



# **AmeriCorps**

## FY 2023 Congressional Budget Justification

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## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

For nearly three decades, AmeriCorps has tapped the ingenuity and courage of the American people to meet our toughest challenges. Working with nonprofit and community organizations, state and local agencies, Tribal nations, and other partners, AmeriCorps programs improve lives, strengthen communities, and foster civic engagement through service and volunteering. Each year, AmeriCorps engages Americans of all ages and backgrounds in sustained, results-driven service at 40,000 locations across the country, meeting a wide range of community needs in education, health, economic opportunity, disaster services, environmental stewardship, and supporting veterans and military families.

AmeriCorps provides a return on investment benefitting the recipients of service, the people who serve, their sponsor organizations, and the larger community and nation. AmeriCorps members - who are more racially diverse than the nation as a whole - gain 21st century workforce skills, hands on experience, and an education award to pay for college or technical school, with 80 percent of alumni saying AmeriCorps benefited their career path.<sup>1</sup>

To support this mission, the President's Budget for fiscal year 2023 provides \$1.34 billion for AmeriCorps, an increase of \$189 million or 16 percent over the FY 2022 Enacted level. This Budget will support AmeriCorps and its state and local partners in meeting public health, education and other community needs related to the pandemic, advancing racial and economic equity, developing active and civically engaged members of society, and helping unite communities and strengthen our democracy. The President's Budget builds on the unprecedented investment made by the American Rescue Plan Act and reflects the priorities of our new five-year Strategic Plan.

### **Alleviate Poverty and Advance Racial Equity**

The Budget will support more than 250,000 AmeriCorps members and AmeriCorps Seniors volunteers in meeting important issues of our time - addressing public health needs, responding to disasters and climate change, and expanding education and economic opportunity. AmeriCorps' work to tutor and mentor students, support independent living, provide financial literacy training, build affordable housing, and connect the unemployed to jobs help alleviate poverty and reduce racial and other forms of inequity. The Budget will support targeted investments in communities where the need is greatest and enhance our efforts to recruit members and volunteers who reflect the communities they serve.

### **Enhance the Service Experience**

The Budget will support our goal of improving the experience of AmeriCorps members and AmeriCorps Seniors volunteers by strengthening pathways to education and employment, removing barriers to service, and providing an increase to the member living allowance and

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<sup>1</sup> AmeriCorps, Office of Research and Evaluation. (2020-2021) Return on Investment (ROI) Studies. ICF International <https://americorps.gov/evidence-exchange/return-investment-roi-studies>

volunteer stipend so that service is a viable opportunity open to Americans of all backgrounds.

**Unite Americans in Service**

By bringing people from different backgrounds together to meet local needs, service builds bridges and strengthens our democracy. The Budget provides key resources to strengthen the nation’s volunteer sector, elevate awareness of service, support governor-supported State Service Commissions, and build the capacity of voluntary organizations to recruit and retain volunteers to increase their reach and impact.

**Effectively Steward Federal Resources**

The Budget makes investments to modernize our technology infrastructure, simplify our application and administrative procedures, and make other improvements in operations and core business practices. These investments will enable us to strengthen financial management, more effectively steward taxpayer resources, and better serve our grantees and partners in meeting needs across the nation.

**Strengthen and Diversify Our Workforce**

Building and retaining a diverse and high performing workforce is important to maximizing our impact in communities across the nation. The Budget supports this goal by increasing funding to support additional staff capacity; strengthen workforce diversity, equity, inclusion, and accessibility; build our evidence and evaluation capabilities; and invest in leadership development.

As we work to defeat the pandemic, strengthen our economy, address racial inequity, address the climate crisis, and meet other needs, national service and volunteering is needed more than ever.

With the resources provided in this Budget and working together with our state and local partners and the American people, we can help build a healthier, safer, and more inclusive and equitable future for all Americans.

In service,



Michael D. Smith  
Chief Executive Officer

## AGENCY OVERVIEW

AmeriCorps is the federal government's agency for national service and volunteerism, providing opportunities for Americans to serve their country domestically. Through grants and directly managed programs, AmeriCorps members and volunteers address the nation's pressing challenges, improve lives and communities, and strengthen civic engagement.

Service through AmeriCorps transforms those who serve into lifelong civic leaders, builds the capacity of our nation's service organizations, and unites the country in service. AmeriCorps offers individuals and organizations flexible ways to make a local impact through our programs: State and National, VISTA, National Civilian Community Corps (NCCC), Foster Grandparent (FGP), Senior Companion (SCP), RSVP, and Volunteer Generation Fund (VGF), along with initiatives including 9/11 and MLK Days of Service.

Each year, AmeriCorps places more than 200,000 AmeriCorps members and AmeriCorps Seniors volunteers at over 40,000 locations across the country, helping communities tackle pressing challenges—including addressing public health needs, preparing students for success, responding to natural disasters, supporting veterans and military families, environmental stewardship, fostering economic opportunity, and more.<sup>2</sup>

Working with governor-appointed State Service Commissions and thousands of partners across the country, AmeriCorps provides cost-effective and locally appropriate solutions to American communities. For every dollar invested by AmeriCorps, over \$17 is returned to the Federal Government, members serving, or society.<sup>3</sup> AmeriCorps is based on the principles of:

- Partnering with local leaders to support community solutions
- Bolstering existing nonprofit, faith-based, and voluntary organizations
- Leveraging private sector resources to improve outcomes and stretch the taxpayer dollar
- Using evidence and evaluation to inform decision-making
- Bringing Americans from different backgrounds together to achieve common goals for their communities

AmeriCorps brings leadership, resources, coordination, focus, and scale to America's voluntary sector, empowering millions to serve as long-term, short-term, or one-time volunteers. Our programs unite the passion, commitment, and talent of volunteers with the assets of community organizations and funding from public and private sectors to enable communities to solve problems. Together, national service and volunteerism provide a

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<sup>2</sup> Data will be updated in AmeriCorps' FY 2022 Agency Management Report, which will be released in November 2022.

<sup>3</sup> Dominic Modicamore, and Alix Naugler. July 2020. "AmeriCorps and Senior Corps: Quantifying the Impact Cost-Benefit Analysis and Return on Investment of AmeriCorps and Senior Corps." [https://voicesforservice.org/wp-content/uploads/2020/07/ICF\\_AmeriCorps-and-Senior-Corps\\_Quantifying-the-Impact\\_FINAL.pdf](https://voicesforservice.org/wp-content/uploads/2020/07/ICF_AmeriCorps-and-Senior-Corps_Quantifying-the-Impact_FINAL.pdf)

powerful return on investment, benefitting the recipients of service, the people who serve, their sponsor organizations, and the larger community and nation.<sup>4</sup>

### **Uniting America Through Service**

Service is a fundamental American value. From our earliest days, Americans have stepped forward to help their neighbors and tackle our toughest challenges. One in four Americans volunteer officially through an organization, serving an estimated 5.8 billion hours annually, and three in five have helped a neighbor.<sup>5</sup> Our commitment to service reflects the understanding that we have responsibilities--and rights--that our destinies are bound together, that America's greatness is not about what can be done for us, it's about what can be done by us, together.

Today, America faces a series of unprecedented and interlocking challenges that require a renewed commitment to service and civic engagement. These challenges include a once-in-a-century global pandemic; major upheavals in the economy; a national reckoning on racial inequity centuries in the making; and the growing threat of climate change.

This moment of crisis is also a moment of opportunity. America has a once-in-a-generation opportunity to not just return to the way things were before, but to build a better, stronger, and more inclusive nation. As the federal agency for service and volunteerism, AmeriCorps is committed to this goal. For nearly three decades, AmeriCorps has strengthened America's culture of service, meeting the moments of both crisis and opportunity in countless communities.

AmeriCorps is committed to making service more accessible and inclusive, focusing service on important challenges, expanding opportunities to serve, and uniting Americans of all ages and backgrounds in strengthening their communities through service. To address longstanding inequities, we need the participation of Americans from all backgrounds. While AmeriCorps members and volunteers are more racially diverse than the U.S. average, there is still more we can do to increase diversity at all levels and ensure our members and volunteers reflect the communities they are serving. AmeriCorps is committed to removing barriers to service, increasing diversity of our members and volunteers, and strengthening pathways to education, employment, and lifelong civic engagement.

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<sup>4</sup> Dominic Modicamore, and Alix Naugler. July 2020. "AmeriCorps and Senior Corps: Quantifying the Impact Cost-Benefit Analysis and Return on Investment of AmeriCorps and Senior Corps." [https://voicesforservice.org/wp-content/uploads/2020/07/ICF\\_AmeriCorps-and-Senior-Corps\\_Quantifying-the-Impact\\_FINAL.pdf](https://voicesforservice.org/wp-content/uploads/2020/07/ICF_AmeriCorps-and-Senior-Corps_Quantifying-the-Impact_FINAL.pdf)

<sup>5</sup> AmeriCorps, Office of Research and Evaluation. (2021). Key Findings from the 2019 Current Population Survey: Civic Engagement and Volunteering Supplement. (by Laura Hanson Schlachter, Ph.D.). Washington, DC: Author. [https://americorps.gov/sites/default/files/document/2019%20CPS%20CEV%20findings%20report%20CLEAN\\_10Dec2021\\_508.pdf](https://americorps.gov/sites/default/files/document/2019%20CPS%20CEV%20findings%20report%20CLEAN_10Dec2021_508.pdf); and Corporation for National and Community Service (November 2016). Volunteering and Civic Life in America. Office of Research and Evaluation. <https://americorps.gov/newsroom/press-releases/2016/new-report-service-unites-americans-volunteers-give-service-worth-184>

## **Our Progress**

With significant new investment provided by the American Rescue Plan Act (ARPA), AmeriCorps has provided support to individuals and communities in need:

- Following the outbreak of the COVID-19 pandemic, AmeriCorps members and AmeriCorps Seniors volunteers provided pandemic related assistance to more than 12.3 million Americans, supporting vaccination, contact tracing, testing, wellness checks, and other public health strategies; assisting food banks and meal delivery programs; and helping students stay on track through virtual teaching, tutoring, mentoring, and other services.
- With a \$400 million investment from the Centers for Disease Control and Prevention, AmeriCorps has developed Public Health AmeriCorps - a new program to provide much-needed surge capacity to meet state and local public health needs while developing workforce pathways for public health careers. AmeriCorps is working with other federal agencies on potential collaborations to meet Administration priorities through national service partnerships that cost-effectively meet agency goals while expanding opportunities to serve and future federal employment.
- AmeriCorps continues to prioritize racial equity and inclusion principles, strategies, and initiatives across our programs, policies, and operations, taking steps to build a more diverse agency workforce, promote equitable grantmaking, and recruit a more diverse corps of members and volunteers.
- AmeriCorps has raised the living allowance for AmeriCorps members in the State and National, and VISTA programs, expanded national service opportunities, provided match replacement funds, and expanded outreach to underserved individuals and communities, which includes inner city, rural, and tribal, amongst others.
- Building on its decades of experience, AmeriCorps is expanding its efforts to integrate climate change adaptation, mitigation, and resilience across its programming and operations and expand efforts to prepare for and respond to disasters, conserve public lands and waters, transition to clean energy, increase community resilience, and build pathways to the clean energy jobs of the future.

As we work to overcome the impacts of the pandemic, strengthen our economy, address racial inequity, and tackle the climate crisis, national service and volunteering is needed more than ever. Working together with government at all levels, nonprofit and community organizations, the private sector, and the American people – we can help build a healthier, safer, more prosperous, and more just future for all Americans.

## **AMERICORPS STRATEGIC PLAN**

AmeriCorps' strategic plan reflects key cross-cutting priorities management and performance goals of the agency and Administration. It builds on the unprecedented investment made in AmeriCorps by ARPA that required an increase to the member living allowances; expand national service opportunities through partnerships; make service more accessible and inclusive; and focus resources on underserved communities and individuals, which includes inner city, rural, and tribal, and other communities.

AmeriCorps' top five strategic goals over the next five years are:

1. Partner with communities to alleviate poverty and advance racial equity

2. Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers
3. Unite Americans by bringing them together in service
4. Effectively steward federal resources
5. Make AmeriCorps one of the best and most equitable places to work in the Federal Government

The agency goals and objectives are outlined below and are further described in the Addendum, which addresses the agency's performance plan and reporting direction outlined in the Government Performance Results Act.

### **GOAL 1: Partner with communities to alleviate poverty and advance racial equity**

It is the policy of the Biden-Harris administration that "the Federal Government should pursue a comprehensive approach to advancing equity for all, including people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality".<sup>6</sup> Over the next five years, we will invest in existing and new partnerships with nonprofit, faith-based, Tribal organizations, and state service commissions, to get things done for America. We will focus on important issues of our time – public health, climate and the environment, and education and economic opportunity – and we will increase our efforts to ensure our AmeriCorps members and AmeriCorps Senior volunteers reflect the communities where they serve.

We will target our investments toward communities where the need is greatest, particularly those with populations that face racial inequality and poverty. These steps will enable more Americans than ever to strengthen the communities that need it most across the nation through their service. Over the next five years, we project that AmeriCorps will help 27.5 million people and 17,000 organizations and improve 2.3 million places across America. Moreover, we aim to have 40% or more of our portfolio dedicated to helping people in poverty.

The objectives under this goal are:

- 1.1: Mitigate the impacts of the COVID-19 pandemic and other public health crises
- 1.2: Reduce greenhouse gas emissions, conserve lands and waters, and adapt to the changing climate
- 1.3: Expand educational and economic opportunity
- 1.4: Prioritize investment in the most underserved individuals and communities
- 1.5: Recruit a diverse corps of members and volunteers who reflect those we are serving

### **GOAL 2: Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers**

"When more Americans step forward to serve, it renews our sense of community and strengthens our democracy. Acts of service unite people from different backgrounds and allow us to truly see and hear one another" – President Joe Biden. Over the next five years, we

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<sup>6</sup> Per Presidential Executive Order 13985: Executive Order on Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce. (<https://www.whitehouse.gov/briefing-room/presidential-actions/2021/06/25/executive-order-on-diversity-equity-inclusion-and-accessibility-in-the-federal-workforce/>)



will focus our efforts on improving the experience for AmeriCorps members and AmeriCorps Seniors volunteers, making it easier and more rewarding than ever to serve. Service and volunteering create positive results for the communities we serve, the organizations we partner with, and the AmeriCorps members and AmeriCorps Seniors volunteers who serve. Our research has demonstrated the transformative nature of national service for members and volunteers, often resulting in improved access to educational and employment opportunities and increased civic engagement long after their term of service has ended. Additionally, we will focus on modernizing the application and placement technology we use to be more user-friendly, expanding the benefits that members and volunteers receive, and providing support to ensure a compelling and rewarding service experience.

The objectives under this goal are:

- 2.1: Empower AmeriCorps members to thrive and complete their term of service, and empower AmeriCorps Seniors volunteers to continue their service
- 2.2: Simplify the applicant journey and update AmeriCorps' member technology system
- 2.3: Strengthen pathways to education, employment, and other opportunities

### **GOAL 3: Unite Americans by bringing them together in service**

"To meet the unprecedented challenges of today and build back better for tomorrow, we must unite around a renewed commitment to service and to civic duty" - President Joe Biden. National service through AmeriCorps is a proven model for building bridges and uniting communities, bringing out the best of America. Service also creates positive health and well-being outcomes for people who serve, improving lives and increasing civic engagement. By increasing the number of available service opportunities and elevating national awareness of AmeriCorps, more community volunteers will serve alongside members and volunteers, amplifying the impact in the communities that need help the most. Over the next five years, we plan to expand volunteering in America, encouraging Americans to volunteer their time and talents alongside their neighbors to produce a positive impact and a stronger, more unified national spirit.

The objectives under this goal are:

- 3.1: Increase awareness of AmeriCorps and favorability toward national service among the American public
- 3.2: Increase the number of AmeriCorps member and AmeriCorps Seniors volunteer service opportunities through partnerships and philanthropy
- 3.3: Create a stronger, universal identity for AmeriCorps among members and volunteers
- 3.4: Grow volunteering in America

### **GOAL 4: Effectively steward federal resources**

"The Federal Government must design and deliver services in a manner that people of all abilities can navigate. We must use technology to modernize Government and implement services that are simple to use, accessible, equitable, protective, transparent, and responsive

for all people of the United States”.<sup>7</sup> AmeriCorps is committed to operational excellence. In the next five years, we will build modern and effective systems for financial, human capital, procurement, information, and grants management. These efforts will enable us to steward taxpayer resources more effectively and amplify our efforts to strengthen communities and foster civic engagement through service and volunteering.

The objectives under this goal are:

- 4.1: Simplify AmeriCorps’ application and administration procedures for grants and projects
- 4.2: Modernize AmeriCorps’ grant management technology
- 4.3: Ensure responsible management of financial resources

### **GOAL 5: Make AmeriCorps one of the best and most equitable places to work in the Federal Government**

President Biden has “made it the policy of the United States to protect, empower, and rebuild the career Federal workforce” including “Continuing to build a diverse, equitable, inclusive, and accessible workforce that reflects our nation.” Over the next five years, we will elevate the experience of AmeriCorps employees, fostering an equitable, engaging, and supportive workplace. We recognize that people are our most valuable resource at AmeriCorps, so building and retaining a diverse, satisfied, and motivated workforce is vital to maximizing our impact in communities across our nation. We will uplift the employee journey by investing in leadership development, prioritizing the well-being and productivity of our workforce, building a workplace culture that enables all employees to thrive, and strengthening the foundation of diversity, equity, inclusion, and accessibility (DEIA) in the workplace.

The objectives under this goal are:

- 5.1: Foster employee well-being and productivity
- 5.2: Strengthen the foundation of diversity, equity, inclusion, and accessibility in the workplace
- 5.3: Build a workplace culture that enables all AmeriCorps employees to thrive
- 5.4: Invest in leadership development

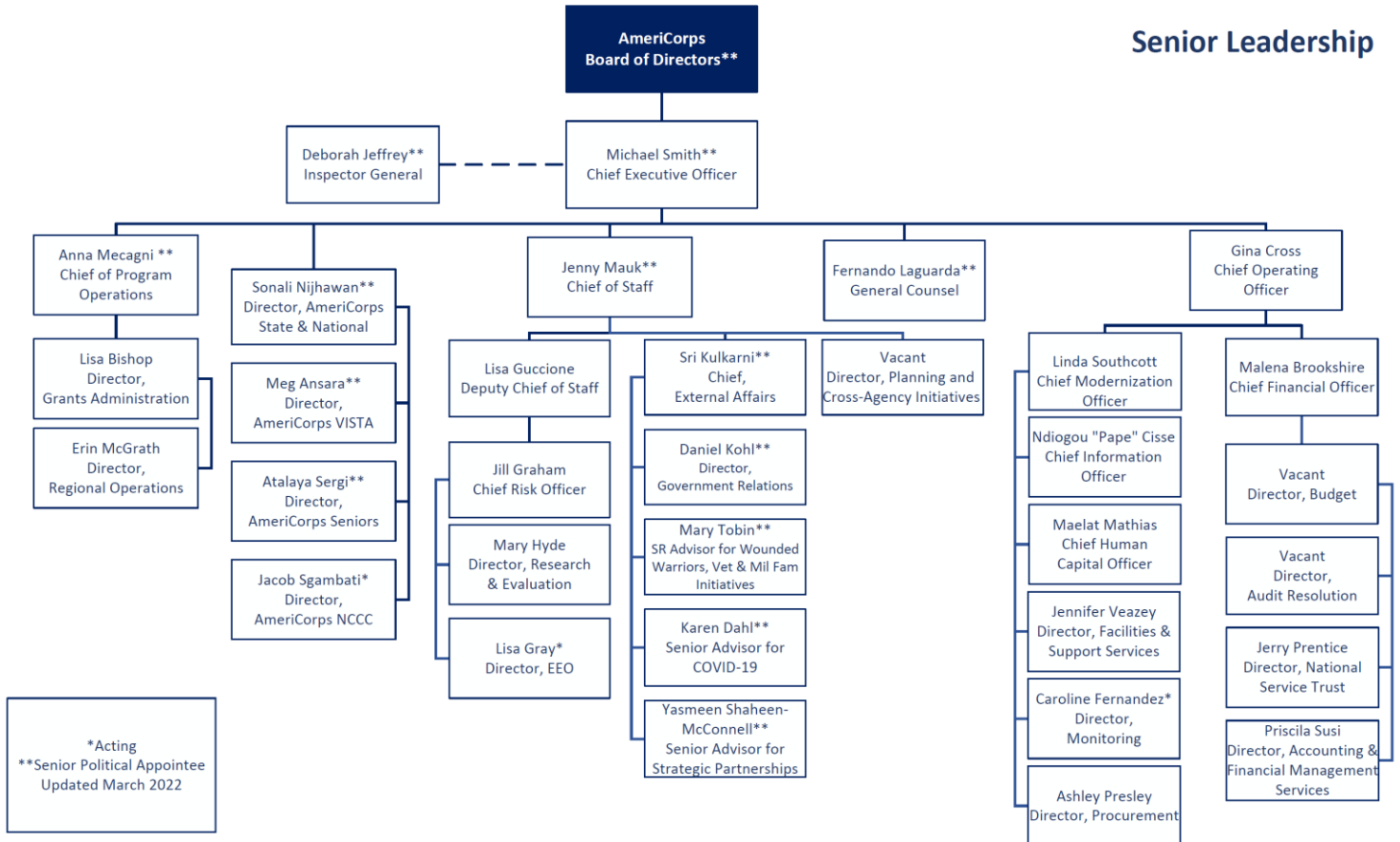
The highest priority related agency performance objectives and measures can be found later in the performance plan and report addendum.

