AmeriCorps

To: State Service Commissions and AmeriCorps National Grantees

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Subject: 2024.02 AmeriCorps State and National Member Enrollment

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Below is a chart that outlines the eGrants My AmeriCorps Portal screens related to the enrollment process.

Enrollment certification timeline	• Certification of member enrollments required within eight calendar (8) days. • Monitored through annual project progress reports rather than My AmeriCorps system validations.
National Service Criminal History Checks (NSCHCs)	• Completion and adjudication of all required checks certified by entering a date in the field. • Recorded date must be before member start date. • Certification required for members 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.
Start Date changes	• Can be made by grantee staff within parameters outlined above. • Changes outside these parameters require Administrative Review. • Will only be considered if a failure in AmeriCorps' technology platform or other circumstances prevent compliant SSN or citizenship verification (including unintentional program staff error).

An individual is presumed to be an AmeriCorps member as of the start date reflected in the My AmeriCorps Portal. AmeriCorps expects member enrollments to be recorded in the My AmeriCorps Portal no later than eight calendar (8) days after the start date of the member. Compliance with this requirement will be assessed through Project Progress Reports and other monitoring actions. Individuals that are not fully enrolled in the My AmeriCorps Portal are not AmeriCorps members.

System of Record
The system of record for an AmeriCorps member's National Service Trust information is eSPAN. The My AmeriCorps 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 My AmeriCorps Portal are accurate and

submitted within the required timeframes. AmeriCorps will rely on the information entered by programs via the My AmeriCorps Portal. The member's start of service date indicated on the Member Service Agreement/Contract should agree with the value entered into the My AmeriCorps Portal.

Programs must verify that individuals are eligible to serve based on the requirements specified in [45 CFR Chapter XXV](#). The system is set up so that:

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

2. An individual may not start service until the program has conducted and adjudicated the results of the National Service Criminal History Checks (NSCHCs) required for that individual and has entered and certified the date of this action in the My AmeriCorps Portal.

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 My AmeriCorps Portal. This action should be taken no more than eight (8) calendar 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 AmeriCorps. See Requesting Administrative Review below.

Enrollment Changes
Changes to an individual's enrollment record after the eight-day enrollment window will negatively impact a program's compliance with the eight-day enrollment requirement. However, program staff are permitted to make such changes if:

1. The revised start date is after the date the required NSCHCs for that individual were completed and adjudicated, and
2. The revised start date is on or after the date the individual's Social Security Number and citizenship were automatically or manually verified. Any changes outside of these parameters require AmeriCorps review and approval by AmeriCorps through the Administrative Review process.

AmeriCorps will consider changes in enrollment records if:

1. The member or program can document a failure of AmeriCorps' technology platform that prevented timely Social Security Number or citizenship verification; or
2. The member or program can demonstrate other circumstances that prevented compliant Social Security Number or citizenship verification for an otherwise eligible member, such as a legal name change, natural disaster, or unintentional program staff error.

AmeriCorps will not consider changes in enrollment records based on failure of a program to complete and adjudicate the required NSCHCs in a compliant and timely fashion. All grantees must comply with the requirement to complete and adjudicate NSCHCs prior to the member start date and are expected to certify this compliance in the My AmeriCorps Portal within eight (8) calendar days of the member start date.

The Administrative Review process cannot be used to modify member records unrelated to enrollment, such as member exit. If a program needs to edit a member's record of hours or member's service end date, please contact the [National Service Hotline](#).

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

Grantees and AmeriCorps members can request an Administrative Review to modify an enrollment record. AmeriCorps members or subgrantees must submit the request for Administrative Review through the grantee organization. Prime Grantees (State Commissions and National Directs) must request the Administrative Review in writing by emailing their Portfolio Manager.

This process is most used to change an individual's enrollment date. AmeriCorps may approve other changes to an enrollment record, such as correcting a missing record, in limited circumstances. Discuss any unusual circumstances like this with your Portfolio Manager before submitting a request. The request for an Administrative Review must include all information needed for AmeriCorps to make a decision on changing the enrollment record 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 Modifications(s) (e.g., enrollment start date, SSN or Citizenship Status)
8. Confirmation that the member is eligible and that their NSCHCs were completed and adjudicated in a timely manner
9. Justification for Making the Requested Change(s)
10. Requestor's Contact Information
11. The following supporting documentation, when the requested change will result in an increase in hours served by the member:
    - A signed member service agreement.
    - Timesheets documenting the total hours served.

AmeriCorps 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 [AmeriCorps Hotline](#) and request a Secure File Transfer Link to transmit PII separately.