Criminal History Checks must be certified; and 3) for members enrolled prior to 5/1/2021, **completion** of the National Sex Offender Public Website check and initiation of the state of service, state of residence checks, and FBI checks required for that individual must be certified. If you have questions about the requirements for enrolling members, contact your State/Territory Commission, prime grantee, or AmeriCorps Portfolio Manager.

Service Term Information

Name	Bridget	Member ID	
Program Name		Service Location	
Service Start Date	04/08/2021	Service End Date	04/07/2022
Program Code		Program Year	2020
Trust Eligible	Yes	Slot Type	Minimum Time
SSN Status	Verified 02/02/2021	NSCHC Certification:	Certified 03/01/2021
Citizenship Status	Verified 02/02/2021		
Enrollment Form Certification Date	Certified 04/08/2021		

State and National Service Term History

Update Type	Effective Date	Updated By	Action
n/a	04/08/2021	TRACEYA	Active

cancel save

Member Information

- Bridget
- Member Home
- Suspend Member
- Transfer Member
- Change Term
- Change Service Location
- Exit Member

Step 4: After opening the “Correct Term of Service” screen you can see the member’s current start date is listed in the “Effective Date” field.

The dates of SSN and citizenship verifications and NSCHC certification are also displayed.

How to Update a Start Date in eGrants

**in-service members only*



Welcome Tracey

Correct Term of Service

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members**
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- SSN Workbasket
- SSN Reports
- VISTA Workbasket
- Sponsor Verification
- VISTA Reports

Member Information

- Bridget
- Member Home
- Suspend Member
- Transfer Member
- Change Term
- Change Service Location
- Print Member Info

Please note:
Before a member may be enrolled into the National Service Trust: 1) their SSN and Citizenship status must be Verified or Manually Verified; 2) for members enrolled on or after 5/1/2021, **completion and adjudication** of all required National Service Criminal History Checks must be certified; and 3) for members enrolled prior to 5/1/2021, **completion** of the National Sex Offender Public Website check and initiation of the state of service, state of residence checks, and FBI checks required for that individual must be certified. If you have questions about the requirements for enrolling members, contact your State/Territory Commission, prime grantee, or AmeriCorps Portfolio Manager.

Service Term Information

Name	Bridget	Member ID	
Program Name		Service Location	
Service Start Date	04/08/2021	Service End Date	04/07/2022
Program Code		Program Year	2020
Trust Eligible	Yes	Slot Type	Minimum Time
SSN Status	Verified 02/02/2021		
Citizenship Status	Verified 02/02/2021		
Enrollment Form Certification Date	Certified 04/08/2021	NSCHC Certification:	Certified 03/01/2021

State and National Service Term History

Update Type	Effective Date	Updated By	Action
n/a	04/01/2021	TRACEYA	Active

cancel save

Step 5: Enter the corrected start date in the “Effective Date” field, ensuring that it is:

- Within the member enrollment period
- On or after the dates of SSN and citizenship verification
- After the NSCHC certification date

Step 6: If the corrected start date is within these parameters, the “Save” button will become active. Click “Save”

NOTE: entering a start date that is more than 8 days in the past will affect the program’s compliance with 8-day enrollment requirements



What to do if the enroll button isn't active

- ✓ Check the applicant's SSN and Citizenship verification status.
 - Both statuses must be “verified” or “manually verified”
 - Verification dates must be on or before the entered start date

- ✓ Check the NSCHC certification
 - The date entered in the NSCHC Certification field must be before the entered start date

- ✓ Check the entered start date
 - The date must be within the member enrollment period
 - The date cannot be later than today's date
 - The date cannot be earlier than the SSN/Citizenship verification dates
 - The date cannot be the same or earlier than the date in the NSCHC Certification field

- ✓ Check that all fields are completed

If all the previously mentioned steps are complete and you still cannot enroll the applicant, contact the AmeriCorps Hotline and your Portfolio Manager



Thank you for your service