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<sup>7</sup> Per Presidential Executive Order 14058: Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government. (<https://public-inspection.federalregister.gov/2021-27380.pdf>)

# Organizational Chart

## Senior Leadership



## FY 2023 PRESIDENT'S BUDGET<sup>8</sup>

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 Enacted (ARPA) <sup>9</sup>	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
<b>Total Agency</b>	<b>\$1,121,102</b>	<b>\$1,000,000</b>	<b>\$1,150,636</b>	<b>\$1,339,933</b>	<b>\$189,297</b>
<b>Operating Expenses</b>	<b>\$843,115</b>	<b>\$770,000</b>	<b>\$865,409</b>	<b>\$982,126</b>	<b>\$116,717</b>
<b>State and National</b>	<b>\$455,096</b>	<b>\$620,000</b>	<b>\$466,749</b>	<b>\$557,094</b>	<b>\$90,345</b>
<b>VISTA</b>	<b>\$97,364</b>	<b>\$80,000</b>	<b>\$100,285</b>	<b>\$106,264</b>	<b>\$5,979</b>
<b>NCCC</b>	<b>\$33,500</b>	<b>\$0</b>	<b>\$34,505</b>	<b>\$37,735</b>	<b>\$3,230</b>
<b>State Commission Support</b>	<b>\$18,538</b>	<b>\$20,000</b>	<b>\$19,094</b>	<b>\$19,538</b>	<b>\$444</b>
<b>Seniors</b>	<b>\$225,017</b>	<b>\$30,000</b>	<b>\$230,768</b>	<b>\$245,145</b>	<b>\$14,377</b>
Foster Grandparents Program	\$118,799	\$0	\$122,363	\$131,335	<b>\$8,972</b>
Senior Companion Program	\$52,863	\$0	\$54,449	\$58,705	<b>\$4,256</b>
Retired Senior Volunteer Program	\$53,355	\$0	\$53,956	\$55,105	<b>\$1,149</b>
<b>Innovation and Demonstration</b>	<b>\$9,600</b>	<b>\$20,000</b>	<b>\$9,888</b>	<b>\$10,100</b>	<b>\$212</b>
Innovation, Demonstration, & Other	\$3,200	\$0	\$3,330	\$3,400	\$70
Volunteer Generation Fund	\$6,400	\$20,000	\$6,558	\$6,700	\$142
<b>Evaluation</b>	<b>\$4,000</b>	<b>\$0</b>	<b>\$4,120</b>	<b>\$6,250</b>	<b>\$2,130</b>
<b>National Service Trust</b>	<b>\$185,000</b>	<b>\$148,000</b>	<b>\$190,550</b>	<b>\$235,000</b>	<b>\$44,450</b>
<b>Salaries and Expenses</b>	<b>\$86,487</b>	<b>\$73,000</b>	<b>\$88,082</b>	<b>\$114,686</b>	<b>\$26,604</b>
<b>OIG</b>	<b>\$6,500</b>	<b>\$9,000</b>	<b>\$6,595</b>	<b>\$8,121</b>	<b>\$1,526</b>

The FY 2023 President's Budget provides AmeriCorps with \$1.340 billion, an increase of \$189.297 million above the FY 2022 Enacted level, to support AmeriCorps and its state and local partners in service to improve lives, strengthen communities, foster civic engagement, and engage Americans in national service and volunteerism. This Budget will provide resources to support AmeriCorps and its network of partners in helping to overcome the impacts of the pandemic, rebuild the economy, address racial inequity, tackle the climate crisis, and meet other challenges. Below is additional information for each agency program.

### AmeriCorps State and National

The Budget provides \$557.094 million to AmeriCorps State and National, an increase of \$90.345 million above the FY 2022 Enacted level that will support approximately 75,000 AmeriCorps members who will support communities in addressing challenges following the COVID-19 pandemic, economic opportunity, environmental stewardship and climate change, and other community needs. With this funding, AmeriCorps State and National will continue to invest in evidence-informed and evidence-based community solutions, providing a source

<sup>8</sup> AmeriCorps' performance plan and report is presented as an addendum to this section at the end of this Budget.

<sup>9</sup> ARPA funds are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

of human capital to meet pressing community needs across the country and a pathway to economic and educational opportunities for Americans who serve. The Budget will help underserved and under-resourced communities develop program models that will benefit their communities and engage community members as AmeriCorps members.

### **AmeriCorps VISTA**

The Budget provides \$106.264 million to AmeriCorps VISTA, an increase of \$5.979 million above the FY 2022 Enacted level. This funding level will support approximately 7,275 VISTA members. Additionally, ARPA funding will be used to support approximately 400 more members in FY 2023, for a grand total of approximately 7,675 members serving in FY 2023. AmeriCorps VISTA members focus on capacity building of local anti-poverty initiatives. VISTA will support communities in overcoming the impacts of the pandemic, direct resources to under-served individuals and communities to advance equity and alleviate poverty and focus resources to enable a meaningful experience for those who serve.

### **AmeriCorps NCCC**

The Budget provides \$37.735 million to AmeriCorps NCCC, an increase of \$3.230 million above the FY 2022 Enacted level, that will support an estimated 2,080 members in direct, team-based national service. This includes 1,440 members in the traditional program and 640 members in the NCCC-FEMA Corps program.

### **State Service Commission Support**

The Budget provides \$19.538 million, an increase of \$444,000 above the FY 2022 Enacted level, to build the capacity of State Service Commissions to conduct outreach and provide oversight, monitoring, and technical assistance and training to support subgrantees to implement their AmeriCorps programs and support their AmeriCorps members.

### **AmeriCorps Seniors**

The Budget provides \$245.145 million, an increase of \$14.377 million above the FY 2022 Enacted level that will support more than 174,800 Americans ages 55 and older serving through AmeriCorps Seniors programs to address ongoing impacts of the pandemic including learning loss and food insecurity and meet other community needs in independent living, disaster response, substance abuse prevention, and the environment. It will also increase the stipend to FGP and SCP volunteers, supporting the recruitment and engagement of a diverse group of older adult volunteers.

- **RSVP:** The increase of \$1.149 million will support an estimated 146,000 RSVP volunteers to improve educational outcomes for at-risk and special needs youth, connect veterans and military families to needed services, support vaccination and other public health efforts, increase food security, and provide independent living services. AmeriCorps Seniors will conduct outreach and target the new funding to under-represented communities, communities that have experienced persistent poverty, and organizations that serve Tribal Nations and veterans and military families.
- **FGP:** The increase of \$8.972 million will support an increase in the stipend to \$3.65 per hour to more than 19,500 FGP volunteers who provide support to children and youth in academic and social-emotional growth. This increase advances racial and

economic equity for the low-income seniors, of whom approximately 95 percent are women and 50 percent are people of color. The stipend increase is the only financial incentive that supports service for older adults and supports continued engagement of a diverse group of senior volunteers.

- **SCP:** The increase of \$4.256 million will improve benefits for 9,300 low-income seniors, of whom approximately 87 percent are women and 45 percent are people of color, primarily African American. The stipend increase to \$3.65 per hour will advance AmeriCorps' racial and economic equity goals and support the recruitment and retention of volunteers who provide services to help seniors live independently and avoid costly institutional care. The stipend increase is the only financial incentive that supports their service and the continued engagement of a diverse group of seniors and those that have low incomes.

### **Innovation and Demonstration**

The Budget provides \$10.100 million, an increase of \$212,000 above the FY 2022 Enacted level, to support Administration priorities of advancing racial and economic equity and expanding awareness and partnerships by increasing AmeriCorps recruitment capacity and building the capacity of voluntary organizations to recruit and manage volunteers to address the expanding challenges facing our communities and country. Specifically:

- **VGF:** The Budget provides \$6.700 million that will be used to strengthen volunteer management practices around the country and increase the number of volunteers serving to meet community needs. Funding will be used to support State Service Commissions in adopting approaches that strengthen their capacity to recruit and retain volunteers, including skills-based volunteers, and develop strategies to more effectively use volunteers to meet community needs.
- **Call to Service Initiatives:** The Budget provides \$3.400 million to help nonprofit and voluntary organizations broaden their volunteer base, mobilize underserved individuals in volunteering, and increase their impact on community challenges. AmeriCorps will focus the Martin Luther King Jr. Day of Service on advancing racial justice and equity solutions and the September 11th National Day of Service and Remembrance on increasing support for and honoring veterans, military members, and their families and engaging them in service and volunteering, and service that honors and supports first responders.

### **Evaluation**

The Budget provides \$6.250 million for AmeriCorps evaluation, an increase of \$2.130 million above the FY 2022 Enacted level that will bolster the agency's use of evidence and evaluation to drive programmatic and funding decisions and increase the use of evidence-based approaches in AmeriCorps programs.

### **Salaries and Expenses**

The Budget provides \$114.686 million, an increase of \$26.604 million above the FY 2022 Enacted level, to support the agency's staffing, information technology, and other core business operations. Of the total amount provided by the Budget for AmeriCorps salaries and expenses, \$20.000 million is for AmeriCorps to establish a Civilian Climate Corps (CCC) in partnership with other Federal agencies. This funding would be used by AmeriCorps to

hire new staff, develop new capacity, and enhance core business functions to successfully stand up this new program. These investments in staff and administrative capacity will support grantees' work related to environmental stewardship and climate resilience, as well as AmeriCorps' collaboration with other agencies implementing the CCC.

**National Service Trust**

The Budget provides \$235.000 million for the AmeriCorps National Service Trust, an increase of \$44.450 million above the FY 2022 Enacted level to fund Segal AmeriCorps Education Awards to eligible AmeriCorps members who complete their terms of service.

**Office of Inspector General**

The Budget provides \$8.121 million, an increase of \$1.526 above the FY 2022 Enacted level request, to support Office of Inspector General activities including conducting audits, evaluations, and investigations to enhance the management and overall performance of AmeriCorps and its grantees and promote economy and efficiency.

## **BILL LANGUAGE AND ANALYSIS**

### **OPERATING EXPENSES**

For necessary expenses for the Corporation for National and Community Service (referred to in this title as "CNCS") to carry out the Domestic Volunteer Service Act of 1973 (referred to in this title as "1973 Act") and the National and Community Service Act of 1990 (referred to in this title as "1990 Act"), \$982,126,000 [\$921,120,000], notwithstanding sections 198B(b)(3), 198S(g), 501(a)(4)(C), and 501(a)(4)(F) of the 1990 Act: *Provided*, That of the amounts provided under this heading: (1) up to 1 percent of program grant funds may be used to defray the costs of conducting grant application reviews, including the use of outside peer reviewers and electronic management of the grants cycle; (2) \$19,538,000 [\$19,538,000] shall be available to provide assistance to State commissions on national and community service, under section 126(a) of the 1990 Act and notwithstanding section 501(a)(5)(B) of the 1990 Act; (3) \$37,735,000 [\$37,735,000] shall be available to carry out subtitle E of the 1990 Act; and (4) \$6,700,000 [\$6,700,000] shall be available for expenses authorized under section 501(a)(4)(F) of the 1990 Act, which, notwithstanding the provisions of section 198P shall be awarded by CNCS on a competitive basis: *Provided further*, That for the purposes of carrying out the 1990 Act, satisfying the requirements in section 122(c)(1)(D) may include a determination of need by the local community.

### **NATIONAL SERVICE TRUST**

(INCLUDING TRANSFER OF FUNDS)

For expenses of the National Service Trust established under subtitle D of title I of the 1990 Act, \$235,000,000, to remain available until expended, of which \$150,000,000 shall be derived from the National Service Trust and \$85,000,000 shall be derived from the General Fund of the Treasury: *Provided*, That CNCS may transfer additional funds from the amount provided within "Operating Expenses" allocated to grants under subtitle C of title I of the 1990 Act to the National Service Trust upon determination that such transfer is necessary to support the activities of national service participants and after notice is transmitted to the Committees on Appropriations of the House of Representatives and the Senate: *Provided further*, That amounts appropriated for or transferred to the National Service Trust may be invested under section 145(b) of the 1990 Act without regard to the requirement to apportion funds under 31 U.S.C. 1513(b).

### **SALARIES AND EXPENSES**

For necessary expenses of administration as provided under section 501(a)(5) of the 1990 Act and under section 504(a) of the 1973 Act, including payment of salaries, authorized travel, hire of passenger motor vehicles, the rental of conference rooms in the District of Columbia, the employment of experts and consultants authorized under 5 U.S.C. 3109, and not to exceed \$2,500 for official reception and representation expenses, \$114,686,000 [\$91,186,000].

### **OFFICE OF INSPECTOR GENERAL**

For necessary expenses of the Office of Inspector General in carrying out the Inspector General Act of 1978, \$8,121,000 [\$6,960,000].



## **ADMINISTRATIVE PROVISIONS**

SEC. 401. CNCS shall make any significant changes to program requirements, service delivery or policy only through public notice and comment rulemaking. For fiscal year 2023, during any grant selection process, an officer or employee of CNCS shall not knowingly disclose any covered grant selection information regarding such selection, directly or indirectly, to any person other than an officer or employee of CNCS that is authorized by CNCS to receive such information.

SEC. 402. AmeriCorps programs receiving grants under the National Service Trust program shall meet an overall minimum share requirement of 24 percent for the first 3 years that they receive AmeriCorps funding, and thereafter shall meet the overall minimum share requirement as provided in section 2521.60 of title 45, Code of Federal Regulations, without regard to the operating costs match requirement in section 121(e) or the member support Federal share limitations in section 140 of the 1990 Act, and subject to partial waiver consistent with section 2521.70 of title 45, Code of Federal Regulations.

SEC. 403. Donations made to CNCS under section 196 of the 1990 Act for the purposes of financing programs and operations under titles I and II of the 1973 Act or subtitle B, C, D, or E of title I of the 1990 Act shall be used to supplement and not supplant current programs and operations.

SEC. 404. In addition to the requirements in section 146(a) of the 1990 Act, use of an educational award for the purpose described in section 148(a)(4) shall be limited to individuals who are veterans as defined under section 101 of the Act.

SEC. 405. For the purpose of carrying out section 189D of the 1990 Act—  
(1) entities described in paragraph (a) of such section shall be considered "qualified entities" under section 3 of the National Child Protection Act of 1993 ("NCPA");  
(2) individuals described in such section shall be considered "volunteers" under section 3 of NCPA; and (3) State Commissions on National and Community Service established pursuant to section 178 of the 1990 Act, are authorized to receive criminal history record information, consistent with Public Law 92-544.

SEC. 406. Notwithstanding sections 139(b), 146 and 147 of the 1990 Act, an individual who successfully completes a term of service of not less than 1,200 hours during a period of not more than one year may receive a national service education award having a value of 70 percent of the value of a national service education award determined under section 147(a) of the Act.

SEC. 407. Section 148(f)(2)(A)(i) of the 1990 Act shall be applied for this fiscal year by striking "a national service program that receives a grant under subtitle C" and inserting "an approved national service position".

SEC. 408. (a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2023 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland

Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".

(b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2023 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".

(c) Notwithstanding sections 141 and 146 of the 1990 Act, or any other provision of law, a participant in a national service program carried out under the authority of the 1973 Act shall be eligible for the national service educational award described in subtitle D of title I of the 1990 Act if the participant—

(1) meets the criteria specified in paragraphs (1) through (4) of subsection (a) of section 137 of the 1990 Act; and

(2) is a citizen or national of the United States or lawful permanent resident alien of the United States, is able to provide evidence from the Department of Homeland Security that he or she is in the United States for other than a temporary purpose with the intention of becoming a citizen or permanent resident, or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)"

SEC. 409. An individual in an approved national service position in a program under section 152(a) of the 1990 Act may upon the approval of the Director of the National Civilian Community Corps continue in a term of service for up to 180 days beyond the period otherwise specified in section 153(d), or 90 days beyond the period otherwise specified in section 154(c).

SEC. 410. (a) Notwithstanding sections 139, 147, 153, and 154 of the 1990 Act, the Director of the National Civilian Community Corps may enter into agreements with eligible individuals to participate in a National Civilian Community Corps program for a period of not less than 90 days and not more than 180 days.

(b) An eligible individual who enters into an agreement with the Director under subsection (a) may receive an educational award equivalent to a proportional amount of the full-time national service educational award authorized under section 147(a) of the 1990 Act that corresponds to the term of service that such individual completes.

(c) For purposes of this section, the term "eligible individual" means an individual who is at least 18 years of age and not more than 26 years of age as of the date the term of service commences.

## Bill Language and Analysis - Changes

### New Bill Language and Analysis

### Explanation

#### **Add Sec 408**

SEC. 408. (a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2023 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".

(b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2023 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".

(c) Notwithstanding sections 141 and 146 of the 1990 Act, or any other provision of law, a participant in a national service program carried out under the authority of the 1973 Act shall be eligible for the national service educational award described in subtitle D of title I of the 1990 Act if the participant—  
(1) meets the criteria specified in paragraphs (1) through (4) of subsection (a) of section 137 of the 1990 Act; and

(2) is a citizen or national of the United States or lawful permanent resident alien of the United States, is able to provide evidence from the Department of Homeland Security that he or she is in the United States for other than a temporary purpose with the intention of becoming a citizen or permanent resident, or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)"

Allows individuals with Deferred Action of Childhood Arrivals (DACA) status who successfully serve a term in AmeriCorps State and National, NCCC or VISTA, to be eligible for an Education Award.

## New Bill Language and Analysis

## Explanation

### Add Sec 409

An individual in an approved national service position in a program under section 152(a) of the 1990 Act may upon the approval of the Director of the National Civilian Community Corps continue in a term of service for up to 180 days beyond the period otherwise specified in section 153(d), or 90 days beyond the period otherwise specified in section 154(c).

AmeriCorps NCCC may keep teams in place over the 12-month statutory restriction for work on disaster response or recovery, enabling overlap in NCCC service. Doing so addresses a clear and present need given NCCC members offboard in May and a new group onboard in September/October, which results in the summer months (i.e., fire season) with no coverage. AmeriCorps will not offer a prorated augmentation to the educational award of any NCCC member who extends their service.

### Add Sec 410

(a) Notwithstanding sections 139, 147, 153, and 154 of the 1990 Act, the Director of the National Civilian Community Corps may enter into agreements with eligible individuals to participate in a National Civilian Community Corps program for a period of not less than 90 days and not more than 180 days.

(b) An eligible individual who enters into an agreement with the Director under subsection (a) may receive an educational award equivalent to a proportional amount of the full-time national service educational award authorized under section 147(a) of the 1990 Act that corresponds to the term of service that such individual completes.

(c) For purposes of this section, the term "eligible individual" means an individual who is at least 18 years of age and not more than 26 years of age as of the date the term of service commences.

AmeriCorps NCCC may engage potential participants ages 18-26 for a period of three to six months (i.e. a season of service) rather than the usual term of 11 to 12 months. AmeriCorps shall prorate the Segal education award for these particular members accordingly.

## AMERICORPS STATE AND NATIONAL

### Program Summary

For more than two decades, AmeriCorps State and National has engaged Americans in community service in every state and many territories and Tribal communities. The program awards grants to organizations that engage AmeriCorps members who have dedicated millions of hours of service in communities across the nation, supporting children to achieve academic success; responding to natural disasters; building and renovating homes for families in under-resourced communities; giving back to veterans and their families; preserving and restoring the environment; and addressing needs identified by communities.

### Budget Summary (in thousands)

Items	FY 2021	FY 2021 (ARPA) <sup>10</sup>	FY 2022 Enacted	FY 2023	Difference (FY22-FY23)
	Enacted (Annual)			President's Budget	
Competitive Grants	\$270,771	\$380,965	\$277,695	\$333,080	\$55,385
Formula Grants	\$152,482	\$214,482	\$156,342	\$187,580	\$31,238
Grants to Tribes	\$4,319	\$6,076	\$4,428	\$5,313	\$885
Grants to Territories	\$4,319	\$6,076	\$4,428	\$5,313	\$885
Subtotal Grants	\$431,891	\$607,600	\$442,893	\$531,286	\$88,393
Program Support	\$23,205	\$12,400	\$23,854	\$25,808	\$1,954
<b>Total<sup>11</sup></b>	<b>\$455,096</b>	<b>\$620,000</b>	<b>\$466,749</b>	<b>\$557,094</b>	<b>\$90,347</b>

### Budget Request and Objectives

The Budget provides \$557.094 million to AmeriCorps State and National, an increase of \$90.347 million above the FY 2022 Enacted level, that will fund approximately 75,000 members. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); Increase awareness of AmeriCorps (Objective 3.1); Increase the number of AmeriCorps member service opportunities (Objective 3.2); Grow volunteering in America (Objective 3.4)
  - Agency strategy: Institute a living allowance increase
  - Programmatic strategy: Increase benefits and supports for members
- Prioritize investments in the most underserved individuals and communities (Objective 1.4)
  - Programmatic strategy: Focus on funding community centered and representative programs in new communities

<sup>10</sup> ARPA funds are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

<sup>11</sup> Total may equal sum of contributing lines due to rounding.

- Agency strategy: Institute a living allowance increase
- Programmatic strategy: Increase the funding for grantees to administer programming

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

Goals	Results	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1,4	Percentage funding to projects with moderate or strong evidence	51%	68%	65%
2	Member fill rate	74%	78%	82%
2	Member retention rate	88%	89%	90%

### Discussion of Performance Results

AmeriCorps State and National continues to invest in projects with growing evidence of impact. As indicated in this section, the agency will target more of these investments toward priority projects in the coming years.

### Evidence/Research

AmeriCorps State and National invests in evidence-based interventions. Data collected is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation. Below is a selection of supporting studies.

- A 2020 quasi-experimental [evaluation](#) of the Great Basin Institute’s Nevada Conservation Corps (NCC) AmeriCorps program showed that the NCC’s treatment of public land was effective in reducing the fire regime condition class of the treated land, thereby reducing the risk of catastrophic wildfire. The effect size of the treatment intervention was found to be large, with a partial eta squared value of .287. The evaluator concluded that NCC’s fuel reduction program activities are effective methods to mitigate fire risk in this region.<sup>12</sup>
- A 2020 [randomized controlled trial](#) of Reading & Math Inc.’s Reading Corps program demonstrated that students who successfully completed the program have a higher probability of going on to pass future benchmark assessments. All students that participated in Reading Corps demonstrated weekly growth rates that far exceeded a control group of students.<sup>13</sup> The evaluation also showed that a brief follow-up intervention for kindergarten students helped to accelerate improvement and increase proficiency in reading.<sup>14</sup>

<sup>12</sup> <https://americorps.gov/evidence-exchange/great-basin-institute-nevada-conservation-corps-evaluation-report-2019-2020>

<sup>13</sup> The control group consisted of students not at risk for reading difficulties.

