



TO: State Service Commissions and AmeriCorps National Grantees

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SUBJECT: 2021.01: AmeriCorps State and National Member Enrollment
(UPDATED Consistent with NSCHC rule changes—Effective April 29, 2021)

DATE: April 16, 2021

Below is a chart that lays out the changes being made in the eGrants My AmeriCorps Portal screens related to the enrollment process.

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





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

System of Record

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

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

1. An individual may not start service until AmeriCorps has automatically or manually verified an individual's Social Security Number and citizenship eligibility.
2. An individual may not start service until the program has conducted and adjudicated the results of the National Service Criminal History Checks (NSCHCs) required for that individual and has entered and certified the date of this action in the My AmeriCorps Portal.
3. After the completion of steps 1 and 2, above, programs must enter the members' start date, assignment, and term of service to complete the member enrollment in the National Service Trust through the My AmeriCorps Portal. This action should be taken no more than eight (8) days after the individual starts their term of service.

Member Right to Appeal Ineligibility

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

Start Date Changes

Although changes to an individual's start date after the eight-day enrollment window will negatively impact a program's compliance with the eight-day enrollment requirement, program staff are permitted to make such changes if (1) the revised start date is after the date the required NSCHCs for that individual were completed and adjudicated, and (2) the revised start date is on or after the date the individual's



Social Security Number and citizenship were automatically or manually verified. Any changes outside of these parameters require AmeriCorps review and approval through the Administrative Review process.

AmeriCorps will consider changes in member start dates if:

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

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

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

Grantees and AmeriCorps members have 30 days—from either 1) the date the enrollment action was completed, or 2) the date eligibility to enroll was denied by AmeriCorps—to request an Administrative Review to modify an enrollment record. AmeriCorps members or subgrantees must submit the request for Administrative Review through the grantee organization. Grantees must request the Administrative Review in writing by emailing ASNAdministrativeReview@cns.gov. The request for an Administrative Review must include all information and supporting documentation needed for AmeriCorps to make a decision on changing the start date or reconsidering eligibility. At a minimum the information must include:

1. Member Name
2. NSPID
3. Grantee Organization
4. Program Name
5. Program Code
6. Program Year
7. Desired Modifications(s) (e.g., enrollment start date, SSN or Citizenship Status)
8. Justification for Making the Requested Change(s)
9. Requestor's Contact Information

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