<sup>14</sup> <https://americorps.gov/evidence-exchange/evaluation-report-impact-post-exit-progress-monitoring-literacy-outcomes-reading>

## AMERICORPS VISTA

### Program Summary

For more than five decades, AmeriCorps VISTA has provided resources to nonprofit organizations and public agencies to address poverty and poverty-related problems in the United States. VISTA supports community-driven efforts to address poverty by engaging individuals aged 18 and older through 12 months (or targeted 8-10 summer weeks) of full-time service.

These AmeriCorps members strengthen local initiatives that help Americans experiencing poverty improve their lives. By mobilizing community volunteers, securing private sector resources, designing programs, and strengthening partnerships, members help local organizations expand and improve their ability to feed the hungry, tutor at-risk youth, assist those without shelter find homes, and more.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 (ARPA) <sup>15</sup>	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Subsistence	\$70,911	\$58,520	\$69,589	\$72,069	\$2,480
Post Service Stipend	\$2,500	\$955	\$2,153	\$2,500	\$347
Healthcare	\$3,000	\$100	\$3,500	\$4,395	\$895
Childcare	\$641	\$50	\$672	\$1,000	\$328
Travel	\$1,365	\$100	\$1,500	\$2,000	\$500
Training	\$1,036	\$100	\$3,171	\$4,000	\$829
<u>Sub-Total Direct</u>					
<u>Member Costs:</u>	<u>\$79,453</u>	<u>\$59,825</u>	<u>\$80,585</u>	<u>\$85,964</u>	<u>\$5,379</u>
Grants	\$12,625	\$15,000	\$13,500	\$15,000	\$1,500
Recruitment	\$1,125	\$2,750	\$1,500	\$2,500	\$1,000
Evaluation	\$159	\$800	\$1,000	\$1,000	\$0
Program Admin/Support	\$4,002	\$1,625	\$3,700	\$1,800	(\$1,900)
<b>Total</b>	<b>\$97,364</b>	<b>\$80,000</b>	<b>\$100,285</b>	<b>\$106,264</b>	<b>\$5,979</b>

### Budget Request and Objectives

The Budget provides \$106.264 million to AmeriCorps VISTA, an increase of \$5.979 million above the FY 2022 Enacted level that will fund approximately 7,275 members. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4)

<sup>15</sup> ARPA funds are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

- Programmatic strategy: Focus new project development and resources in areas of poverty
- Programmatic strategy: Allocate grant funds to organizations to enable them to support members in carrying out assignments
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5)
  - Agency strategy: Institute a living allowance increase
  - Programmatic strategy: Implement an offline and online member recruitment strategy that targets diverse prospects
- Empower AmeriCorps members to thrive and complete their term of service (Objective 2.1)
  - Agency strategy: Institute a living allowance increase
  - Programmatic strategy: Investigate member attrition, then identify and implement strategies for equitable VISTA member retention
  - Programmatic strategy: Invest in member and supervisor training

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals. The reduction in target values from FY 2022 to FY 2023 reflects the strategic decision to increase the member living allowance to help recruit more diverse members. Additional performance results will be accounted for with ARPA funding.

Goals	Results	FY 2021 Actuals	FY 2022 Targets	FY 2023 Targets
1,3	Community volunteers mobilized	451,000	451,000	405,900
1	Percent of participating organizations reporting that they gained capacity through VISTA	93%	93%	93%

### Discussion of Performance Results

AmeriCorps VISTA focuses its investment on supporting local initiatives and organizations that address poverty. AmeriCorps VISTA will continue to carry out that support through a broad range of capacity-building activities that mobilize community members, leverage cash and in-kind resources, develop new partnerships, strengthen agencies, and help project activities become more sustainable, even after the VISTA resource is gone.

### Evidence/Research

AmeriCorps VISTA collects evidence through community-strengthening performance measures (see previous page), qualitative surveys (member exit), and administrative data. Relevant evidence is used to inform program design and implementation decisions and coordinate research proposals with the AmeriCorps Office of Research and Evaluation. The following is a selection of relevant studies.



Researchers at the University of Texas conducted two studies involving AmeriCorps VISTA.<sup>16</sup>

- One study found that nonprofits that receive VISTA service members show higher levels of both volunteers and donations two years later than matched nonprofits that did not receive VISTA members. Researchers then followed the trajectories of VISTA receiving organizations from 2010 to 2016 and found a robust relationship of VISTA service to volunteering.
- A second study used longitudinal models from 2005 to 2013 to explore whether communities with national service programs exhibited greater subjective well-being. Using measures of subjective well-being in 1,347 U.S. counties, results show that, where AmeriCorps VISTA members are serving, communities had improved subjective well-being, achieved primarily by mitigating threats to well-being and positively increasing engagement.

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<sup>16</sup> Messamore, A., Paxton, P., & Velasco, K. (2021). Can Government Intervention Increase Volunteers and Donations? Analyzing the Influence of VISTA With a Matched Design. *Administration and Society*, 53(10), 1547-1579. <https://doi.org/10.1177/00953997211009885>

## AMERICORPS NCCC

### Program Summary

For nearly three decades, AmeriCorps National Civilian Community Corps (NCCC) has engaged Americans between the ages of 18 and 24 to address community needs in all 50 states and territories through 10 months of full-time, intensive volunteer service. Members serve through regional campuses that allow rapid and flexible deployment when responding to natural disasters and other emerging priorities. In 2021 and 2022, AmeriCorps NCCC continued to be a national service asset by support emerging national priorities. Hundreds of members in the NCCC program supported FEMA in standing up, supporting, and managing COVID-10 vaccination centers across the country. At the end of 2021 and into 2022, NCCC teams deployed to Safe Havens and resettlement agencies to support the Department of Homeland Security through Operations Allies Welcome. NCCC's support in these two priorities was seen as a major inter-agency partnership success.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Program Support	\$20,100	\$20,703	\$22,641	\$1,938
Program Operations	\$13,400	\$13,802	\$15,094	\$1,292
<b>Total</b>	<b>\$33,500</b>	<b>\$34,505</b>	<b>\$37,735</b>	<b>\$3,230</b>

### Budget Request and Objectives

The Budget provides \$37.735 million to AmeriCorps NCCC, an increase of \$3.230 million above the FY 2022 Enacted level that will fund 1,440 members in the traditional program and 640 in the AmeriCorps NCCC-FEMA Corps program. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Reduce greenhouse gas emissions, conserve lands and waters, and adapt to the changing climate (Objective 1.2); Prioritize investment in the most underserved individuals and communities (Objective 1.4)
  - Programmatic strategy: Commit all 150 Summer of Service members to climate change mitigation work and develop outreach strategies to identify climate change mitigation projects that intersect with underserved populations
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); Empower AmeriCorps members to thrive and complete their term of service (Objective 2.1)
  - Programmatic strategy: Develop recruitment strategies that support non-English speaking populations, engage new partners for marketing and recruitment, and strengthen resources for the self-care of members' behavioral health needs while in service
- Strengthen pathways to education, employment, and other opportunities (Objective 2.3)

- Programmatic strategy: Build on the successful strategies of FEMA's hiring of FEMA Corps members and prepare members for an expanding green industry through a broader climate change mitigation project base (over the last 10 years, FEMA Corps has hired 23% of program graduates)

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency's strategic goals. AmeriCorps NCCC made significant contributions to mitigating the impact of the COVID-19 pandemic on the people and communities across the country. These results will not have future targets, but the NCCC program model is poised to be engaged in the next unforeseeable, emerging national priority.

AmeriCorps members serving in NCCC respond to priority needs across the nation to work side-by-side with community members. At the invitation of community and organizational leaders across the nation, members in NCCC contribute to strengthening communities in a wide variety of ways. In addition, AmeriCorps NCCC continues to optimize its operations, to include taking steps to mitigate COVID-19 across program operations, increasing behavioral health support for members, and expanding opportunities for service members with disabilities.

Results	FY 2021 Actuals	FY 2022 Targets	FY 2023 Targets
People assisted in disaster areas	790,027	444,416	515,227
Number of strategic disaster response reports created for FEMA operations	80	91	126
Pounds of donations sorted	1,060,520	891,063	876,431
Dollars returned to communities through tax returns	8,028,532	10,028,221	10,853,241
People assisted at mass care facilities	443,100	181,230	250,969
Pounds of food collected, harvested, or distributed	16,982,884	10,953,369	12,292,989
People assisted with language barriers to receive public service	11,704	6,629	8,869
Number of disadvantaged youth assisted <sup>17</sup>	41,606	19,537	24,794
Wellness check calls with seniors initiated or conducted	1,077	2,047	0
COVID-19 vaccination sites supported	174	70	0
Number of people assisted during COVID-19 pandemic	1,934,516	774,779	242,423
Number of people assisted in hospitals for non-medical needs		18,126	7,250
Total project hours served	1,211,108	1,255,948	1,259,340

### Performance Results Discussion

As indicated in the measures above, AmeriCorps NCCC continues to track progress toward strengthening its mission impact. NCCC will also continue to expand the number of projects

<sup>17</sup> Target populations defined in Serve America Act (P.L. 11-13)

successfully helping communities in target agency objectives. To find out more about AmeriCorps NCCC projects, please visit the agency website and review the program's latest deployment reports.<sup>18</sup>

### **Evidence/Research**

AmeriCorps NCCC collects evidence through community strengthening performance outputs (see previous page), qualitative surveys (member exit and sponsor), administrative data, and operational program research projects. Related data is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation (relevant recent studies). Below is a selection of relevant studies.<sup>19</sup>

- AmeriCorps NCCC is engaged in a multi-year longitudinal study to identify the impact of the NCCC program on member leadership development, member retention, and strengthening communities. In collaboration with the Office of Research and Evaluation, NCCC began collecting information for the study in FY 2020. The final analysis will help NCCC determine program effectiveness, support management decisions for program enhancement, and support messaging for recruitment efforts.
- Through the collection of regular program performance data, AmeriCorps NCCC has generated analyses on member outputs. Using the data from member progress reports, NCCC can identify successful collection of output data and create stronger correlations to intended outcomes. These analyses span several years and provide NCCC with trends and insight into what data the program does and should collect as well as indications of how to strengthen program outcomes.

These analyses support strategy adjustment and increasing the return of NCCC service on members and communities.

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<sup>18</sup> <https://americorps.gov/serve/fit-finder/americorps-nccc/deployment-reports>

<sup>19</sup> [https://americorps.gov/sites/default/files/documents/CNCS Strategic Evidence Plan FY2020\\_508.pdf](https://americorps.gov/sites/default/files/documents/CNCS Strategic Evidence Plan FY2020_508.pdf)

## STATE SERVICE COMMISSION SUPPORT GRANTS

### Program Summary

State Service Commissions conduct outreach to prospective AmeriCorps grantees, administer oversight and monitoring of their subgrantees - both formula and competitive, and provide the training and technical assistance necessary to build the capacity of community-based organizations that implement strategies to improve its community with the help of AmeriCorps members. In addition, State Service Commissions are responsible for encouraging service and volunteerism throughout its respective states in collaboration with other national service programs, volunteer centers, Voluntary Organizations Active in Disaster (VOADs), and other constituencies.

These operating funds support the capacity of the State Service Commissions to serve as the agency's partner in grantmaking, oversight, and technical assistance. Per AmeriCorps legislation, the agency cascades the formula grantmaking to the State Service Commissions and expects them to recruit, develop, and submit competitive applications to the national process. State Service Commissions manage around two-thirds of the AmeriCorps State and National portfolio. They provide oversight, technical assistance, and training to all subgrantees in its portfolio.

### Budget Summary (in thousands)

Item	FY 2020	FY 2021 (ARPA) <sup>20</sup>	FY 2022 Enacted	FY 2023	Difference (FY22-FY23)
	Enacted (Annual)			President's Budget	
State Commission Grants	\$17,538	\$20,000	\$19,094	\$19,538	\$444
<b>Total</b>	<b>\$17,538</b>	<b>\$20,000</b>	<b>\$19,094</b>	<b>\$19,538</b>	<b>\$444</b>

### Budget Request and Objectives

The Budget provides \$19.538 million to AmeriCorps State Service Commissions, an increase of \$444,000 above the FY 2022 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4)
  - Programmatic strategy: Engage at the state and community level to build and strengthen partnerships that lead to the development of AmeriCorps programs
- Ensure responsible management of financial resources (Objective 4.3)
  - Programmatic strategy: Responsibly utilizing Commission Support Grants

<sup>20</sup> ARPA funds are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

## Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals. As State Service Commissions are independent partners from the agency, the metrics are focused on the deliverables from grants they receive from the agency. As AmeriCorps finalizes its agency-level annual performance goals, the measure and targets below will be updated as necessary.<sup>21</sup>

Goals	Items	FY 2021 Actuals	FY 2022 Targets	FY 2023 Targets
3	Number of new applicants to commissions’ AmeriCorps competitions	320	340	360
4	Percentage of commission subgrantees reporting improved capacity as a result of commission training, technical assistance, and monitoring	75%	80%	85%

## Discussion of Performance Results

State Service Commissions will continue to prioritize providing technical assistance and support to their subgrantees. Below are recent examples of related success.<sup>22</sup>

- In FY 2020, state commissions collectively reported recruiting and/or managing over 39,000 volunteers to meet key needs in their states.
- Serve Washington recognized that the global pandemic created immense challenges for AmeriCorps members, not only in providing their service but also in navigating their daily lives. By hosting a series titled “Extending Wellness in a Time of Great Uncertainty” in FY 2020, Serve WA offered support for deepening self-care practices and strategies for being balanced, grounded, and centered amidst change and uncertainty. Of equal importance was the commitment to provide additional ways for members to connect to one another and strengthen relationships across the service network community. Over a series of three virtual workshops on Zoom, 117 members interacted with each other and with a group of four diverse facilitators known as “Care Capacity Coaches.” Feedback from members was very positive, and Serve WA went on to host a slightly expanded version of the Extending Wellness series in the spring of 2021.
- Eight Indian Nations representing 12 Tribes live in Montana, and each one is unique. Strengthening partnerships with Tribes is a priority of the 2019-2021 Montana State Service Plan and is essential to serving well in this state. To meet this priority, the Montana Governor’s Office of Community Service used Commission Investment Fund resources to fund commission and program staff’s attendance at the 2020 Tribal Relations Training, hosted by the Governor’s Office of Indian Affairs.
- ServeMinnesota worked with programs and members in FY 2020 on increasing diversity, equity, and inclusion (DEI). The commission focused a portion of each program staff training on recruiting and supporting Black, Indigenous, and other

<sup>21</sup> See the Agency Performance Plan and Report presented in this Budget’s addendum.

People of Color (BIPOC) members. They also added DEI focused questions to their annual meetings and gathered innovative practices to share at future program staff meetings for peer learning opportunities. The commission has updated their program operating procedures monitoring document to ensure that AmeriCorps subgrantees create and update their own policies through a DEI lens and intends to review subgrantees' policies next year to verify that programs are strengthening their practices. The commission's new Vice President of Equity and Inclusion has developed an advisory group that will be holding stakeholder meetings to guide their work in this area moving forward.

## AMERICORPS SENIORS RSVP

### Program Summary

For five decades, AmeriCorps Seniors RSVP has partnered with communities to provide services across the nation. It engages Americans 55 years and older to tutor and mentor children, decrease food insecurity, provide services to veterans and military families, engage in conservation efforts, help communities recover from and prepare for disasters, and much more. RSVP provides flexible volunteer opportunities for AmeriCorps Seniors volunteers to serve in the communities where they live. As communities continue to recover from the COVID-19 pandemic, schools reopen, and Americans begin to rebuild, the wisdom and dedication of senior volunteers will be needed more than ever.

### Budget Summary

Items	FY 2021 Enacted (Annual)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Grants	\$50,977	\$51,200	\$52,349	\$1,149
Business Support	\$2,378	\$2,756	\$2,756	\$0
<b>Total</b>	<b>\$53,355</b>	<b>\$53,956</b>	<b>\$55,105</b>	<b>\$1,149</b>

### Budget Request and Objectives

The Budget provides \$55.105 million to AmeriCorps Seniors RSVP, an increase of \$1.149 million above the FY 2022 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4); Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); Empower AmeriCorps Seniors volunteers to continue their service (Objective 2.1); Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1)
  - Programmatic strategy: Support RSVP grantees in underserved communities
  - Programmatic strategy: Support current grantees efforts to focus on volunteer recruitment as a way to rebuild programs after the pandemic and to bring volunteers back into service
  - Programmatic strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the RSVP portfolio by reviewing grantmaking through the lens of diversity, equity, inclusion, and access
  - Programmatic strategy: Deploy outreach strategies to reach communities and organizations that are underrepresented in the RSVP portfolio, including targeting geographies that are not served by AmeriCorps Seniors
  - Programmatic strategy: Continue to partner with AmeriCorps' Special Advisors to identify Administration priorities that RSVP volunteers could support and contribute solutions to, such as the current national crisis COVID-19 vaccinations and recovery efforts, public health, learning loss support for children and youth, and food insecurity



- AmeriCorps Seniors RSVP will also support AmeriCorps strategic plan by:
  - Programmatic strategy: *Serve Veterans and Military Families*. RSVP volunteers serve veterans and military families by helping to ensure isolated veterans have transportation services for medical appointments, assistance with basic household tasks, companionship, and a strong social network. In total, 42,980 United States Armed Forces service member veterans are currently being served by AmeriCorps Seniors volunteers.
  - Programmatic strategy: *Increase Food Security*. RSVP supports food security through the efforts of volunteers at food banks and food delivery nonprofits across the country
  - Programmatic strategy: *Support Public Health*. RSVP members supported the COVID-19 vaccination efforts by providing vaccinations, vaccination education, contact tracing, transportation to appointments, and vaccination center capacity. AmeriCorps Seniors will continue to work on public health projects that support underserved communities through partnerships with Federally Qualified Health Centers and like organizations
  - Programmatic strategy: *Work with communities to identify needs*. AmeriCorps Seniors provides grants to local community organization to meet local needs, by engaging older adults from the community. By doing targeted outreach to community organizations and engaging them in joint planning, AmeriCorps Seniors RSVP supports this priority

Business Support – Funds in this category will support the development of national promotional and recruitment materials and resources in coordination with the agency’s centralized recruitment efforts as well as support outreach to new communities and potential grantees.

**Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

Goals	Results	FY 2021 Estimate <sup>23</sup>	FY 2022 Targets	FY 2023 Targets
1	Number of children tutored or mentored	55,000	55,000	55,000
1	Number of seniors who received support to help them live independently	282,000	282,000	282,000
1	Total number of veterans served	141,000	145,000	145,000
1	Number of individuals reporting increased food security	1,300,000	1,350,000	1,350,000
1	Number of individuals receiving services related to increasing economic opportunity	140,000	145,000	145,000

<sup>23</sup> Estimated. Final data will be available by March and presented in the agency’s Annual Management Report (fall 2022).

### **Discussion of Performance Results**

As indicated in AmeriCorps Seniors RSVP's performance table, the program continues to support programming that strengthens communities while starting to focus on Administration priorities. In FY 2020, AmeriCorps Seniors volunteers in RSVP delivered 12.4 million hours of service in their communities. Through a network of more than 670 grantees, an estimated 146,000 AmeriCorps Seniors RSVP volunteers expanded the capacity of more than 11,700 community organizations nationwide to deliver essential services.<sup>24</sup> Working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees to fund local organizations that are tackling local problems.

### **Evidence/Research**

AmeriCorps Seniors collects evidence through performance measures, administrative data, and awardee-specific research projects for our three programs. As the evidence/research for all programs is interconnected to reduce redundancy in text, the research for all three programs is included in the AmeriCorps Seniors Senior Companion Program section below.

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<sup>24</sup> AmeriCorps is currently reviewing FY 2021 actual data reported by grant awardees. This data will be available for the agency's FY 2022 Annual Management Report in the fall of 2022.

## AMERICORPS SENIORS FOSTER GRANDPARENTS PROGRAM (FGP)

### Program Summary

For more than five decades, AmeriCorps Seniors Foster Grandparent Program (FGP) has partnered with communities to deliver high impact services to communities across the nation. It engages Americans 55 years of age and older to provide one-on-one mentoring, tutoring, and support to children with special or exceptional needs, those who face challenges with academic or social development and those who have families with low incomes and are underserved or financially disadvantaged. Children and youth served by the program benefit immensely from the additional support FGP volunteers provide as a presence in their lives. In return, AmeriCorps Seniors FGP volunteers gain benefits from their service, which often improve their quality of life, their health and wellness, and provides a strong sense of purpose.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 (ARPA)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Grants	\$113,259	\$27,000	\$115,817	\$124,685	\$8,868
Business Support	\$5,540	\$3,000	\$6,546	\$6,650	\$104
<b>Total</b>	<b>\$118,799</b>	<b>\$30,000</b>	<b>\$122,363</b>	<b>\$131,335</b>	<b>\$8,972</b>

### Budget Request and Objectives

The Budget provides \$131.335 million to the AmeriCorps Seniors Foster Grand Parents Program, an increase of \$8.972 million above the FY 2022 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); Create a stronger, universal identity for AmeriCorps among members and volunteers (Objective 3.3)
  - Programmatic strategy: Increase the AmeriCorps Seniors FGP stipend from \$3.15 to \$3.65 per hour to allow low-income seniors to serve as FGP volunteers in their communities as part of the agency's strategy to lowering a barrier to service.
  - Programmatic strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the FGP portfolio by reviewing grantmaking through the lens of diversity, equity, inclusion, and access
  - Programmatic strategy: Support improved benefits (the stipend increase) for low-income seniors participating in FGP programming. Ninety plus percent of participants are women and approximately 50 percent are people of color, primarily African American. This stipend increase does not only speak to bringing equity amongst AmeriCorps programs, but to the Administration's priorities of racial equity supporting older Americans and providing opportunities for women.
- Expand educational and economic opportunities (Objective 1.3)

- Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1)
  - Programmatic strategy: Support current grantees’ efforts to focus on volunteer recruitment as a way to rebuild programs after the pandemic and to bring volunteers back into service.
  - Programmatic strategy: Continue to support current grantees in implementing high quality programs to support children and youth in academic and social-emotional growth.
  - Programmatic strategy: Employ outreach strategies to reach communities and organizations that are underrepresented in the FGP portfolio, including targeting geographies that are not served by AmeriCorps Seniors, when funding comes available through program turnover.
  - Programmatic strategy: Work with current grantees to expand their services into additional geographic areas and explore new service opportunities to meet community needs when funding comes available through program turnover.

Business Support - Funds in this category will support the development of national promotional and recruitment materials and resources in coordination with the agency’s centralized recruitment efforts as well as support outreach to new communities and potential grantees.

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

Goal	Items	FY 2021 Estimate <sup>25</sup>	FY 2022 Targets	FY 2023 Targets
1	Number of children mentored	60,000	60,000	60,000
1	Number of children served <sup>26</sup>	116,000	116,000	116,000

### Discussion of Performance Results

As indicated in this section’s performance data, AmeriCorps Seniors FGP continues to support programming that strengthens communities while meeting Administration priorities and its longstanding statutory focus areas. In FY 2020, AmeriCorps Seniors volunteers in FGP delivered 11.9 million hours of service in their communities. Through a network of more than 320 grantees, an estimated 19,500 AmeriCorps Seniors FGP volunteers expanded the capacity of more than 6,600 community organizations nationwide to deliver essential services.<sup>27</sup> Working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees to fund local organizations that are tackling local problems.

<sup>25</sup> Estimated. Final data will be available by March and presented in the agency’s Annual Management Report (fall 2022)

<sup>26</sup> Measure includes activities such as tutoring and social/emotional support.

<sup>27</sup> AmeriCorps is currently reviewing FY 2021 actual data reported by grant awardees. This data will be available for the agency’s FY 2022 Annual Management Report in fall 2022.

**Evidence/Research**

AmeriCorps Seniors collects evidence through performance measures, administrative data, and awardee-specific research projects for our three programs. As the evidence/research for all programs is interconnected to reduce redundancy in text, the research for all three programs is included in the AmeriCorps Seniors Senior Companion Program section below.

## AMERICORPS SENIORS SENIOR COMPANION PROGRAM (SCP)

### Program Summary

For almost five decades, AmeriCorps' Senior Companion Program (SCP) has partnered with communities to deliver high impact services across the nation. It engages Americans 55 years of age and older to help older Americans live independently, a cost-effective option to the continuum of care available to the nation's aging population. Each year, AmeriCorps Seniors volunteers in SCP provide the companionship and support needed to help aging adults remain independent and in their own homes at a cost much lower than institutional care. They help aging Americans maintain their dignity and independence, while enriching their own lives through a high-quality and impactful service experience, all while reducing the devastating effects of social isolation. In addition, AmeriCorps Seniors SCP volunteers gain benefits from their service, which often improves their quality of life, their health and wellness, and provides a strong sense of purpose.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Grants	\$50,488	\$51,523	\$55,705	\$4,182
Business Support	\$2,375	\$2,926	\$3,000	\$74
<b>Total</b>	<b>\$52,863</b>	<b>\$54,449</b>	<b>\$58,705</b>	<b>\$4,256</b>

### Budget Request and Objectives

The Budget provides \$58.705 million to the AmeriCorps Seniors Senior Companion Program, an increase of \$4.256 million above the FY 2022 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); Create a stronger, universal identity for AmeriCorps among members and volunteers (Objective 3.3)
  - Programmatic strategy: Increase the AmeriCorps Seniors SCP stipend from \$3.15 to \$3.65 per hour to assist more low-income seniors and allow them to serve as SCP volunteers in their communities as part of the agency's strategy to lowering a barrier to service
  - Programmatic strategy: Support current grantees efforts to focus on volunteer recruitment as a way to rebuild programs after the pandemic and to bring volunteers back into service
  - Programmatic strategy: Support improved benefits, stipend increase, for low-income seniors participating in SCP programming. Approximately 87 percent are women and 45 percent are people of color, primarily African American. This increase does not only speak to bringing equity amongst AmeriCorps programs, but to the Administration's priorities of racial equity and supporting older Americans.

- Programmatic strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the SCP portfolio by reviewing grantmaking through the lens of DEIA
- Mitigate the impacts of the COVID-19 pandemic and other public health crises (Objective 1.1); Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1)
  - Programmatic strategy: Continue to support current grantees in implementing high quality programs to meet the needs of seniors served by SCP
  - Programmatic strategy: Employ outreach strategies to reach communities and organizations that are underrepresented in the SCP portfolio, including targeting geographies that are not served by AmeriCorps Seniors, when funding comes available through program turnover
  - Programmatic strategy: Work with current grantees to expand their services into additional geographic areas and explore new service opportunities to meet community needs when funding comes available through program turnover

Business Support - Funds in this category will support the development of national promotional and recruitment materials and resources in coordination with the agency's centralized recruitment efforts as well as support outreach to new communities and potential grantees.

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency's strategic goals.

Goals	Results	FY 2021 Estimate <sup>28</sup>	FY 2022 Targets	FY 2023 Targets
1	Number of Americans who received support to help them live independently	27,000	27,000	27,000
1	Number of Americans receiving respite care	4,200	4,200	4,200
1	Number of Veterans receiving independent living assistance	1,700	1,700	1,700

### Discussion of Performance Results

As indicated in this section's performance data, AmeriCorps Seniors SCP continues to support programming that strengthens communities while focusing on new Administration priorities and longstanding statutory focus areas.

In FY 2020, AmeriCorps Seniors SCP volunteers delivered 5.7 million hours of service in their communities. Through a network of more than 180 grantees, an estimated 9,300 AmeriCorps Seniors volunteers in SCP expanded the capacity of more than 1,400 community

<sup>28</sup> Estimated. Final data will be available by March and presented in the agency's Annual Management Report (fall 2022)

organizations nationwide to deliver essential services.<sup>29</sup> AmeriCorps Seniors SCP continued working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees to fund local organizations that are tackling local problems.

### **Evidence/Research**

AmeriCorps Seniors FGP, RSVP and SCP collects evidence through performance measures, administrative data, and awardee-specific research projects such as those highlighted below.

In 2019, JBS International, Inc. published *A Systematic Review of Senior Corps' Impact on Volunteers and Program Beneficiaries*.<sup>30</sup> This review of 27 evaluation studies completed on the effectiveness of AmeriCorps Seniors was intended to: (1) identify the strength of the evidence base for AmeriCorps Seniors, (2) contextualize these findings within the larger literature on the impacts of volunteering for older adults, and (3) offer recommendations and lessons learned from this review. Findings show a positive impact of AmeriCorps Seniors participation (75 percent of the outcomes studied having positive results) on both volunteers and beneficiaries. The majority of the evaluations reviewed examined psychosocial and physical health outcomes. Consequently, the majority of the positive outcomes observed for volunteers are in these two domains.

In 2020, ICF, Inc. published *Return on Investment Study: AmeriCorps Seniors Foster Grandparent Program and Senior Companion Program* which explored and quantified the return on investment (ROI) of the FGP and SCP programs.<sup>31</sup> This study estimates that:

- The AmeriCorps Seniors FGP and SCP generate an ROI of \$3.50 per funder dollar. SCP has an ROI of \$5.08 per funder dollar
- AmeriCorps Seniors FGP & SCP contribute to the significant savings in healthcare expenditures and assisted living expenditure savings from their improvement in health outcomes of participants, volunteers, and caregivers

AmeriCorps Seniors is moving to implement a multi-year research proposal intended to provide AmeriCorps with a foundation for sustained analysis of older volunteers – both through AmeriCorps Seniors programs (Foster Grandparent Program, Senior Companion Program, and RSVP) and outside of AmeriCorps during COVID-19. AmeriCorps Seniors will direct research to answer the below questions:

- How has older adult volunteering changed due to the pandemic? It is anticipated that new innovative interventions – activities in which volunteer are meaningfully engaged and in which beneficiaries saw meaningful outcomes – will be identified as well as new modalities for volunteers. The research will look to identify impactful interventions that can be shared broadly with the goal of encouraging replications and expansion of effective solutions.

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<sup>29</sup> AmeriCorps is currently reviewing FY 2021 actual data reported by grant awardees. This data will be available for the agency's FY 2022 Annual Management Report in fall 2022.

<sup>30</sup> [https://americorps.gov/sites/default/files/evidenceexchange/2019-09-09-Senior-Corps-Research-Review-Synthesis-Report%20to%20CNCS\\_508\\_1.pdf](https://americorps.gov/sites/default/files/evidenceexchange/2019-09-09-Senior-Corps-Research-Review-Synthesis-Report%20to%20CNCS_508_1.pdf)

<sup>31</sup> <https://www.americorps.gov/evidence-exchange/return-investment-study-americorps-seniors-foster-grandparent-program-senior>



- What was the experience of AmeriCorps Seniors volunteers during COVID-19? Volunteering pivoted during the pandemic to safe volunteering activities. The research will look to identify how safe volunteering practices during COVID-19 impacted volunteer's health, feelings of depression, isolation, and volunteering satisfaction levels.
- How did COVID-19 change volunteerism at the volunteer station-level and what are the impacts of that change? AmeriCorps Seniors seeks to catalogue and analyze the impact of the new ways that grantees pivoted in their relationships with their community partners during COVID-19.

AmeriCorps Seniors has begun an in-depth analysis of the communities in which programs are engaged. This analysis will enable AmeriCorps Seniors to better target vulnerable and underserved communities with funding. It will also support efforts to make the AmeriCorps Seniors portfolio more diverse and inclusive. As part of AmeriCorps' continued effort to increase the impact of its programs, AmeriCorps Seniors FGP, RSVP and SCP have successfully implemented agency performance measures across its portfolio. Finally, as AmeriCorps does not currently have the authority to compete grants in FGP, RSVP and SCP, AmeriCorps introduced emphasis in the administrative renewal process in FY 2022 to require that successfully renewed grants demonstrate full compliance with AmeriCorps national performance measure goals.

## INNOVATION AND DEMONSTRATION

### Program Summary

Innovation funding provides resources for AmeriCorps to strengthen the nation’s volunteer sector, bring more Americans into service, strengthen existing national service programs, and support and encourage new forms of national service and civic participation. This includes resourcing the new centralized Recruitment Unit to return recruitment to historic levels, expanding the Volunteer Generation Fund (VGF) and Call to Service initiatives to engage more Americans in service, including the Martin Luther King Jr. National Day of Service and the September 11th National Day of Service and Remembrance. The activities promote national service and volunteering, disseminate effective practices, and strengthen the reach and impact of national service programs and voluntary organizations across the country and support goal 3.4 in the agency strategic plan.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 (ARPA) <sup>32</sup>	FY 2022 Enacted	FY 2023 President’s Budget	Difference (FY22-FY23)
Innovation (Days of Service)	\$3,200	\$0	\$3,330	\$3,400	\$70
Volunteer Generation Fund Grants	\$6,400	\$20,000	\$6,558	\$6,700	\$142
<b>Total</b>	<b>\$9,600</b>	<b>\$20,000</b>	<b>\$9,888</b>	<b>\$10,100</b>	<b>\$212</b>

### Budget Request and Objectives

The Budget provides \$10.100 million for AmeriCorps Innovation activities, an increase of \$212,000 above the FY 2022 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives and strategies:

- Grow volunteering in America (Objective 3.4).
  - Strategy: Leverage AmeriCorps’ research findings to inform the country on rates of volunteerism, leading with the “Volunteering in America” research report and provide best practices for volunteer management
  - Strategy: Leverage AmeriCorps’ national stature to communicate about the value and benefits of volunteering, and drive Americans to take action through volunteering by sharing individual and community research outcomes of volunteering
  - Strategy: Position AmeriCorps as a top national aggregator of volunteering opportunities
  - Strategy: Prioritize volunteer recruitment as a desired outcome across all AmeriCorps programs, where possible
  - Strategy: Leverage AmeriCorps’ volunteer programs to mobilize volunteers and raise awareness of volunteer opportunities, with emphasis addressing issues, especially in states not reaching our 1-in-3 target

<sup>32</sup> ARPA funds are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

- Prioritize investment in the most underserved individuals and communities (Objective 1.4)
  - Strategy: Prioritizing Investments: Prioritize awards to programs and projects focused on serving underserved populations
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5)
  - Strategy: Launch coordinated agency-wide member/volunteer recruitment campaigns to reach individuals who reflect the communities we serve

In addition to the objectives above, the program will utilize the Martin Luther King Jr. National Day of Service to advance racial justice and equity solutions and the September 11th National Day of Service and Remembrance to increase support for veterans, military members, and their families as well as families of the victims and others impacted by the September 11, 2001, terrorist attacks.

**Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

Goals	Results <sup>33</sup>	FY 2021 Actuals	FY 2022 Targets	FY 2023 Targets
3	NCCC Applications	7,548	7,800	8,000
3	VGF Leveraged Volunteers	171,558	180,136	189,143
3	VGF Number of Organizations that received capacity building services	5,811	6,102	6,407
4	VGF Number of Organizations that increase their efficiency, effectiveness, and/or program reach	3,545	3,722	3,908

**Discussion of Performance Results**

AmeriCorps continues to invest in projects that expand national service and engage Americans through VGF and Days of Service. Below are recent examples of related success.

In FY 2019, Volunteer Iowa created a partnership with the Iowa Healthiest State Initiative and the Iowa Department of Public Health. A question was tested and added to the state Behavioral Risk Factor Surveillance Survey (BRFSS) about the number of hours respondents volunteer each year. The collected data has the potential to show correlations between volunteering and other health outcomes. In the coming year Volunteer Iowa will partner with graduate public health students to review the data and learn from survey findings. They hope to use information about Iowa specific correlations between volunteering and health to

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<sup>33</sup> AmeriCorps is forming a new Recruitment Unit to support agency goals 2 and 3. Centralized recruitment targets have not been established previously, except for NCCC. Remaining targets, including those for diversity, will be set through work in the new unit to determine realistic goals and timelines.

AmeriCorps is also finalizing its methodology for projecting Days of Service leveraged volunteers and expects to estimate approximately 205,000 for FY 2023.

increase volunteerism rates across the state and increase volunteering's positive health outcomes.

In FY 2019, the Massachusetts Service Alliance offered COVID Resiliency grants, Service-Learning grants, and mini-grants that allowed them to partner with new organizations across the state and reach more isolated areas. A testimonial from one community-based organization that received a mini-grant: "Groundworks Southcoast was greatly enhanced by the funding provided by MSA. Their grant has been incredibly beneficial for us as an organization and has allowed us to think creatively about how to further engage youth and - volunteers in new ways every year. This was evident with the success of our Green Explorers and Sow and Grow programs, where the Green Team (team of older youth volunteers) could directly see how they were making a difference in dozens of younger youths' lives. This direct community involvement had a positive impact on our programs [and served to] deepen youth centered leadership in our organization...We are extremely grateful for the continued opportunities that MSA has provided us and look forward to partnering with MSA to continue engaging more youth and volunteers than ever before."

In FY 2020, Martin Luther King Jr. National Day of Service grantee, Center for Food Action in Englewood, NJ hosted 866 volunteers and packaged over 5000 snack packs for students and raised \$29,700 in sponsorships to support the snack pack program. In FY 2020, Martin Luther King Jr. National Day of Service grantee, Samaritan's Feet engaged over 4200 volunteers in packaging and distribution of new athletic shoes and socks in over 30 communities while teaching proper foot care and encouraging recipients to share their dreams and believe in them.<sup>34</sup>

### **Evidence/Research**

AmeriCorps will continue to work through its Office of Evaluation and Research to identify innovative initiatives that support and expand the knowledge base for community service.<sup>35</sup>

Additional information will be provided, if available, in the agency's FY 2022 Annual Management Report, which will be released in the fall of 2022.

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<sup>34</sup> Updated data will be available in the agency's FY 2022 Agency Management Report, which will be released in November 2022.

<sup>35</sup> The agency will hire a Data and Analytics Manager to help analyze and help strengthen existing efforts at recruitment (including recruitment done by partner organizations).

## EVALUATION

Evidence building and use are essential for the agency to fulfill its mission and achieve its strategic goals. Access to credible, actionable, and timely information about entity-wide performance creates opportunities for innovation, improvement, and increased impact. Building and using evaluation evidence at the organizational, programmatic, and operational levels will help maximize agency performance. The agency's evaluation program funds are a significant resource for supporting the agency's efforts to build and use evidence and an important component of its evidence ecosystem. Evidence building activities supported by evaluation program funds are highlighted in this chapter.

In addition to the research and evaluation projects funded by evaluation program funds and described below, the agency allocates other appropriated funds to meet its legislative mandate to conduct volunteering research. AmeriCorps' volunteer research program is comprised of sponsorship of the biennial Current Population Survey Civic Engagement and Volunteering supplement, research grant program, and national service survey research focused on member and volunteer experiences and outcomes. The agency has developed a robust body of evidence for civic engagement and volunteering broadly and national service program participation specifically.

### Program Summary

AmeriCorps leverages its Evaluation program funds to cultivate knowledge about what service approaches work while coordinating with service partners to incorporate evidence into service activities. To this end, under the leadership of the agency's Office of Research and Evaluation (ORE), AmeriCorps has developed a Strategic Learning and Evidence Building Plan<sup>36</sup> to guide its research and evaluation initiatives. Components of this plan are highlighted in the opening sections of this budget and throughout various AmeriCorps program activities. The following information focuses on the portion of the plan supported with dedicated agency evaluation funding.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Evaluation	\$4,000	\$4,120	\$6,250	\$2,130
<b>Total</b>	<b>\$4,000</b>	<b>\$4,120</b>	<b>\$6,250</b>	<b>\$2,130</b>

### Budget Request and Objectives

The Budget provides \$6.250 million to AmeriCorps Evaluation activities, an increase of \$2.130 million above the FY 2022 Enacted level. Increasing the agency's evaluation program funds will stabilize funding for evidence building activities and support the systematic evaluation of the agency's expanding programming. The funding will support agency goals

<sup>36</sup>

[https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020\\_508.pdf](https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf)

1-3 with a specific focus on objective 1.4 “Prioritize investment in the most underserved individuals and communities” objective 2.1 “Empower AmeriCorps members to thrive and complete their term of service, and empower AmeriCorps Seniors volunteers to continue their service,” and objective 2.3 “Strengthen pathways to education, employment, and other opportunities” through the following strategies and activities<sup>37</sup>:

- Systematically assess barriers to accessing AmeriCorps resources in underserved communities
  - Implement a data collection process in partnership with the field capable of capturing information from individuals interested in participating in a national service program at different points in the process
  - Implement a data collection process capable of capturing information from community-based organizations that have not applied for resources or that have applied but were not granted resources
- Systematically assess what strategies are most effective for increasing individual, organizational and community access to AmeriCorps resources
  - Assess trends in who is serving pre and post increases in living allowances/stipends and pre/post recruitment campaign
  - Evaluate effectiveness of organizational capacity building strategies such as increasing technical assistance around best volunteer management practices (to engage community residents), evidence-based partnerships/community stakeholder engagement practices (including working more intentionally or differently with State Commissions), and securing resources (facilitating public/private partnerships in existing and new ways)
  - Evaluate effectiveness of outreach and grant making strategies for engaging more partners in underserved communities
- Systematically assess whether and how AmeriCorps programs expand social and economic opportunities for marginalized groups and underserved communities
  - Analyze national service participant experiences and outcomes by different demographic groups including socioeconomic, race, ethnicity, gender, and ability
  - Implement a revised AmeriCorps Participant Survey including a new administration schedule and updated survey items tied to new strategic objectives
  - Implement a new AmeriCorps Partner Survey capable of measuring experiences and perspectives of whether and how the agency is achieving its goals and objectives in communities
  - Evaluate whether and how national service programs recruit and retain diverse members, provide members and volunteers with opportunities to pursue various career pathways and expands capacity in underserved communities
  - Explore interagency data sharing/matching/analytic agreements that would allow long-term follow up of AmeriCorps participants including college and career pathways over time
  - Invest in retention studies to explore reasons for attrition and whether or not retention varies by different demographic groups.
  - Invest in longitudinal studies of national service participants to explore educational and employment outcomes overall and by different demographic groups

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<sup>37</sup> See related objectives presented in the Performance Plan and Report addendum.

- Expand investment in participatory research and evaluation strategies to make evidence building more equitable and accessible to marginalized groups and underserved communities:
  - Expand the participatory action research grant program with intentional outreach to BIPOC communities who are not accessing agency resources
  - Expand evaluation support to more “bundles” of grantees operating programs across the lifecycle including evaluation capacity building

Taken together, these evidence building activities will help address questions like the following:

- *How can AmeriCorps increase access to agency resources in underserved communities?*<sup>38</sup>
  - What organizational and community capacities are needed to access agency resources?
  - What evidence-based strategies can be used to increase capacity and access?
  - What strategies are most effective for increasing capacity and access?
  - In what ways do national service programs strengthen communities?
  - How are different national service footprints associated with degrees of community impact?
- *How can AmeriCorps increase opportunities for more Americans to participate in agency programs?*<sup>39</sup>
  - In what ways could these opportunities be more equitable?
  - What are the barriers to participation? (“push/pull”)
  - What facilitates participation?
  - What strategies are effective for outreach, recruitment, retention, and alumni engagement?
  - How do national service participants experience AmeriCorps?
  - How does AmeriCorps create pathways to education and employment over time?

## **Performance Results**

AmeriCorps does not currently have meaningful performance measures for Evaluation fund activities. The Office of Research and Evaluation is, however, implementing all of the multi-year evidence building priorities included in the agency’s [2019 Strategic Evidence Plan](#).<sup>40</sup>

## **Discussion of Performance Results**

The agency may develop performance measures for Evaluation fund activities in the future as it finalizes outcome measures for the agency’s new strategic plan.

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<sup>38</sup> See AmeriCorps’ Performance Plan and Report in this Budget’s addendum: Goal 1, objectives 1.3, 1.4

<sup>39</sup> See AmeriCorps’ Performance Plan and Report in this Budget’s addendum: Goals 2/3, objectives 2.1, 2.2, 2.3, 3.2, 3.3

<sup>40</sup>

[https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020\\_508.pdf#:~:text=The%20agency's%20strategic%20evidence%20plan%20provides%20a%20roadmap,and%20effectiveness%20of%20the%20agency%20and%20its%20programs.](https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf#:~:text=The%20agency's%20strategic%20evidence%20plan%20provides%20a%20roadmap,and%20effectiveness%20of%20the%20agency%20and%20its%20programs.)

**Evidence/Research**

The agency has grown the body of evidence for national service. AmeriCorps will use this body of evidence to inform agency strategies for investing in underserved communities and the individuals residing in these communities. In addition, AmeriCorps will increase its use of participatory research and evaluation approaches to ensure greater equity in its evidence building activities.



## SALARIES AND EXPENSES

### Program Summary

AmeriCorps Salaries and Expenses account provides resources for the Federal administration of all agency programs. Administrative categories include personnel, contracts, rent, and communications. These activities provide the operational foundation to help the agency meet its mission.

### Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 (ARPA)	FY 2022 Enacted	FY 2023 President's Budget	Difference (FY22-FY23)
Salaries	\$38,854	\$36,865	\$40,054	\$46,787	\$6,733
Benefits	\$13,652	\$12,953	\$14,047	\$12,335	(\$1,712)
Other Compensation	\$848	\$0	\$848	\$840	(\$8)
<i>Subtotal Compensation</i>	\$53,354	\$49,818	\$54,949	\$59,962	\$5,013
Contracts	\$22,805	\$19,768	\$22,805	\$23,835	\$1,030
Rental Payment	\$7,800	\$509	\$7,800	\$8,000	\$200
Travel	\$778	\$2,761	\$778	\$820	\$42
Communications	\$1,550	\$0	\$1,550	\$1,868	\$318
Supplies and Materials	\$200	\$144	\$200	\$201	\$1
<i>Subtotal Base Funding</i>	\$86,487	\$73,000	\$88,082	\$94,686	\$6,604
Climate				\$20,000	\$20,000
<b>Total</b>	<b>\$86,487</b>	<b>\$73,000</b>	<b>\$88,082</b>	<b>\$114,686</b>	<b>\$26,604</b>
<b>FTE</b>	<b>400</b>	<b>164</b>	<b>412</b>	<b>475</b>	<b>63</b>

### Budget Request and Objectives

The Budget provides \$114.686 million to AmeriCorps, an increase of \$26.604 million above the FY 2022 Enacted level. The funding will directly support agency strategic goals 4 and 5 (as well as providing broad resourcing for all goals and mission objectives) with a focus on the following strategic objectives and strategies:

- Simplify AmeriCorps' application and administration procedures for grants and projects (Objective 4.1)
- Modernize AmeriCorps' grant management technology (Objective 4.2)
- Ensure responsible management and of financial resources (Objective 4.3)
- Foster employee well-being and productivity (Objective 5.1)
- Strengthen the foundation of diversity, equity, inclusion, and accessibility in the workplace (Objective 5.2)
- Build a workplace culture that enables all AmeriCorps employees to thrive (Objective 5.3)
- Invest in leadership development (Objective 5.4)

The following is additional information on the strategies highlighted above.

In FY 2023, AmeriCorps will continue to invest in people, processes, and technology to advance the agency's goal to ensure responsible management of agency resources while making improvements to support efficient and effective operations. In particular, AmeriCorps will continue to focus on building workforce capacity in core financial management functions, including re-engineering business processes to support the transition to shared services and improving internal controls.

AmeriCorps will focus on improved audit management by enforcing clear expectations for accountability in progress toward resolution of findings and developing robust corrective action plans. AmeriCorps will better monitor and regularly track progress toward resolution of findings, including financial statement audit findings. AmeriCorps will continue to stabilize financial management processes and functions under shared services provider to realize efficiencies in the way the agency works.

Specific steps the agency is taking to strengthen accountability include:

- improving agency audit readiness through regular reviews of financial management policies and procedures, and providing targeted staff and leadership audit readiness training and resource materials
- implementing a framework for increased executive leadership oversight and accountability by permanently incorporating audit management responsibilities into the agency's Risk Management Council and CEO Immediate Office
- updating its Payment Integrity Standard Operating Procedures to more explicitly track fraud detection activities
- conducting a review and analysis of OIG and agency data regarding grantee fraud schemes to inform and update the agency's fraud risk profile, while also adding relevant indicators to its grant risk assessment module
- reviewing agency monitoring protocols and instruments to inform enhancements or modifications to support prevention and detection of waste, fraud, and abuse

*Make AmeriCorps one of the best and most equitable places to work in the Federal Government.*

In particular, AmeriCorps is focused on elevating the experience of AmeriCorps employees, fostering an equitable, engaging and supportive workplace. We recognize that people are our most valuable resource at AmeriCorps, so building and retaining a diverse, satisfied, and motivated workforce is vital to maximizing our impact in communities across our nation. AmeriCorps is committed to creating a work environment that values a diverse range of perspectives and lived experiences. AmeriCorps will support the well-being of our workforce by providing programs, tools, and resources that promote wellness, a sense of community in the workplace, a healthy work/life balance and enables employees to be successful in their jobs will lead to a happier, healthier, and thriving workforce.

*Implement a Civilian Climate Corps (CCC) program.*

In particular, the FY 2023 President's Budget provides an increase of \$20.000 million to establish a CCC program in partnership with other Federal agencies. This funding would be used by AmeriCorps to hire new staff, develop new capacity, and enhance core business functions to successfully stand up this new program. These investments in staff and administrative capacity will support grantees' work related to climate resilience,

environmental stewardship, and climate mitigation, as well as AmeriCorps' collaboration with other agencies implementing the CCC.

*Strengthen support for awardees and agency employees.*

Finally, salaries and expenses funding will allow AmeriCorps to increase and improve technical assistance to grantees, fund the Government-wide pay increase, and conduct a workforce planning assessment that will allow the agency to more effectively distribute workloads.

### **Performance Results**

See Performance Plan Addendum Goals 4 and 5, along with related objectives.

### **Discussion of Performance Results**

See Performance Plan Addendum Goals 4 and 5, along with related objectives.

### **Evidence/Research**

AmeriCorps is continuing to identify relevant research to support operational effectiveness and efficiency. Once finalized, the agency will report out relevant information starting in the FY 2024 Budget/Performance Plan and Report.

# NATIONAL SERVICE TRUST FUND

## Program Summary

The National Service Trust (the Trust) was established by the National and Community Service Trust Act of 1993 to provide funds for Segal AmeriCorps Education Awards for eligible participants who complete AmeriCorps service. Funding for the Trust comes from appropriations, investment proceeds, recoveries of improperly paid educational awards, and any gifts and donations the Trust receives.

With the exception of investment proceeds, funds are available to:

- Repay qualified student loans
- Pay education expenses at a qualified institution of higher education; or
- Repay eligible interest expenses.

The Edward M. Kennedy Serve America Act of 2009, Public Law 111-13, 123 Stat. 1460, which reauthorized the National and Community Service Act of 1990 and the Domestic Volunteer Service Act of 1973, excluded investment proceeds from available balances in the National Service Trust. Although there is no impact on present or budget year AmeriCorps program levels, AmeriCorps looks forward to working with the Congress to restore the authority to obligate interest proceeds accrued since 2009.

The amount of an education award depends on the length of service performed by an AmeriCorps member, which varies between full-time and partial-time levels, and is based on the value of the full Federal Pell Grant amount set by the Congress. A member generally has seven years to use an education award.<sup>41</sup>

## Budget Summary (in thousands)

Item	FY 2021 Enacted (Annual)	FY 2021 (ARPA)	FY 2022 Enacted	FY 2023 President’s Budget	Difference (FY22-FY23)
NSTF <sup>42</sup>	\$185,000	\$148,000	\$190,550	\$235,000	\$44,450
<b>Total</b>	<b>\$185,000</b>	<b>\$148,000</b>	<b>\$190,550</b>	<b>\$235,000</b>	<b>\$44,450</b>

## Budget Request and Objectives

The Budget provides \$235.000 million to the AmeriCorps NSTF, \$44.450 million above the FY 2022 Enacted level to fund the increases proposed in the Budget to the Federal Pell Grant. Additionally, this funding level will support the agency’s strategic goals 1 and 4 with a focus on the following objectives:

<sup>41</sup> For additional details on the National Service Trust, education awards, and related financial methodologies, please see AmeriCorps Annual Management Report located at <https://americorps.gov/about/agency-overview/budget-performance-plans>.

<sup>42</sup> NSTF funds remain available until expended. Other ARPA funds listed in this budget are available through FY 2024, with the exception of the AmeriCorps OIG funding that is available through FY 2026.

- Expand educational and economic opportunity (Objective 1.3)
  - Strategy: AmeriCorps will continue to explore opportunities to increase the percent of members earning and using educational awards
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5)
  - Strategy: AmeriCorps has proposed appropriation language that allows individuals with Deferred Action for Childhood Arrivals (DACA) status who successfully serve a term in AmeriCorps State and National, AmeriCorps NCCC or AmeriCorps VISTA, to be eligible for an Education award

**Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

Goal	Item	PY 2021 Target	PY 2022 Target	PY 2023 Target
4	Percent of Members Who Earned Award <sup>43</sup>	80%	80%	80%

**Discussion of Performance Results**

Prior year earned award numbers will increase as grantees complete their reporting. Historically, the portion of members earning education awards has been approximately 80 percent.

For additional information about the National Service Trust and related education award data, including breakouts by program, please see AmeriCorps’ Annual Management Report located on the agency’s website.

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<sup>43</sup> AmeriCorps education awards are earned by Program Year (PY). Please see AmeriCorps’ Annual Management Report for additional information: [https://americorps.gov/sites/default/files/document/AmeriCorps%20FY%2020%20Annual%20Management%20Report\\_508.pdf](https://americorps.gov/sites/default/files/document/AmeriCorps%20FY%2020%20Annual%20Management%20Report_508.pdf)

AmeriCorps will release its FY 2022 AMR in November 2022, which will contain updated member award data. This updated data will be included in the agency’s FY 2024 Congressional Budget Justification.

## OFFICE OF THE INSPECTOR GENERAL

### Program and Mission Summary

Protecting the public’s investment in national service is the mission of AmeriCorps’ Office of Inspector General (OIG). The OIG’s independent oversight promotes efficiency and effectiveness in agency programs, holds agency officials and grantees accountable for misconduct, and protects the rights of whistleblowers. This oversight strengthens AmeriCorps programs and operations by curbing wasteful spending and mismanagement, investigating fraud and wrongdoing, recommending appropriate policies and best practices, and taking steps necessary to prevent and detect fraud, waste, and inefficiencies. Investing in oversight strengthens national service and improves stewardship of taxpayer resources.

AmeriCorps OIG’s oversight extends to over 3,300 grants (plus thousands of subrecipients) throughout the United States, the Territories, and the Indian Tribes. Recent changes within the agency—including a reorganization and restructuring of all grant operations—warrant additional oversight to ensure the agency is effectively managing its programs and satisfactorily executing its core business functions. Risks include a new AmeriCorps workforce, a new risk assessment model, a new monitoring unit and approach, an outdated grants management system, cybersecurity challenges and legacy weaknesses in financial management. AmeriCorps’ leadership team recognizes these challenges and has invited OIG recommendations on reforms.

### Budget Summary

The FY 2023 President’s Budget provides the AmeriCorps OIG \$8.121 million, an increase of \$1.526 million above the FY 2022 Enacted level, to sustain robust oversight. This increase will fund additional antifraud audit and investigative efforts, as well as support close oversight of multi-year agency reforms and priorities.

### OIG Budget Summary (in thousands)

Items	FY 2021 Enacted (Annual)	FY 2021 Enacted (ARPA) <sup>44</sup>	FY 2022 Enacted	FY 2023 President’s Budget	Difference (FY22-FY23)
Audit	\$2,404	\$16	\$2,093	\$2,824	\$731
Investigations	\$1,729		\$2,125	\$2,424	\$299
Counsel	\$323		\$595	\$649	\$54
Information Technology	\$850		\$602	\$763	\$161
Support	\$1,114		\$1,100	\$1,336	\$236
Training	\$50		\$50	\$95	\$45
CIGIE	\$30		\$30	\$30	\$0
<b>Total</b>	<b>\$6,500</b>	<b>\$9,000</b>	<b>\$6,595</b>	<b>\$8,121</b>	<b>\$1,526</b>

<sup>44</sup> The OIG’s ARP funding is available until FY 2026

The AmeriCorps OIG's work is divided into two operating divisions, Investigation and Audit, with support from Information Technology and Data Analytics, the Office of Counsel, the Office of Administrative Support and the Inspector General's Immediate Office. Below are highlights from each of these areas.

### **Investigation Outcomes and Strategic Focus**

The OIG's Office of Investigation pursues criminal, civil, and administrative wrongdoing related to AmeriCorps programs and operations, including by entities that receive AmeriCorps funds, as well as whistleblower reprisal investigations. Its goal is to identify and prosecute fraud schemes, helping AmeriCorps develop strong internal controls that deter and prevent additional fraud in the future. Collaborative relationships with United States Attorneys' Offices across the nation serve as a force multiplier in this mission. The OIG's investigators ensure that those who misuse AmeriCorps funds are held accountable, which serves as a meaningful deterrent to fraud and other misconduct.

Since FY 2019, the OIG has directed its investigative resources primarily to civil and criminal enforcement of significant fraud cases. These efforts have yielded eight civil settlements, three criminal pleas, and the recovery of nearly \$5 million, not including the ordered restitution of over \$550,000 from recent plea agreements. Three additional civil fraud settlements are expected in the next few months.

The OIG is currently working with Federal prosecutors throughout the country on seven additional civil and criminal investigations, as well as preparing other cases for referral. Typical investigations involve:

- Theft, diversion of funds, and embezzlement from AmeriCorps grant programs for personal gain;
- Time and attendance fraud by grant-funded staff and national service members, which deprives communities of needed services, defrauds the public, and misdirects Federal resources;
- Fabrication or alteration of the criminal history checks required by law to protect program beneficiaries by excluding convicted murderers and sex offenders from national service; and
- Theft or fabrication of member/volunteer identities to steal stipends and living allowances.

Supported by the Office of Counsel, the OIG's suspension and debarment activities protect the public from individuals and organizations who have demonstrated that they cannot be trusted to do business with the Federal Government. Since FY 2019, the OIG has recommended 13 Government-wide suspensions and 18 government-wide debarments, and AmeriCorps has instituted 19 administrative actions based upon the OIG's work, with additional recommendations pending.

Using data analytics, the OIG aggregates information from open and proprietary sources to identify suspicious patterns and anomalous conduct suggestive of grant fraud. This reduces the dependence on whistleblowers to come forward with allegations. Expanding investigative resources so that the OIG can pursue more leads has been a major budget and operational priority for the OIG.

OIG's investigative and legal resources are increasingly spent on whistleblower reprisal complaints. At the OIG's recommendation, AmeriCorps has expanded its whistleblower outreach and training. This outreach will likely stimulate additional whistleblower reports.

In addition to detecting and deterring fraud, the OIG's investigative work has identified gaps in agency processes and produced programmatic improvements. Using lessons learned from recent fraud cases, investigators train AmeriCorps staff and grantee/subgrantee personnel in practical measures to prevent fraud. An outreach program led by AmeriCorps OIG investigators, auditors counsel, and leadership provides training for incoming agency staff and briefings for the grantee community intended to improve fraud awareness and decrease future cases.

### **Audit Outcomes and Strategic Focus**

The OIG's Office of Audit conducts evaluations and audits of AmeriCorps' contracts and grants, as well as the agency's internal operations. This oversight helps ensure that the financial, administrative, and programmatic activities of national service operate effectively, efficiently, and in compliance with the law. Not only do OIG audits enable AmeriCorps to recoup misspent funds and improve management of awards and subawards to prevent future misuse of taxpayer money, but they also expose fraud and refer it for enforcement. The Audit Section also plays an active role in outreach to help grantees prevent fraud and misconduct by implementing effective internal controls and business practices.

### **Areas of Internal Risk for Audit/Evaluation Coverage**

Many of the audits and evaluations performed by the Office of Audit are required by statute, including the:

- Annual financial statements audit,
- Annual assessment of information security (FISMA),
- Evaluation of improper payments, and
- Periodic review of compliance with the DATA Act.

This work is conducted by outside professional firms, with those contracts due to be re-competed in FY 2022. The OIG uses a risk-based approach to identify additional issues that warrant audit attention. The Office of Audit has identified the following four high-risk areas, in which oversight will support important agency priorities:

### **Agency Financial Management**

Since FY 2017, independent auditors have been unable to confirm the accuracy or completeness of the agency-wide financial statement, as well as the financial statement for the National Service Trust. The auditors have repeatedly issued disclaimers of opinion and have identified nine material weaknesses that prevent AmeriCorps from accurately reporting on the taxpayer's investment. To address these findings, AmeriCorps shifted its accounting and financial management functions to a shared services platform operated by the Department of Treasury. AmeriCorps has not yet realized the benefit of this transfer because it remains incomplete, leaving the agency with two financial systems that have limited interoperability.

In response to the FY 2021 audit results and Congressional oversight, AmeriCorps has begun a substantial initiative to improve financial management and resolve longstanding



weaknesses. Future audit work will assess the success of this effort and measure AmeriCorps' progress in resolving the material weaknesses and significant deficiencies identified by independent auditors. Oversight of the agency's corrective action planning and execution requires a multi-year commitment and will be important to achieve responsible financial management within the contemplated timeframe.

### ***Information Security***

Annual evaluations since FY 2017 have shown that AmeriCorps' cybersecurity program is not effective, with substantial risks and vulnerabilities remaining. OIG evaluations recommended a strategic approach to help AmeriCorps' Office of Information Technology prioritize remedial actions to achieve progress in addressing this ongoing risk. After long periods of mandatory telework, anticipated growth in agency programs, and the likely return to a hybrid environment, oversight of the agency's corrective action planning and implementation to manage and mitigate these risks remains a priority.

### ***Effects of Reorganization***

AmeriCorps is undertaking a workforce study to review the effects of the FY 2019-2020 reorganization and restructuring of the agency's core grant-making, grant management, and grant administration activities. Depending on the scope of that action and the corrective actions proposed, the OIG will undertake complementary activities to assess AmeriCorps' ability to execute core business functions.

### ***Modernization of Grants Management Information System***

AmeriCorps' grant management system is outdated and needs to be replaced with a system that supports best practices. Design and acquisition of IT systems are identified as high-risk activities across Government, and AmeriCorps' prior efforts to develop a new system resulted in the complete write-off of \$33.8 million. Real-time oversight of AmeriCorps' upcoming effort is a priority.

### ***Grant Monitoring***

As part of its reorganization, AmeriCorps created a central Monitoring Office (OM) at Headquarters, which is charged with monitoring the agency's grant portfolios for compliance with laws, financial practices and programmatic results. By design, OM's monitoring consists of an in-depth review focused principally on administrative compliance by a relatively small fraction of AmeriCorps' grant portfolio. The OIG will examine the effectiveness of this monitoring strategy relative to alternative approaches.

### ***Audits of Recipients of AmeriCorps Grant Funds***

AmeriCorps disburses approximately three-quarters of its annual appropriations in the form of grants, making oversight of funding recipients essential. Audits, evaluations, and other reviews of grantees and subgrantees assess whether recipients provide adequate stewardship. The OIG's oversight identifies systemic deficiencies and misspent funds, and, increasingly, uncovers evidence of fraud or other unlawful conduct that auditors refer to the Investigation Section for further action. Recommendations from OIG audits strengthen the performance and integrity of AmeriCorps grantees. One of AmeriCorps' new priorities is extending agency programs to new grantees. Since new grantees often pose high risks, focusing oversight and outreach on them promotes long-term success and allows course corrections before problems become severe.

## **Outcomes and Strategic Focus of Support Function**

### ***Office of Counsel***

The Office of Counsel (OC) provides legal advice and analysis, collaborating with investigators by assisting in interviews, evidentiary assessment, and referral of cases to prosecutors for enforcement. OC also handles a wide range of administrative issues including procurement, information disclosure and privacy, ethics advice, personnel, and IG Act authorities. The legal team is also responsible for drafting recommendations for Government-wide suspension and debarment that have resulted in 19 administrative actions since FY 2019.

Counsel to the IG serves as a technical advisor to AmeriCorps' Policy Council, identifying opportunities to promote program integrity and increase efficiency and effectiveness by updating internal policies and grant terms and conditions. Counsel to the IG also introduces all-new AmeriCorps employees to the mission of the OIG and informs them of how and when to contact the office to report waste, fraud, and abuse. The legal team's involvement in mission and mission support enables the office to quickly identify and resolve potential legal issues and risks.

### ***Technology and Data Analytics***

To ensure independence, the OIG maintains its own IT systems, separate from those of AmeriCorps. The Information Technology Section consists of a Chief Technology Officer (CTO), an IT specialist, and a data scientist. Under their leadership, the OIG transitioned smoothly to full-time telework during the pandemic, ensuring that existing and new staff have the necessary tools and software to maximize productivity. The IT Section also maintains OIG's public-facing website, procures computers, phones, and software, and is currently implementing a new electronic investigative and audit management system.

### ***Support***

The Support Section includes the OIG's senior leadership, its business and administrative operations (budget, finance, contracts, personnel), the training program that ensures AmeriCorps OIG staff possess the knowledge and expertise needed to complete their oversight role, and the contribution to the Council of Inspectors General on Integrity and Efficiency (CIGIE).

### ***Government-wide Outcomes***

AmeriCorps OIG continues to make contributions to the OIG community and the Government at large. Members of the AmeriCorps OIG professional leadership and senior staff are instructors and speakers for the Inspector General Academy and other training programs on a variety of grant-related subjects and serve as thought-leaders in the Inspector General community.

### **Inspector General Reform Act Statement**

Pursuant to Section 6(g)(1) of the IG Act, as amended, OIG submits the following summary concerning the OIG's annual budget:

- AmeriCorps OIG's requested appropriation for FY 2023 totals \$8.121 million;

- The amount included for OIG's training needs is \$95,000, which will be sufficient to support the office's training needs in FY 2023; and
- The amount included to support the operations of the Council of the Inspectors General on Integrity and Efficiency (CIGIE) is about \$30,000, based on CIGIE's annual assessment (0.36 percent of each OIG's appropriation), which is expected to suffice.

## ADDENDUM 1 - AGENCY ANNUAL PERFORMANCE PLAN AND REPORT

The Government Performance Results Act (GPRA Modernization Act), as amended, requires each agency to include annually with its Budget, a plan and report that establishes performance goals, describes related progress, and provides a general framework for helping to strengthen public investment results.<sup>45</sup> This addendum provides AmeriCorps' GPRA-related agency performance information.

### Goal 1 - Partner with communities to advance racial equity and alleviate poverty

Strategic Objective and Measure	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
<b>1.1 Mitigate the impacts of the COVID-19 pandemic and other public health crises</b>						
Number of people helped	3,559,479	3,533,009	3,616,214	3,710,645	3,687,043	3,776,501
<b>1.2 Reduce greenhouse gas emissions, conserve lands and waters and adapt to the changing climate</b>						
Number of people helped	407,049	429,081	425,108	427,564	339,450	342,055
<b>1.3 Expand educational and economic opportunity</b>						
Number of people helped	1,680,369	1,581,313	1,569,093	1,579,696	1,269,587	1,280,835
<b>1.4 Prioritize investment in the most underserved individuals and communities</b>						
Percent of all those served by AmeriCorps who are people in poverty	New Measure	TBD	25	30	35	40
<b>1.5 Recruit a diverse corps of members and volunteers who reflect those we are serving</b>						

Numerical Performance Goal TBD

#### Progress and Performance Discussion

Objective 1.1: By FY 2023, AmeriCorps will help more than 3.6 million people mitigate the impacts of COVID and other health crises – approximately 2% more than FY 2022. The agency will achieve this result by prioritizing and stabilizing related target programming, continuing its implementation of a Public Health AmeriCorps initiative, funding new place-based planning grants to target communities, and expanding the agency's Food Security Initiative.

<sup>45</sup> Pub. L. 111-352; Pub. L. 103-62

Objective 1.2: AmeriCorps will help more than 400,000 Americans in FY 2023 by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate. Strategies include prioritizing related funding awards, stabilizing existing related agency programming and establishing new related partnerships.

Objective 1.3: By FY 2023, AmeriCorps will help more than 1.5 million people expand their educational and economic opportunities by prioritizing and stabilizing interventions in this focus area.

Objective 1.4: By FY 2024, AmeriCorps will ensure that at least 25% of those served by the agency are people in poverty. The agency will achieve this goal by prioritizing and expanding related investments, outreach, and support - including additional technical assistance to organizations serving underserved communities.

Objective 1.5: AmeriCorps is still developing the related performance goal.<sup>46</sup>

### **Additional Prior Year Results**

Since the outbreak of COVID-19, the agency's top priority has been ensuring the health and safety of our members and volunteers and providing support and program flexibility for grantees to meet the growing needs in their communities. Since March 2020, AmeriCorps members and AmeriCorps Seniors volunteers provided COVID-19 related support to more than 11.5 million Americans, with a focus on vulnerable individuals and communities. They have:

- Served with state and local governments, community-based organizations, and public health departments to support contact tracing, testing, education, and vaccination efforts, including conducting more than 1.6 million wellness checks and assisting more than 2.5 million people at 160 vaccination sites, and recruiting and recruiting 60,000 volunteers
- Provided sustained support to increase food security by managing volunteers, collecting and distributing 145 million pounds of food, and providing more than 34 million meals
- Helped students stay on track in school by addressing learning loss with virtual teaching, tutoring, mentoring, college counseling, and other services
- At a time of unprecedented need in public health, AmeriCorps has partnered with the Centers for Disease Control and Prevention (CDC) to develop Public Health AmeriCorps - a \$400 million investment from the ARPA to respond to the public health needs of the nation and support the recruitment, training, and development of a new generation of leaders who will be ready to provide public health service in their own communities
- With resources from the ARPA, AmeriCorps VISTA added 1,000 additional members to its 2021 Summer Associates program to provide immediate boots on the ground to address community needs in public health, food insecurity, and education. VISTA Summer Associates serve for eight to ten weeks in low-income areas by mobilizing people and organizations to create sustainable, healthy communities.
- In collaboration with the U.S. Treasury Department's Community Development Financial Institutions Fund (CDFI Fund), AmeriCorps awarded \$2.5 million per year in grants to three organizations through the inaugural round of the AmeriCorps CDFI Economic Mobility Corps program. This new national service program places full-time national service members in Certified CDFIs to support their work in distressed and underserved

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<sup>46</sup> AmeriCorps will report performance goals for this measure in its FY 2024 Congressional Budget Justification.

communities providing financial literacy, financial planning, budgeting, saving, and other financial counseling education.

- AmeriCorps Seniors released funding opportunity notices to make \$4 million in American Rescue Act funding available to current grant recipients in the AmeriCorps Seniors Foster Grandparent, Senior Companion, and RSVP programs to expand activities specifically focused on combating the COVID-19 pandemic, including contact tracing, vaccination programs, vaccination education and navigation services, and children and youth learning loss.
- Began implementation of ARPA, increasing the AmeriCorps living allowance by an average of six percent for members who began their service in the Summer of 2021
- Awarded more than \$65 million in AmeriCorps State and National grants to support 138 projects and more than 11,400 members to carry out environmental stewardship and climate change service projects to improve parks and public lands, increase reforestation, expand access to recreation, weatherize homes, install renewable energy systems, create and maintain urban parks and greenspaces, and help communities prepare, respond, and recover from natural disasters and other climate-related challenges

### **Evidence/Learning Agenda**

Aligned with the objectives outlined earlier and the agency's learning agenda, AmeriCorps will execute the following to better understand what works and do more of it.

- Analyze member attrition by conducting a research report examining why members exit service early and what are the non-compelling circumstances.
- Assess the extent to which AmeriCorps program members are satisfied with their experience.

## Goal 2 - Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers

Strategic Objective and Measure	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
<b>2.1 Empower AmeriCorps members to thrive and complete their term of service, and empower AmeriCorps Seniors volunteers to continue their service</b>						
Percentage of AmeriCorps members who complete their service term	79%	81%	83%	85%	87%	89%
<b>2.2 Simplify the applicant journey and update AmeriCorps' member technology system</b>						
Percent completion of member/volunteer management system implementation plan	N/A	30%	60%	100%	N/A	N/A
<b>2.3 Strengthen pathways to education, employment, and other opportunities</b>						
Percent of members offered professional development	Baseline not known	55%	60%	65%	70%	75%
Percent of senior volunteers offered professional development	Baseline not known	10%	15%	20%	25%	30%

### Progress and Performance Discussion

Objective 2.1: By FY 2023, AmeriCorps will increase to 83 the percentage of members who complete their service terms.<sup>47</sup> The agency will achieve 2 percentage point growth annually by identifying and implementing actions to lower attrition, increasing the member living allowance, implementing a member-service opportunity matching technology system, and establishing an ombudsman responsible for helping to improve volunteer service experiences.

Objective 2.2: By FY 2023, AmeriCorps will complete 60% of its grants system implementation plan by employing strong project management principles in alignment with best practice and Federal guidance.<sup>48</sup>

Objective 2.3: By FY 2023, AmeriCorps will offer professional development to 60% of members and 15% of Seniors volunteers. The agency will achieve these results by supporting grantees who focus on providing related opportunities, awarding grants to projects that use service as a re-entry point for older adults to stay/return to work, developing agency tools to measure member skill competency.

<sup>47</sup> Of those who start to participate.

<sup>48</sup> Project Management Improvement Accountability Act [PUBL264.PS \(congress.gov\)](https://www.congress.gov/bills/116/264)

### **Additional Prior Year Results**

- Increased the FY 2021 AmeriCorps State and National minimum living allowance to \$16,000 and the AmeriCorps VISTA living allowance to \$15,002 using ARPA funds. This increase advances agency priority to recruit and retain a diverse corps of AmeriCorps members and make service more accessible to Americans of all backgrounds.
- Launched Schools of National Service, an initiative to encourage more colleges and universities to provide matching funds, tuition discounts, college credit, and other incentives to encourage AmeriCorps alumni to attend their institution. More than 280 higher education institutions participate in the program, which makes postsecondary education more accessible and affordable and helps colleges and universities leaders recruit talented, mission-driven leaders to their institutions. The launch of Schools of National Service led to an increase in the number of participating colleges and universities and inspired national service stakeholders to increase their outreach to enlist more School of National Service.

### **Evidence/Learning Agenda**

AmeriCorps is continuing to identify and align key learning agenda items for this goal. As the agency finalizes relevant items, it will report them out in future Budgets.



## Goal 3 - Unite Americans by bringing them together in service

Strategic Objective and Measure	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
<b>3.1 Increase awareness of AmeriCorps and favorability towards national service among the American public.</b>						
Percentage of the American public aware (aided awareness) of AmeriCorps' role bringing Americans together to serve communities	43%	35%	45%	55%	65%	75%
Percentage of Americans who are favorable towards national service	27%	30%	36%	45%	55%	66%
<b>3.2 Increase the number of AmeriCorps members and AmeriCorps Seniors volunteers</b>						
Number of incremental MSYs, VSYS and Volunteers above baseline <sup>49</sup>	–	2,678	TBD	TBD	TBD	TBD
<b>3.3 Create a stronger, universal identity for AmeriCorps among members and volunteers</b>						
Percent of members and volunteers will report they feel a strong affiliation to AmeriCorps.	Baseline not known	Develop survey question	Clear and launch question	TBD	TBD	90%
<b>3.4 Grow volunteering in America</b>						
Number of States (and DC) in which 1-in-3 adults will volunteer at least once a year. <sup>50</sup>	23	29	35	41	47	51

### Progress and Performance Discussion

Objective 3.1: As a result of targeted outreach strategies, the agency anticipates an increase in public awareness of the agency's role to 45% by FY 2023, and continue upward growth. These strategies include developing additional Federal agency partnerships and further engaging private donors to increase their contributions to the agency. Also due in part to targeted outreach discussed earlier in this budget, AmeriCorps anticipates a continuing increase in favorable opinion toward national service.

Objective 3.2: AmeriCorps is currently finalizing outyear performance targets, but estimates an increase in participant and volunteer opportunities from FY 2022 to FY 2023 of approximately 2% in large part by developing more education of philanthropic, corporate and private entities about the impact of AmeriCorps programs and how they can support them in their communities, and highlighting public awareness of AmeriCorps' return on investment.<sup>51</sup>

Objective 3.3: AmeriCorps has established a goal that by FY 2026, the percent of members reporting a strong tie with the agency will reach 90%. The agency intends to achieve this

<sup>49</sup> Outyears are TBD, but AmeriCorps anticipates increases of at least 2% over baseline.

<sup>50</sup> Source: Biennial "Volunteering in America" Survey

<sup>51</sup> AmeriCorps will report performance goals for this measure in its FY 2024 Congressional Budget Justification.

success by developing a common vision and set of goals across its programs and partnering with outside organizations to foster connection and lifelong volunteering among AmeriCorps alumni.

Objective 3.4: By FY 2023, as a result of the strategies discussed for other objectives under this goal, AmeriCorps is seeking an increase to 35 the number of states (and DC) in which at least 1-in-3 residents volunteer a minimum of once per year – 21% over the FY 2022 estimate.

### **Additional Prior Year Results**

- In conjunction with the Creative Artists Agency Foundation MENTOR, VolunteerMatch, schoolhouse.world, and the U.S. Department of Education, launched READY SET, a national tutor, mentor, and service recruitment campaign designed to address learning and relational loss among K-12 public school students in the U.S., particularly in historically marginalized communities. The web and social media campaign is designed to meet learning needs and create a volunteer pipeline for the academic year ahead and will run through September 2021.
- AmeriCorps' Volunteer Generation Fund grants to State Service Commissions supported the recruitment of more than 163,000 volunteers in FY 2020 and built the capacity of a projected 5,500 nonprofit and community organizations to recruit and manage volunteers and increase the effectiveness of volunteers in addressing local challenges.<sup>52</sup>
- AmeriCorps' 2020 Day of Service grantees engaged more than 205,000 Americans in service on the Martin Luther King Jr. Day of Service and the September 11th National Day of Service and Remembrance. The MLK Day of Service focused on honoring Dr. King with projects that improved local communities, and 9/11 Day projects on supporting veterans, soldiers, and military families.<sup>53</sup>

### **Evidence/Learning Agenda**

Aligned with the objectives outlined earlier and the agency's learning agenda, AmeriCorps will execute the following to better understand what works and do more of it.

- Assess an annual awareness and favorability survey
- Design and implement a new AmeriCorps Participant Survey to collect the data needed for measuring the achievement of objective 3.3. The survey will build upon the long-standing member and volunteer surveys managed and sponsored by the agency.
- Develop and assess the Annual "Volunteering in America" report, including adults and youth volunteer rates
- Identify and help the agency incorporate best practices on volunteer deployment, management, retention

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<sup>52</sup> Updated data will be available in AmeriCorps' FY 2022 Agency Management Report, which will be released in November 2022.

<sup>53</sup> Updated data will be available in AmeriCorps' FY 2022 Agency Management Report, which will be release in November 2022.

## Goal 4 - Effectively steward federal resources

Strategic Objective and Measure	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
<b>4.1 Simplify AmeriCorps' application and administration procedures for grants and projects</b>						
Percent of frontline staff report a healthy balance between providing training and technical assistance to grantees, sponsors, & partners and grant making and administrative functions on behalf of grantees, sponsors, & partners.	N/A	60%	65%	70%	75%	80%
Percent of grantees are satisfied that AmeriCorps executed award actions in a timely manner.	N/A	60%	65%	70%	75%	80%
<b>4.2 Modernize AmeriCorps' grant management technology</b>						
Percent completion of grant management system implementation plan	N/A	30%	60%	100%	N/A	N/A
<b>4.3 Ensure responsible management of financial resources<sup>54</sup></b>						
<b>Improve financial grants management</b>						
Number of overdue grant closeouts	32.4%	≤ 25%	≤ 20%	≤ 15%	≤ 10%	≤ 5%
<b>Improve grantee monitoring and compliance with applicable laws, regulations, and term and conditions</b>						
Annual improper payments \$ (% of total program)						
ASN	\$26.7M	>\$10M	>\$10M	>\$10M	>\$10M	<\$10M
FGP	\$18.2M	>\$10M	>\$10M	<\$10M	<\$10M	<\$10M
RSVP	\$5.9M	<\$10M	<\$10M	<\$10M	<\$10M	<\$10M
SCP	\$7.8M	<\$10M	<\$10M	<\$10M	<\$10M	<\$10M
<b>Improve the agency's financial management and audit resolution program</b>						
Reduce the number of repeat material weaknesses to zero	9		Reduction			0
Reduce the number of repeat significant deficiencies to zero	2		Reduction			0
<b>Increase equity in contracting by contracting with businesses owned or operated by women, minorities, veterans, and socioeconomic programs pursuant to the Federal Acquisition Regulation (FAR)</b>						
Percent of total annual contract volume that goes to small businesses and FAR socioeconomic programs	0%	2%	4%	6%	8%	10%

<sup>54</sup> This objective contains the sub-objectives listed below.

## Progress and Performance Discussion

Objective 4.1: By FY 2023, AmeriCorps will achieve the two performance targets for this objective by cataloguing and strengthening support processes and providing training to users for core agency systems and processes. Through these efforts AmeriCorps will also achieve the same increase for the percent of grantees satisfied that awards were executed timely.

Objective 4.2: By FY 2023, AmeriCorps will complete 60% of its grants system implementation plan by employing strong project management principles in alignment with best practice and Federal guidance.<sup>55</sup>

Objective 4.3: AmeriCorps has identified 5 sub-objectives, including the following subobjectives:

- *Improve financial grants management*  
To achieve this objective, AmeriCorps will strengthen its related training and technical assistance to awardees and staff and automate processes such as components of Federal Financial Reviews (FFRs). These efforts will help AmeriCorps reduce by 12 percentage points by FY 2023 its overdue grant closures.
- *Improve grantee monitoring and compliance with applicable laws, regulations, and term and conditions*  
To achieve this objective, AmeriCorps will implement a related agency-wide corrective action plan and strengthen its monitoring program. This effort will result in a reduction of each susceptible program's improper payments to below \$10M or 10% of related awards.
- *Improve the agency's financial management and audit resolution program*  
To achieve this objective, AmeriCorps will develop and implement internal controls that result in operational effectiveness, and equip staff with the skills and tools necessary to better anticipate and correct issues with data quality, compliance, and reporting. The agency will work to identify root causes to eliminate repeat audit findings and related material weaknesses, implement a robust corrective action/preventive action program, and increase leadership accountability and transparency to improve core agency financial management and reduce all repeat agency financial statement audit findings.
- *Increase equity in contracting by contracting with businesses owned or operated by women, minorities, veterans, and socioeconomic programs pursuant to the Federal Acquisition Regulation (FAR)*  
To achieve this objective, AmeriCorps will continue to participate in HBCU Industry Day - an event that provides Historical Black Colleges and Universities an opportunity to share their services - and explore posting announcements in alternative forms that reach groups targeted by this subobjective. In addition, AmeriCorps will engage with key federal partners such as the Small Business Administration to provide training and technical support to prospective agency solicitation applicants to help them

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<sup>55</sup> Project Management Improvement Accountability Act [PUBL264.PS \(congress.gov\)](https://www.congress.gov/bills/116/264)

understand the benefits of partnering with AmeriCorps. The agency is also currently engaging with the General Services Administration to explore the use of their schedules for targeted solicitations, which will help AmeriCorps expand its reach and leverage GSA's expertise. These efforts will result in doubling on a percentage point basis the agency's contract volume awarded to small businesses and FAR socioeconomic programs.

### **Additional Prior Year Results**

During FY 2021, the agency continued to improve core business operations, enhance customer service, and build long-term sustainability. Notable AmeriCorps accomplishments include:

- Continued to prioritize resources for the agency's Office of Monitoring to ensure effective compliance monitoring for the AmeriCorps grant portfolio, including enhancement of monitoring instruments, standardizing monitoring protocols, and using a grant risk model to inform monitoring decisions and align individual activities to specific risks.
- Provided new tools to help grantees improve their compliance rates with criminal history checks, resulting in greater compliance.
- Implement OCFO reforms and strategies aimed at optimizing key financial management systems and processes within a shared services platform to enhance accountability and standardize business processes, as well as increasing staff capacity and knowledge to provide improved mission support.
- Continued its Scaling Evidence-Based Models project to deepen understanding of the most effective program innovations and scale them to better serve communities. As part of this initiative, the agency has produced tools and resources to strengthen grantees' work in evidence building and share effective practices to help scale evidence-based interventions.<sup>56</sup>

### **Evidence/Learning Agenda**

AmeriCorps is continuing to identify and align key learning agenda items for this goal. As the agency finalizes relevant items, it will report them out in future Budgets.

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<sup>56</sup> These tools can be found on AmeriCorps' website at: [Scaling Checklists: Assessing Your Level of Evidence and Readiness \(SCALER\) | AmeriCorps](#)

## Goal 5 - Make AmeriCorps one of the best and most equitable places to work in the federal government

Strategic Objective and Measure	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
<b>5.1 Make AmeriCorps one of the best places to work in the Federal Government</b>						
Employee engagement score on the Partnership for Public Service Best Places to Work index	55	63	68	73	78	83

### Progress and Performance Discussion

Objective 5.1: By FY 2023, AmeriCorps will improve its employee engagement score by 5 over the next five years on the PPS Best Places to Work index. The agency will achieve this goal by hiring additional high-quality staff to meet mission needs and better manage workloads, ensuring funding is available for high performing staff awards, and expanding efforts to train staff while providing career advancement opportunities such as targeted detail opportunities.

### Evidence/Learning Agenda

AmeriCorps is continuing to identify and align key learning agenda items for this goal. As the agency finalizes relevant items, it will report them out in future Budgets.

## ADDENDUM 2 - GOOD ACCOUNTING IN GOVERNMENT ACT

The Good Accounting Obligation in Government Act (GAO-IG Act or “the Act”; Public Law 115-414) requires each agency to include, in its annual budget justification, a report that identifies each public recommendation issued by the Government Accountability Office (GAO) and federal Offices of Inspectors General (OIG), which has remained unimplemented for one year or more as of the annual budget justification submission date.

**AmeriCorps Report Summary:** AmeriCorps has 296 total open Government Accountability Office (GAO) and AmeriCorps Office of the Inspector General (OIG) recommendations. 2 of the 296 recommendations were issued by the GAO and stem from 2 separate reports. The remaining 294 recommendations were issued by AmeriCorps’ OIG as part of prior audits, evaluations, and other activities. These recommendations were published in the OIG’s Semi-Annual Report (SAR) to Congress 21-02 as either Open and Unimplemented Recommendations or Not Yet Due Recommendations. The report lists recommendations that have been open for no less than one year and for which either final action has not been taken or the agency disagrees with the recommendation or recommendation sub-part and considers it to be closed and unimplemented. Please consult the Status Code Key to learn the status of each recommendation and information pertaining to the timing of resolution. The Status Code Key notes in parenthesis the total number of unique recommendations per status code type. AmeriCorps remains committed to addressing all recommendations to resolve outstanding concerns.

### Status Code Key:

1. AmeriCorps has taken actions to fully resolve the recommendation and is awaiting auditor review. (1 recommendation)
2. Corrective Action Plans are underway to fully resolve the recommendation as of:
  - (a.) the end of Q2 2022. (7 recommendations)
  - (b.) the end of Q3 2022. (10 recommendations)
  - (c.) the end of Q4 2022. (37 recommendations)
  - (d.) the end of Q1 2023. (5 recommendations)
  - (e.) the end of Q2 2023. (89 recommendations)
  - (f.) the end of Q3 2023. (26 recommendations)
  - (g.) the end of Q4 2023. (61 recommendations)
3. Corrective action planning, including the development of specific timeframes and milestones for completion, is in process. (12 recommendations)
4. AmeriCorps is further assessing the recommendation and identifying additional information to provide to demonstrate resolution. (2 recommendations)
5. AmeriCorps does not concur with the recommendation and considers it to be closed and unimplemented. (46 recommendations)

Report No.	Date Issued	Report Title	Recommendation	Status Code
GAO 17-267	8/17/2017	Information Technology Modernization: Corporation for National and Community Service Needs to Develop a System That Supports Grant Monitoring	Recommendation No. 2: The Chief Executive Officer should direct the Chief Information Officer to ensure that the system development project schedule identifies in the baseline both planned and actual dates for completing all project-level activities, and can be used to monitor and measure progress of the grant monitoring system project.	4
GAO 17-90	3/21/2017	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	Recommendation No. 4: To improve CNCS's efforts to move toward a risk-based process for monitoring grants and to improve its capacity for monitoring grantee compliance, the Chief Executive Officer of the Corporation for National and Community Service should establish activities to systematically evaluate grant monitoring results.	4
OIG - 12-04	11/9/2011	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	Rec. No. 3(b): Implement the text description functionality in the MyAmeriCorps Portal to allow grantee personnel -to document the Compelling Personal Circumstances justifications.	5
OIG - 12-04	11/9/2011	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	Rec. No. 3(c): Implement monitoring controls requiring a secondary level of review of each approved partial education award.	5
OIG - 13-06	6/6/2013	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to Edna McConnell Clark Foundation	Rec. No. 1(c): Revise the Frequently Asked Questions for National Service Criminal History Checks to require searches to be conducted for employees with maiden, married or former married names.	5



Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 14-09	6/20/2014	Audit of Blanket Purchase Agreements for Professional Consulting Services	Rec. No. 2: A central review committee (including a representative of the Office of Procurement Services) approve any consulting projects that exceed pre-established cost thresholds.	5
OIG - 15-06	6/25/2015	Audit of Corporation for National and Community Service Cooperative Agreements Awarded to AFYA Incorporated and Education Northwest	Rec. No. 1: Identify risk areas for the training and technical assistance cooperative agreements and develop indicators to assess associated risks. Indicators could include special terms and conditions of the cooperative agreement, the status of a grantee's Negotiated Indirect Cost Rate Agreement, fraud risk indicators, deficiencies identified in prior OIG and non-OIG audits of the grantee, prior Corporation desk reviews, and prior Corporation site visits of the grantee.	5
OIG - 15-06	6/25/2015	Audit of Corporation for National and Community Service Cooperative Agreements Awarded to AFYA Incorporated and Education Northwest	Rec. No. 2: Establish customized monitoring priorities, plans, and procedures based on programmatic and financial risk assessments developed in accordance with specific requirements of training and technical assistance cooperative agreements.	5
Various	N/A	Risk Management (multiple reports)	Rec. No. 2: CNCS should validate its risk indicators for all grants against outcomes or use outcomes to identify other factors that could sharpen its analysis.	2b
OIG - 16-05	11/13/2015	OIG 5-13-16 response to DMD for Audit of Corporation for National & Community Service Grants Awarded to Hoopa Valley Tribe	Rec. No. 1(a): Impose stronger enforcement approach to CHC violations that establishes effective penalties, recognizes the high risk that CHC violations impose on our beneficiary and grantee community, and incentives strong risk management.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 2: Identify all grantees and subgrantees whose service activities involve providing healthcare to women and girls of childbearing age, as well as those with service activities directed at education or mentoring of girls and young women middle school-aged and above and determine whether they have engaged in abortion-related prohibited activities within a pre-determined period.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 3: Conduct similar risk assessments, identification of at-risk grantees, communications and targeted monitoring for other prohibited activities.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 4: Identify any other factors that may increase the risk of individual prohibited activities and use that information for targeted education, training and monitoring as appropriate.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 6: Enhance the capacity of eGrants to store and search critical emails; institutionalize policies and procedures to allow POs and GOs to capture key emails in eGrants; and develop criteria for identifying emails to be captured.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 7: CNCS's to-be-developed Enterprise Risk Management strategy and planning include a component for specific prohibited activities, commensurate with magnitude of the risk, including the reputational and political risk to CNCS.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 8: Accelerate the development of a more focused, targeted and risk-based model and approach to all grant monitoring including continuous assessment of the effectiveness of CNCS'S grant risk assessments and monitoring.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 9: Without waiting for the development of a comprehensive risk-based monitoring strategy, develop and implement monitoring strategies for specific prohibited activities that can be conducted frequently, do not depend on site visits and provide a meaningful opportunity for prompt detection of violations or red flags, including searches of social media sites and surveys of members in accessible language, using the MyAmeriCorps Portal.	5
OIG Management Alert	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 10: Assess during the grant application process whether an applicant is at particular risk for one or more specific prohibited activities. If so, CNCS should require that the grantee develop customized ways to address compliance with that prohibition, including detection controls. The Corporation should incorporate the resulting information into the monitoring plan and target CNCS monitoring activities accordingly and assess the effectiveness of the measures taken by the grantee.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(a): Increase impact of national service by targeting resources cost-effectively; scale back NCCC and scale up other programs that perform same/comparable activities.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(b): Determine optimal size of NCCC based on factors in report and reduce/eliminate activities that can be performed by other CNCS programs at lower cost.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(c): Work with Congress to reprogram funds from NCCC to other CNCS programs with comparable activities, to multiply effects of national service	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(d): Enhance capacity of A-DRTs to deploy rapidly for disaster response.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(e): Limit types of projects undertaken by NCCC for activities that can be performed by other CNCS programs and track the time devoted thereto.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(a): Treat FEMA and NCCC separately for purposes of achieving 50 participation by individuals from disadvantaged circumstances.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(b): Develop comprehensive risk-based enrollment and retention strategy that includes identifying the characteristics that make individuals, including those from disadvantaged circumstances, successful; develop interview and application questions to identify those individuals.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(f): Improve data on members from disadvantaged circumstances by looking at zip codes of residence, schools attended, receipt of public assistance in recent past, to reduce dependence on recruitment partners as only source of information.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(g): Reduce reliance on existing recruitment partners and develop better screening of their referrals.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(h): Inform recruiting partners of their high NCCC attrition rates so they can take appropriate action.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(i): Develop a policy that limits recruitment of members from other Federal programs.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(j): Identify community organizations/activities likely to engage highly motivated youths and families from disadvantaged circumstances (faith-based, immigrant, athletic programs, etc.) and recruit from those. Consider pilot with Baltimore Archdiocese or charter schools serving target populations.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(l): Identify the support that would increase retention and provide it. Engage Foster Grandparents and other local community groups to provide support.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(n): Set program and campus recruitment and retention goals.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(o): Develop granular information regarding root causes of attrition with better exit interviews of members and interviews of peers, sponsors and campus leaders; use the information for recruiting, selection and support.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(p): Right-size NCCC and grow the program only after enrollment and retention have improved above a predetermined level	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 3(a): Collect timely, objective, substantive feedback from sponsors, measured against objective outcomes, with results broken out by campus.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 3(b): Compare sponsor feedback to team leaders' assessments of each project.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 4(a): Establish policies/procedures that give greater weight to proximity and travel costs for disaster projects, i.e., where possible, send the nearest team.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 4(b): Expect that nearest teams will respond to a disaster and that disaster response takes priority over other projects.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 5(b): Connect NCCC alumni to non-profits in their home communities, to leverage the valuable training and experience provided by NCCC.	5
OIG Management Challenges	12/7/2016	Modernizing Information Technology	Rec. No. 4: Ensure careful management and close oversight by senior executives of the \$43 million Grants and Member Management Modernization program, particularly because of the high-risk nature of this venture; the CNCS Office of Information Technology's lack of experience managing projects of this complexity and magnitude; the urgent need for better IT to support grant management; the amounts at risk; the lengthy delays already incurred; the expenditure of one third of the total estimated cost long before completing Phase 1; and the lack of any planned delivery dates for Phases 2 and 3.	5
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	Rec. No. 25: Ensure the CNCS GSS Information System Owner establishes and enforces the policy for mobile devices that do not connect to the CNCS GSS to include usage restrictions, configuration and connection requirements, and implementation guidance. (New)	2g

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	<p>Rec. No. 26: Ensure the facilities implement the following in regards to protection of mobile devices</p> <p>Enforce the prohibition of displaying passwords in public view</p> <ul style="list-style-type: none"> <li>• Require the use of passwords on mobile computer assets for all users</li> <li>• Change passwords and re-image IT assets upon the separation of the previous user</li> <li>• Monitor Team Lead laptops for compliance with security updates and antivirus signatures</li> <li>• Prohibit the use of non-governmental CNCS issued email accounts</li> <li>• Configure cell phones to require the enabling of security functions</li> </ul>	2g
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	<p>Rec. No. 27: Ensure the facilities implement the following in regards to protection of mobile devices:</p> <ul style="list-style-type: none"> <li>• Require the use of passwords on mobile computer assets for all users</li> <li>• Change passwords and re-image IT assets upon the separation of the previous user</li> <li>• Prohibit the use of non-governmental CNCS issued email accounts</li> </ul>	2g
OIG 18-07	3/19/2018	Audit of Corporation for National And Community Service Grants Awarded to Mayor's Fund to Advance New York City	Rec. No 2(a): Disallow and recover \$1,663,952 in Federal costs awarded to Madison;	5
OIG 18-12	6/5/2018	VISTA Program Evaluation	Rec. No. 2: CNCS VISTA should develop a standard for capturing capacity building and measuring sustainability during and after the VISTA project is completed.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG 18-12	6/5/2018	VISTA Program Evaluation	Rec No. 5: VISTA should specifically measure the effectiveness of the policy allowing VISTA members to take classes while serving in the VISTA program. CNCS VISTA should build performance measures into all policy/procedure changes as a means to evaluate overall effectiveness of the change and allow for continuous process improvement.	5
Management Alert	6/26/2018	Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	Rec No. 2: Promptly undertake a new procurement, with clear objectives, statement of work, experience and professional attributes and deliverables which is structured as a performance-based contract, with metrics tied to recruitment of applicants who meet the program criteria, meet the diversity requirements and successfully complete their terms	5
Management Alert	6/26/2018	Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	Rec No. 3: Assign a COR who has strong recruitment knowledge and experience to effectively manage and oversee this contract	5
OIG 18-13	8/20/2018	Agreed-Upon Procedures for Corporation Grants Awarded SerVermont	Rec No. 2(d): Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	5
OIG-19-05	03/12/19	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1a.: Identify states that replace Commission staff due to elections and include this as a risk assessment factor in its risk assessments for state commissions.	2e



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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Verify that the Commission complies with its program-monitoring procedures by:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Reviewing the annual subgrantee risk assessments,	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Reviewing completed monitoring reports,	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Reviewing monitoring tools for all of the Commission's subgrantees, and	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Documenting that it performed all such procedures.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Verify that the Commission complies with its financial monitoring procedures for ensuring that its subgrantees comply with Single Audit requirements and that these procedures include:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Identifying all subgrantees that have Corporation expenditures for each State fiscal year and determining which of the subgrantees underwent Single Audits of the expenditures;	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Reviewing the audit reports for findings that affect Corporation grants to determine if the Commission must adjust its records;	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Reconciling subgrantee Schedule of Expenditures of Federal Awards (SEFA) expenditures for Corporation grants to Commission payments to the subgrantees to determine if the Commission must adjust its records;	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Determining if subgrantees accurately presented AmeriCorps and other Corporation awards on their SEFA schedules; and,	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Retaining documentation of subgrantee audit report reviews.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1d: Review documentation of the Commission's subgrantee reviews to verify that the Commission has implemented effective procedures for reviewing subgrantee Single Audit reports.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2a.: Provide additional guidance and instruction to the Commission regarding applicable CFR timekeeping regulations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2b.: Verify that the Commission has implemented timekeeping processes and procedures that are consistent with the CFR timekeeping requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2c.: Verify that the Commission maintains timesheets or time certifications that include accounting for total activities worked on by employees.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2d.: Calculate and recover the appropriate amount of disallowed costs based on the costs questioned and require that the Commission adjusts its FFR for the disallowed costs.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2e.: Monitor the Commission's matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3a.: Provide the Commission with additional guidance and instruction regarding the documentation requirements in Federal cost principles, administrative requirements, and CFR regulations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3b.: Verify that the Commission instructed its subgrantees regarding the documentation requirements in Federal cost principles, administrative requirements, and CFR regulations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Verify that the Commission conducts financial monitoring of subgrantee Federal and match costs and that it ensures the costs are:	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Adequately documented.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Charged to the correct project.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Allocable to the Corporation's grant awards, including documentation of the allocation methodology.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Incurred during the grant period.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Included in the approved or amended budgets.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Allowable in accordance with applicable cost principles.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Verifiable from recipient records.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Not included as contributions for any other Federally assisted program.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Not paid by the Federal government under another award, except where authorized by Federal statute.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3d.: Monitor the Commission matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3e.: Verify that the Commission monitored subgrantee matching requirements on these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3f.: Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2e



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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4a.: Provide additional guidance and instruction to the Commission regarding applicable CFR regulations for financial management systems and record retention.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4b.: Verify that the Commission has procedures to reconcile Federal and match costs reported on FFRs submitted to the Commission to Federal and match costs reported in the supporting accounting records and that the Commission has procedures to retain documentation supporting the Federal and match costs reported on the FFRs.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4c.: Verify that the subgrantees' financial monitoring procedures and tools include procedures to ensure that subgrantees reconcile Federal and match costs reported on reimbursement requests submitted to the Commission to Federal and match costs reported in the supporting accounting records.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4d.: Review subgrantee site visit monitoring reports, completed subgrantee-monitoring tools, and subgrantee reconciliations to verify that all of the Commission's subgrantees have implemented controls to reconcile Federal and match costs.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4e.: Monitor the Commission's matching requirements on these awards; and at the end of the grant, determine whether the Commission met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4f.: Verify that the Commission monitored subgrantee matching requirements for these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4g. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5a.: Ensure that the Commission is requiring its subgrantees to comply with Alternate Search Procedures.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Verify that the Commission's site visit monitoring tool includes procedures for ensuring that subgrantees:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Implement and maintain written procedures and a formal process for documenting the verification of member and grant-funded staff identities against a government-issued photo identification.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Conduct State criminal registry, FBI, and NSOPW searches on grant-funded staff and members.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Maintain documentation to support these searches and the dates the searches were initiated.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Conduct nationwide NSOPW searches using the correct member and staff names.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5c.: Review subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has implemented the above recommendation and that subgrantees are complying with the procedures.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5d.: Monitor the Commission's matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5e.: Verify that the Commission monitored subgrantee matching requirements on these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5f. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6a.: Verify that the Commission provided the subgrantees with guidance and instruction about the requirements for end-of-term evaluations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: Verify that the Commission's program-monitoring procedures for end-of-term evaluations include procedures for ensuring that:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: Subgrantees complete evaluations for all members and retain documentation of the evaluations.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: All members sign and date their evaluations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: All supervisors sign and date the relevant evaluations.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: Evaluations include an assessment of whether the member has completed the required number of hours to be eligible for an education award.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6c.: Review the Commission's subgrantee site visit reports, completed subgrantee-monitoring tools, and subgrantee end-of-term evaluations to verify that the Commission has properly implemented its procedures for member evaluations.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6d.: Disallow and recover the appropriate amount of education awards based on our questioned amounts.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6e. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Provide the Commission with guidance on creating policies to address offsite member activities and increases in member service hours at the end of the member's service term. The policies should address controls for member activities, including:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Obtaining approvals from subgrantee supervisors before members perform service offsite or at home.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Recording and documenting service hours on member timesheets for offsite service performed at night, on weekends, on holidays, and on other days when the member's service site is closed.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Documenting member service activities performed at night, on weekends, on holidays, and on other days when the service sites are closed, either by including descriptions of the activities on the member's timesheet or by maintaining daily activity logs describing the duties performed.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7b.: Verify that the Commission provided all of its subgrantees with guidance and instruction regarding:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7b.: Increases in member service hours at the end of the member's service term.	2e



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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7b.: Offsite member service activities performed at night, on weekends, on holidays, and on other days when the member host site is closed.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7c.: Verify that the Commission's program monitoring includes procedures for ensuring that:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7c.: Members at subgrantee sites document service activities performed, either by recording the activities in the comments section of the electronic timesheet or by maintaining daily activity logs describing the duties performed.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7c.: Programs have written policies describing the circumstances in which it is necessary for members to perform offsite service hours at night, on weekends, and on holidays, as well as for describing the program's method of verifying that the members served the hours.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7d.: Review the Commission's subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has properly implemented monitoring procedures to review irregular or unusual increases in member service hours at the end of the member's service term and to review member service activities performed offsite.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7e.: Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8a.: Verify that the Commission confirms that its subgrantees modify their electronic timekeeping software to prevent early certifications.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8b.: Verify that the Commission provides its subgrantees with guidance and instruction regarding procedures for member timekeeping.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Verify that the Commission's program-monitoring procedures include procedures to confirm that:	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Hours certified in the Portal for members at each of its subgrantee sites are accurately supported by timesheets.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Members and supervisors at each subgrantee site do not sign member timesheets until the members have completed their service for the period.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8d.: Review the Commission's subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has properly implemented monitoring procedures for member timesheets.	2e

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OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8e.: Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9a.: Verify that the Commission provides the subgrantees with guidance and instructions regarding Corporation requirements concerning compelling personal circumstances and the adequate documentation thereof.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9b.: Require the Commission to provide a secondary level of review for members exited for compelling personal circumstances, ensuring that the subgrantees' reasons for exiting the members meet AmeriCorps requirements and are adequately documented.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9c.: Disallow and, if already used, recover education awards made to members who did not meet AmeriCorps requirements for compelling personal circumstances or whose compelling personal circumstances were not adequately documented.	2e

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9d.: Revise the regulations for compelling personal circumstances to include a requirement to obtain a doctor's note when members are unable to complete their service term due to illness.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.10a.: Ensure that the Commission has monitoring procedures in place to be sure that subgrantees correctly define member living allowances in member agreement forms, submit PERs in accordance with internal reporting requirements, and verify that all members sign member service agreement forms.	2e
OIG-19-05	3/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.10b.: Review subgrantee site visit monitoring reports and completed subgrantee monitoring tools to verify that the Commission has implemented the above recommendation and that subgrantees are complying with the requirements	2e
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1: Ensure that OIT monitors and promptly installs patches and antivirus updates across the enterprise when they are available from the vendor. Enhancements should include:  Pending Since 2017	3

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(a) : Implement a process to track patching of network devices and servers by the defined risk-based patch timelines in CNCS policy.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(b) : Replacement of information system components when support for the components is no longer available from the developer, vendor or manufacturer.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(c) : Monitor and record actions taken by the contractor to ensure vulnerability remediation for network devices and servers is addressed or the exposure to unpatchable vulnerabilities is minimized.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(d) : Enhance the inventory process to ensure all devices are properly identified and monitored.	3

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 11: Implement Personal Identification Verification multifactor authentication for local and network access for privileged users to all workstations and servers.</p> <p>Pending since 2018</p>	2d
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 5: Develop and implement a written process to ensure RemedyForce tickets are completed at the time the inventory is updated</p>	1
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 10: Establish and document standard baseline configurations for all platforms in the CNCS information technology environment and ensure these standard baseline configurations are appropriately implemented, tested, and monitored for compliance with established CNCS security standards. This includes documenting approved deviations from the configuration baselines with business justifications.</p> <p>Pending since 2018</p>	2b
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 12: Complete the implementation of Personal Identification Verification multifactor authentication for network access for all non-privileged users by upgrading all users to Microsoft Windows 10 workstations and enforcing logon with a Personal Identification Verification card.</p> <p>Pending since 2018</p>	2b

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 14: Enhance information systems to automatically disable user accounts after 30 days of inactivity in accordance with CNCS policy. This includes monitoring automated scripts to validate accounts are disabled properly.	2b
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 16: Develop and Implement a written process that ensures all CNCS information system passwords are changed at the frequency specified in applicable CNCS policy or the System Security Plan.	2b
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 2: Ensure that OIT evaluates if the internet connections at the National Civilian Community Corps Campuses and Regional Offices are sufficient to allow patches to be deployed to all devices within the defined risk-based patch timeline in CNCS policy. If the internet connections are determined to be inadequate, develop and implement a plan to enhance the current internet connections.	2f
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 8: Continue the current effort to complete a comprehensive risk register at the mission and business process level.  Pending since 2018	2c



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OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 9: Perform an analysis of the IG FISMA Metrics related to the security function "Identify" and develop a multi-year strategy to include objective milestones and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards an effective information security program.</p> <p>Pending since 2018</p>	2c
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 29: Perform an analysis of the IG FISMA Metrics related to the security function "Protect" and develop a multi-year strategy to include objective milestones, and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards becoming an effective information security program.</p> <p>Pending since 2018</p>	2c
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 31: Perform an analysis of the IG FISMA Metrics related to the security function "Detect" and develop a multi-year strategy to include objective milestones, and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards becoming an effective information security program. Repeat</p>	2c
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	<p>Rec. No. 4: Develop and implement a written process to ensure manual updates to the CMDB inventory and FasseTrack system are made simultaneously when the inventory is updated.</p>	2g

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OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 6: Develop and implement a written process to perform periodic reconciliations between CMDB and the FasseTrack system.	2g
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 7: Perform and document analysis to determine the feasibility of completely automating the inventory management process.	2g
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 23: Physically or mechanically disable the networking capability of the laptop used for member badging at the NCCC Pacific Region Campus.	2g
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 25: Document and implement a process to validate that physical counselor files from the NCCC Southwest Region Campus are disposed of within six years after the date of the member's graduation in accordance with the AmeriCorps NCCC Manual.	2g

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OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 30: Develop and implement a written process to review and analyze the wireless network logs at the NCCC Pacific and Southwest Regional Campuses.	2g
OIG-AR-20-07	09/30/2020	(2) Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 1: Disallow and recover \$310,316 (\$47,220 in Federal and \$263,096 in match cost) for contract costs claimed for Search Institute, the Mentoring Partnership of Minnesota, and the Minnesota Department of Employment Economic Development from July 2016 through November 2017 due to noncompliance with Federal procurement regulations.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 2: Recover additional costs expended during program years 4 and 5 on contracts for Search Institute, the Mentoring Partnership of Minnesota, and the Minnesota Department of Employment Economic Development due to noncompliance with Federal procurement regulations.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 3: Disallow and recover \$11,335 (\$2,271 in Federal and \$9,064 in match costs) for unapproved timesheets and incorrectly coded salaries.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 4: Disallow and recover \$3,059 in Federal cost for the employees' salaries and benefits for noncompliance with maintaining proper documentation of criminal history checks.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 9: Require Youthprise to strengthen its timekeeping policies and train employees to ensure time is accurately recorded, approved, and charged to the correct funding code.	2c

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 10: Require Youthprise design and implement internal controls to ensure that employee personnel files comply with CNCS's criminal history check requirements.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 11: Disallow and recover \$603,476 (\$231,806 in Federal and \$371,861 in match costs) from Sauk-Rapid Rice due to the lack of support for employee's time worked on the grant and \$3,192 for other Federal costs claimed because of insufficient match contributions.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 12: Disallow and recover \$673,178 (\$336,062 in Federal and \$337,116 in match) from Guadalupe Alternative Programs due to being unable to verify the accuracy of employees' time worked on the grant because of the lack of time being segregated by project/program codes.	2c
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 13: Disallow and recover \$11,681 (\$5,681 in Federal from Amherst H. Wilder, and \$6,000 in match from Sauk-Rapids Rice) due to unsupported costs in its financial management systems	2c
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 5: Instruct grant management personnel to provide an appropriate award description for all awards in the Executive Summary field in the grant application screen of eGrants. Monitor staff compliance with those instructions and take corrective action as needed (New).	3
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 2(c) : Implement a control process to complete and document the data inventory, data mapping, and establishing data validation controls for the required DATA Act Schema and supporting data elements (Repeat);	3

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OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 7(a): Ensure that the required 57 data elements, where applicable, are mapped and the source of the data elements are identified within the source systems, and	3
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 4: Establish a written process that includes validating the required Program Activity Name and Program Activity Code data fields reported in File B against the source system prior to its submission to the DATA broker (Modified Repeat).	3
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 2(e) : Develop, document, and implement a process to ensure that de-obligations of grants with canceled funds are reported to FABS when they occur and not when they are administratively closed out (New).	3
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 7: Coordinate with the point of contact for the new shared services provider to (New):	3
OIG-20-05	11-14-2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 2: Revise the CNCS DATA Act Business Process Guide to:	3
OIG-20-06	11-15-2019	Audit of Corporation for National and Community Service AmeriCorps Grant Awarded to St. Bernard Project	Rec. No. 1: Calculate and recover the questioned Federal costs, match costs, and related administrative costs. Also, determine the impact on Federal costs due to questioned match costs.	5
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 5: Revise the FY 2019 CNCS Grants Financial Management Business Process Narrative to address the control gap concerning the verification of the Advances to Others balance accuracy. (new)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27: Coordinate with the program and grant officers to gather and analyze key grant programs' (AmeriCorps State and National and Senior Corps) historical data and the grantees' spending pattern to develop the following key factors for grant accrual estimation:	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(a): Percentage of CNCS grantees who drawdown funds in advance versus those on a reimbursable basis and their related grant amounts to its grant spending as a whole. If different key programs have different spending patterns, perform this analysis at the program level;	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(b): An inventory of relevant and reliable grant data to be used for the grant accrual assumptions and documentation to support what data is considered relevant and reliable;	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(c) : Grantees' incurred but not reported (IBNR) reporting pattern from when the expenses have been incurred to the time those expenses are included the grantees' Federal Financial Reports (FFR). Grantee surveys may be conducted to confirm the reasonableness of an IBNR estimate methodology. When alternative procedures are used, management should provide its data-based analysis to validate its assertion; and	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(d): Post-accrual analysis to compare the accrual (without the IBNR) and the expenditures reported in the FFRs for the same quarter. Thresholds should be established and documented based on materiality and the degree of risk that management is willing to accept. When grantees' reported spending pattern deviates from its methodology, an analysis should be performed to determine whether any deviation is acceptable or the methodology should be further refined to reflect the actual grantees' reported expenditure pattern. (modified repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28: Revise and implement policies and procedures for the grant accrual methodology so that:	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28(a): A validation process is established for management to verify the accuracy of the grant accrual, so that management can make any necessary adjustments to improve the precision of the grant accrual and to account for grant advances and payables to ensure the resulting amounts are materially consistent with grantees' drawdown and spending patterns;	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28(b): It addresses how the calculations are used to arrive at the Grants Payable and Advances to Other line items in the financial statements. (modified repeat)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 29: Develop a process to validate grant advances, incurred but not reported and payable estimates. Such validation should be performed for all program elements included in the estimation process and over a few years to show a trend of the estimates. Unusual fluctuations, if any, should be investigated and the research conclusions documented. (modified repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 30: Centralize the storage of all procurement documents in contract files and maintain them electronically. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 31: Strengthen internal control to ensure procurement documents are properly approved and retained. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 32: Analyze procurement undelivered orders balances quarterly to verify that balances are still valid for those without financial activities for an extended period. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 33: Research, resolve and document the disposition of any abnormal undelivered orders transactions/balances. (repeat)	2g



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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 34: Correct the financial system's posting logic to ensure all future transactions are recorded properly in accordance with United States Standard General Ledger. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 35: Document the accounts payable accrual methodology to include the recognition and reporting of the incurred but not reported. The methodology should also document key controls related to review and approval process of the accrual estimation; materiality and how it is applied; reviewing, approving, and recording of invoices prior to processing payments; inputs to be used in the validation; consideration of payment types; and the basis for including or excluding typical factors in estimating accruals, such as period of performance, type of contract, billing patterns, and others. (modified repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36: Conduct validation assessment of amounts accrued for the incurred but not reported on a periodic basis. As part of the validation, CNCS should consider the following:	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(a): Subsequent activities against the amount estimated to determine the level of precision in the estimation;	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(b): Trend the validation results and adjust the incurred but not reported estimation process to address any recurring significant fluctuations; and	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(c): Update the incurred but not reported estimation process as necessary to reflect changes in payment patterns. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 37: Evaluate the materiality thresholds used in the accrual estimation to ensure it is appropriate to prevent misstatements. The materiality threshold used should be appropriate that, in the aggregate, identified misstatements would not rise to a level that will significantly impact management's assertions on the financial statements. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 38: Implement controls to ensure that transactions interfaced from eGrants are reflected in Momentum for the correct amounts, accounts, and number of transactions. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 39: Analyze contractor-developed software costs that were expensed but not capitalized in accordance with accounting standards. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 40: Update CNCS policy to recognize and record capitalized costs in the period incurred. (repeat)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 41: Update CNCS policy to include requirements for compliance with accounting standards; track direct labor and other indirect costs, including hours, worked and payroll costs dedicated to existing and new software-in-development projects; track and amortize tenant improvement costs in accordance with the lease agreement. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 42: Review the GMM contract status to ensure proper and timely deobligation of any remaining unliquidated obligations that are no longer needed. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 43: Consult with the future shared service provider and other stakeholders to determine the feasibility of procuring and using project management software to track project costs from the inception to completion. The results of the analysis should be documented and made readily available. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 44: Establish and implement periodic training on capitalization accounting standard, and CNCS Capitalization Policy for accounting, program, Office of Facility Support Services, and information technology staff. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 45: Develop and perform a periodic analysis of expenses incurred, e.g., software-in-development costs and repairs and maintenance, to determine if they meet the capitalization requirements and conduct any follow-up to ensure costs are properly capitalized. (new)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 46: Determine the root cause behind the differences noted in the Undelivered Orders balance between Momentum and the Undelivered Orders balance derived from the net of grant award amount from the Notice of Grant Award and the grant expenditures from the Payment Management System, and take the appropriate steps in resolving the reason behind the variances that are occurring. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 47: Determine the root causes and resolve discrepancies in the grant award amounts recorded in the NGA in eGrants and in Momentum to prevent such differences from occurring in the future. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 48: Determine the root causes and resolve expenditure differences between the Payment Management System and Momentum. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49: Strengthen controls around the review of expired grant obligations by ensuring that:	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49(a): All financial, performance and other required reports are submitted no later than 90 calendar days after the end date of the period of performance.	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49(b): Document justifications for all required reports submission extensions granted to the grantee. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 50: Update the CNCS transaction code posting logic for recording grant expenditures to comply with the United States Standard General Ledger guidance. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 51: Establish a requirement for Grant Officer/Portfolio Managers to provided documented certification that all required grantee information has been received, accepted, and documented before the grant is closed out. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 53: Establish a control requiring the Grant Officer/Portfolio Manager to provide documented certification, upon grant closeout, verifying the total award amount to total award expenses for the deobligated recovery amount. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 54: Determine the cause for the travel cost recovery difference to ascertain what corrective action is needed and to prevent issues from recurring. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 55: Inform all Grant Officers/Portfolio Managers to ensure that a reduction in funding to the award of a grant should be documented in eGrants which would result in modified Notice of Grant Awards. (new)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 56: Reconcile the amounts reported in Other Liabilities to supporting documents to verify that Other Liabilities are supported by valid transactions and properly classified. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 57: Strengthen financial reporting internal controls and ensure that financial statements accounting line items are reviewed and reconciled to supporting documents prior to recording. The internal control activities should ensure proper posting of Member Payroll related liabilities on the Balance Sheet. (modified repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 64: Reconcile the Accounts Receivable subsidiary ledger to the general ledger monthly. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65: Reevaluate the policies and procedures for calculating the allowance for doubtful accounts. Related policies and procedures should include:	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(a): CFO Office's staff's periodic review of the accounts receivable aging report, (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(b): Assessment of the collectability of outstanding balances based on the age of the debt, collections attempted and received thus far and other information about the debtor (repeat)	2g

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OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(c) : Determination for possible write-offs. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 66: Revise the Allowance for Doubtful Accounts methodology to be consistent with the Debt Management Policy. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 67: Develop a process and proactively monitor and follow-up on delinquent accounts receivables. Document any procedures performed and results reached as part of the follow-up process. (new)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 68: Track and revise collection efforts based on data analysis to understand vendor payment characteristics. A reasonable timeframe for write-offs should be established for accounts receivable without any activity. Once an outstanding receivable is deemed uncollectible, it should be written off in accordance with management's established policy. (repeat)	2g
OIG-20-01	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 69: Establish a documented process between accounting and the Office of Chief Risk Officer (OCRO) to ensure that key controls related to the Accounts Receivable cycle are properly identified and implemented. These key controls should be considered for testing as part of OCRO's annual internal control assessments. (new)	2g

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 60: Strengthen and refine the process for communicating CNCS facility-specific control deficiencies to CNCS facility personnel, and coordinate remediation of the control deficiencies. (repeat)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 61: Strengthen and refine the process for holding system owners and information system security officers accountable for remediation of control deficiencies and ensuring that the appropriate security posture is maintained for CNCS information systems. (repeat)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 70: Develop, implement and document procedures to identify all CNCS grantees that are required to submit single audit reports with their due dates. (new)	2d
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 72: Develop a practice to capture the single audit data to assess the effectiveness of the single audit report submission for all its grantees. (new)	2d



Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 74: Update the Single Audit Resolution Policy to: Reflect the current monitoring process to track all audit findings related to CNCS-funded grants, and Address CNCS's responsibilities as the cognizant/oversight agency and how these responsibilities would be carried out. (new)	2d
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 75: Develop and implement procedures to monitor the effectiveness of the single audit monitoring process in accordance with the Uniform Grant Guidance, 2 Code of Federal Regulation §200.513 Responsibilities, (a) (3) (iv), related to monitoring the effectiveness of single audit findings follow-up and the effectiveness of single audits in improving grantee accountability and in their use by CNCS in making award decisions. (new)	2d
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 2: Provide training to CNCS officials participating in the entity-level control assessment to ensure that they have a full understanding of the internal control principles and how these principles relate to their operations. The training shall also address how the outstanding audit recommendations concerning their operations should be considered when assessing the entity-level controls. (new)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 8: Update CNCS's Standard Operating Procedure: Statement on Standards for Attestation Engagements (SSAE) 18 Report Review to explain how CNCS will address the SSAE 18 audit reporting gaps for its external systems' service providers and establish time requirement for conducting the SSAE 18 report reviews. (new)	2a

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 9: Establish a process to maintain executed agreements with Federal trading partners and track all associated costs against the inter-agency agreements from inception until the agreement close-out. (new)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 21: Complete the Trust Accounting Handbook to clearly reflect the assumptions used in the Trust Obligation and Liability Model and the Monthly Obligation and Liability Calculator, including establishing control activities; finalize materiality thresholds applied; update accounting transactions, and clearly identify periods when adjustments will be made regardless of materiality. (new)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 11: Monitor outstanding balances resulting from financial system configuration issues and fix these issues prior to data migration to the future shared service provider (Department of Treasury's Administrative Resource Center) in FY 2021. While waiting to transition, CNCS should strengthen its current trial balance review including tie-point analysis and review of abnormal balances. (modified repeat)	2e
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 12: Coordinate with the future shared service provider to ensure that its accounting platform is compatible with CNCS's operations and the type of accounting transactions that the CNCS process. (new)	2e

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 14: Complete its efforts to be fully compliant with the Office of Management and Budget Circular No. A-11, Preparing, Submitting, and Executing the Budget. (repeat)	2e
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 15: Provide mandatory training to CNCS accounting staff on the proper use of object class, sub general ledger accounts, and document/transaction types on all obligation and expense transactions. (repeat)	2e
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 16: Validate and ensure standard vouchers/journal vouchers are properly supported, documented, and are readily available for examination. (modified repeat)	2e
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10: Develop comprehensive policies and procedures for the financial statements preparation process and related internal controls. The policies and procedures should address, among other subjects:	2f

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(a): The process to determine and document CNCS's balance fluctuation expectations. Expectations should be documented based on a combination of internal and external operating factors, and program and financial relevant information available.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(b): The materiality threshold used to determine significant balance fluctuations that require further research should be more conservative than that used by external auditors.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(c) : Detailed process to research significant balance fluctuations. CNCS should research and explain all significant balance fluctuations at the account and transaction level. Maintain and have the supporting documentation readily available.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(d): Research and retain supporting documents required for any identified account balance differences derived from its abnormal balance review or the tie point analysis.	2f

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(e) : Address fatal and non-fatal Government-wide Treasury Account Symbol Trial Balance edit failures.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(f): Address all balance differences and retain supporting documentation of related research.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 10(g): Document and maintain support for all prior period adjustments and changes to Net Position accounts, Cumulative Result of Operations, and Unexpended Appropriations.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23: Strengthen controls to ensure the Trust modeling is performed by trained personnel to:	2f

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(a): Conduct detailed analysis and validation of data sources.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(b): Review and ensure the reasonableness of assumptions used and document the rationale behind estimation assumptions.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(c) : Consider changes in conditions or programs that require further research and analysis. Update the assumptions when necessary.	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(d): Compare estimates with subsequent results to assess the reliability of the assumptions and data used to develop estimates.	2f

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(a): Establish a thorough and robust quality control process to ensure that the Trust Obligation and Liability Model (TOLM) and Monthly Obligation and Liability Calculator (Calculator) are reviewed by qualified CNCS personnel prior to relying on its outputs to record transactions. All errors identified for which management ultimately decided against making updates to the TOLM or Calculator should be documented along with an explanation as to how management arrived at the final decision;	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(b): Perform monthly reviews and reconciliations of the recorded new and outstanding obligations to ensure the accounting information is valid and proper;	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(c) : Review obligation amounts to ensure amounts accurately reflect the status of the obligation;	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(d): Review obligations to verify that amounts, timeframe (i.e., grant dates are correctly reflected in the obligation);	2f

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(e) : Ensure obligations are sufficiently supported (i.e., by documentary evidence); and	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(f): Perform complete reconciliations of all outstanding obligations monthly, and ensure any discrepancies identified are promptly researched and resolved. (repeat)	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 25: Coordinate with the Office of the Chief Risk Officer (OCRO) to properly identify the National Service Trust Fund's financial reporting risks and incorporate those risks into the OCRO's annual testing of key controls. (modified repeat)	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26: Develop a succession plan to ensure the required expertise is available in anticipation of planned employee turnover, particularly with respect to the complex trust calculations. CNCS needs to:	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(a): Train, mentor, and work to retain qualified employees;	2f



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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(b): Cross-train employees so that knowledge of the model will reside with multiple staff rather than with one person; and	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(c) : Implement a peer review process to carry out the necessary quality control reviews of the Trust Obligation and Liability Model and the Monthly Obligation and Liability Calculator. (repeat)	2f
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 22: Develop for a more standardized, secure, and automated method to estimate the Trust obligations and Trust Service Award Liability that ensures minimal human errors. As part of the ongoing CNCS's transition to shared service, coordinate with the service provider to determine methods that would enhance the security and quality of the existing estimation models. (new)	2a
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 13: Develop a plan to clean up CNCS's balances prior to migration to the shared service provider's system (Department of Treasury's Administrative Resource Center). The plan should include coordination with the future service provider to review CNCS balances in detail to ensure they are properly supported and can be mapped into the Administrative Resource Center's platform. Maintain all documentation regarding meeting minutes and any mapping of account balances developed as part of the migration effort. (new)	2c

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18: Develop and implement policies and procedures for the standard vouchers/journal vouchers (SV/JV) process that include:	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18(a): Tracking the sequence of SVs/JVs for completeness;	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18(b): Appropriate use of SVs/JVs;	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18(c) : Determining and maintaining relevant documentation to support each SV/JV;	2c

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18(d): Use of specific and accurate SV/JV descriptions; and	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 18(e) : Timely review and approval of SVs/JVs for accuracy and propriety. (modified repeat)	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 58: Develop a multi-year strategy to better strategically prioritize and allocate resources to address the new and continuing weaknesses identified and work towards automation, continuous monitoring and consistent application of controls. (repeat)	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 59: Enforce the agency-wide information security program across the enterprise and improve performance monitoring to ensure controls are operating as intended at all facilities. (repeat)	2c

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 62: Strengthen and refine the process for holding contractors accountable for remediation of control deficiencies in CNCS information systems. (repeat)	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 63: Implement all detailed recommendations in the FY 2019 FISMA Evaluation report. (repeat)	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 71: Develop, implement and document procedures on timely follow-up for those grantees whose audits have become past due, and to ascertain why report submission was late, when the audit report will be submitted to the Federal Audit Clearinghouse, and what corrective action has been taken to prevent a report submission delay in future. (new)	2c
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 73: Develop, implement and document procedures for implementing Office of Budget and Management (OMB) approved single audit report submission extensions, so that OMB approved extension approvals are documented and tracked as part of the single audit monitoring process. (new)	2c

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OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 17: Strengthen coordination between Accounting and Financial Management Services and the Office of Budget to ensure that transactions are recorded accurately and timely. (modified repeat)	2g
OIG-20-01 and 20-02	11-20-2019	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24: Document and implement policies and procedures to include the following:	2f
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 4: Complete the process of configuring the scanning tool to account for the approved deviations for the standard baseline configurations.	2b
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 5: Fully implement standard baseline configurations for all platforms in the AmeriCorps information technology environment and establish processes to test and monitor for compliance with established AmeriCorps security standards.	2b

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OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 6: Assess and document a plan for reinstating mandatory enforcement of multifactor authentication as recommended by the Cybersecurity and Infrastructure Security Agency to address increased risks with the large number of personnel teleworking during the pandemic.	2b
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 8: Ensure that accounts for users that never logged in are included in the AmeriCorps Inactive script.	2b
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 9: Ensure all personnel whose responsibilities include access to PII complete annual privacy-role based training.	2b
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No.2: Specify how quickly users must apply security and operating system updates on AmeriCorps mobile devices, and implement a process to deny access to AmeriCorps enterprise services for mobile devices that have not been updated within the prescribed period.	2c
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 3: Develop and implement a process to block unauthorized applications from installing on AmeriCorps mobile devices.	2c

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-06	3/12/2019	Agreed-Upon Procedures (AUP) review of AmeriCorps grant funds to Serve Indiana	Rec. No. 11: Recover the \$43,626 in questioned Federal costs and \$19,390 in education awards and address any impact to Federal costs of the \$33,720 in questioned match costs for American Red Cross of Indiana for grant No. 15ACHIN001.	5
OIG-EV-21-01	3/30/2021	(3) Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 1: Disallow the \$592,737 in questioned match costs to recover the \$254,014 in Federal costs from LearningWorks for the program years 2017 and 2018 due to inadequate documentation to support its in-kind match contributions: donated classroom and office space, and teaching and administrative staff hours; Rec. No. 2: Conduct an assessment of LearningWorks' match contribution for its third-year funding to determine whether it met its match requirement, disallow any unsupported match contributions and recover any Federal funds that were overpaid as a result of LearningWorks' failure to meet its match requirements.	2c
OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 3: Oversee the Maine Commission when coordinating with LearningWorks to revise its policies to define supporting documentation for the usage and valuation of donated spaces for in-kind contributions;	2c
OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 4: Instruct the Maine Commission to evaluate compliance of LearningWorks procedures on internal controls for time recordkeeping for donated personnel time at its service sites to provide reasonable assurance that charges are accurate, allowable, and allocable; and	2c
OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 5: Provide training to the Maine Commission staff and offer training to LearningWorks and other subgrantees concerning acceptable valuation and documentation of in-kind match costs.	2c

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OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 6: Require the Maine Commission to develop and implement oversight or quality control of all fiscal monitoring performed by its staff.	2c
OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No. 7: Coordinate with the Maine Commission to develop guidance explaining and illustrating what constitutes acceptable documentation to support in-kind contributions; Rec. No. 7: Require that SGC provide Sanctuary with the requirements of an adequate financial management system and ensure that Sanctuary implements an adequate system. The documentation provided should include guidance on how to determine the allowability of grant costs claimed and accounting for both Federal and match costs.	2c
OIG-19-08	5/28/2019		Rec. No. 18: Require SGC, as part of its subgrantee monitoring processes, to perform periodic testing of subgrantees' other direct costs to ensure that they incurred and claimed all costs in accordance with grant provisions, laws, and regulations.	2c
OIG-19-08	5/28/2019	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission		2c
OIG-19-08	5/28/2019	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	Rec. No. 11: Require Serve Guam Commission to submit an updated Financial Federal Report for the 14AH award that removes the \$18,761 of questioned match costs.	5