AmeriCorps State and National

Member Enrollment Preparation and Implementation

April, 2021
Purpose

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

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

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

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

References:
Enrollment Preparation and Implementation Resources:
  • AmeriCorps State and National Knowledge Network
    o Member Enrollment Resources (to be updated May 1st, 2021)

NSCHC and New Rule Information:
  • General AmeriCorps NSCHC Resource Page
  • AmeriCorps Resources regarding the May 1st NSCHC Rule
  • Federal Register New Rule (effective May 1st) for 45 CFR § 2522 and 45 CFR §2540

eGrants Login

My AmeriCorps Portal

eGrants Tutorials (these are dated, but there is still some useful content)
## Let’s compare:

<table>
<thead>
<tr>
<th>Enrollment Parameter</th>
<th>Members enrolled prior to April 29, 2021</th>
<th>Members enrolled after April 29, 2021</th>
</tr>
</thead>
</table>
| **Enrollment certification timeline** | • Certification of member enrollments required within 8 days  
• Enforced by My AmeriCorps system validations                                                                                                                                                                                     | • 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)** | • 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 | • Completion and adjudication of all required checks certified by entering a date in the NSCHC Certification field  
• My AmeriCorps records the date entered in the field  
• Recorded date must be before member start date  
• Certification required for applicants ages 18+ as of the entered start date |
| **Citizenship and SSN verification**  | SSN and citizenship status must be verified on or before member start date                                                                                                                                                               | SSN and citizenship status must be verified on or before member start date                                                                                                                                                               |
| **Start date changes**                | • Can be made by grantee staff within the parameters outlined above  
• Changes outside these parameters require Administrative Review  
  • Will only be considered if a failure in AmeriCorps’ technology platform or other circumstances prevent timely enrollment                                                  | • Can be made by grantee staff within the parameters outlined above  
• Changes outside these parameters require Administrative Review  
  • Will only be considered if a failure in AmeriCorps’ technology platform or other circumstances prevent timely SSN or citizenship verification                                    |
Requirements for All Member Enrollments
This includes both Individual and Group Enrollments

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

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

<table>
<thead>
<tr>
<th>Grant ID</th>
<th>Awarded funds and member positions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement No:</td>
<td>Performance Period: 07/01/2017 - 06/30/2020</td>
</tr>
<tr>
<td>Amendment No:</td>
<td>Budget Period: 07/01/2017 - 06/30/2020</td>
</tr>
<tr>
<td>CFDA No:</td>
<td>Grant Year:</td>
</tr>
</tbody>
</table>

Award Description
This award funds the approved 2017-18 AmeriCorps National Direct program. No member may enroll prior to the approved start date of the member enrollment period. Your 2017-18 regulatory match is 24% and your budgetary match is 63%.

Purpose
The purpose of this award is to assist the grantee in carrying out a national service program as authorized by the National and Community Service Act of 1990, as amended (42 U.S.C. § 2101 et seq.).

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

<table>
<thead>
<tr>
<th>Funding Information</th>
<th>Member Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>Previously Awarded This Award Total Current Year</td>
</tr>
<tr>
<td>Total Obligated by CNCS</td>
<td>$0</td>
</tr>
<tr>
<td>Grantor's Unliquidated Balance (Carryover)</td>
<td>$0</td>
</tr>
<tr>
<td>Total Available</td>
<td>$340,875</td>
</tr>
<tr>
<td>Cumulative Funding for Project Period</td>
<td></td>
</tr>
<tr>
<td>Total Awarded in Previous Amendments</td>
<td>$0</td>
</tr>
<tr>
<td>Total CNCS Funds Awarded to Date</td>
<td>$340,875</td>
</tr>
</tbody>
</table>

Funding Source and Amount
2017-CPE1-F01-0000-4001 $340,875.00

Special Conditions
The grantee must submit the following items to the Program Officer for review and approval before members will be allowed to...
Please remember, an individual is officially an AmeriCorps member on the start date recorded in eGrants. Prior to this start date, individuals should not accrue any service hours.
Enrollment Process

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

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

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

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

Verification of Eligibility
- eGrants Enrollment process
  - Individual Enrollment
  - Group Enrollment

Partial Award Acknowledgment (if applicable)
• Staff have completed required NSCHC training
• Set up operating sites (Direct)
• Set up service locations
• Create service opportunity listings

Link to NSCHC required annual training: [https://nationalservice.gov/reqCHCtraining](https://nationalservice.gov/reqCHCtraining)
Log into eGrants and My AmeriCorps Portal
For Direct Grantees and Subgrantees
Set up Operating Sites
For Direct Grantees Only

- Required in order to issue member invitations
- See Program Management tutorial on the Knowledge Network
Set up Operating Sites
Direct Grantees Only

Complete all fields and click “save”
Set up Service Locations in eGrants

- All AmeriCorps applicants must be assigned to service locations
- See Program Management tutorial on the Knowledge Network

Click to create new service locations
Set up Service Locations

Complete all fields and click ‘save’
Service Opportunity Listings

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

To create a new Service Opportunity Listing

To modify an existing Service Opportunity Listing
Identify your member

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

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

  - Are you accepting applications now? • Yes ☐ No
  - Accepting applications from: (mm/dd/yyyy)
  - Application deadline: (mm/dd/yyyy)
  - Do you accept AmeriCorps application? • Yes ☐ No

Indicates whether individuals can apply via My AmeriCorps

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

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

- Phone:
- E-mail:
- Website: http://
Applicant Screening

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

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

• Additional Recommendations for information gathering
  o Citizen Verification Documents (e.g. birth certificate, passport, certificate of citizenship, green card, etc.)
  o Contact information (phone, email, address, etc.)
National Service Criminal History Check (NSCHC)

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

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

- Programs must conduct a screening of individuals as part of the recruitment and selection process.

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

Failure to conduct timely and compliant NSCHCs and ensure eligibility of an individual may:
- Delay the enrollment process.
- Result in cost disallowances.
Select your member

Select applicant in eGrants

Applicant completes enrollment form in My AmeriCorps

Social Security Administration Check
Selecting your applicant in eGrants

There are two ways to select an applicant in eGrants:

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

Complete the certification

Selecting an applicant who applied via My AmeriCorps:

- Click the relevant radio button to select the applicant
- Click to submit the selection. The applicant will be notified via email
Selecting your applicant in eGrants

There are two ways to select an applicant in eGrants:

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

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

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

Click add another to send the current invitation and enter another

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

Dear Jim Stone:
Thank you for applying to serve on AmeriCorps City Year Baton Rouge program. Use the following link to complete your registration and enrollment: https://my.americorps.gov/mp
Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via edscn.ca-tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2577.

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

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

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

• Per the Grant Terms and Conditions, the Enrollment Form must be completed by the applicant
  o Programs must request a waiver if this is not possible

• To facilitate successful enrollment, individuals who have previously served in AmeriCorps must:
  o Ensure that they have been exited from their previous program by verifying with their previous supervisor or checking their Ed Award status
Once the individual clicks ‘save information’ to submit the form, the eligibility verification process is initiated.
SSN & Citizenship Verification

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

Example of a verified applicant

SSN Status: Verified - 07/20/2017
Citizenship Status: Verified - 07/20/2017

Example of an applicant who will have to be manually verified

SSN Status: Verified - 02/05/2019
Citizenship Status: Returned

Both the SSN and citizenship status must be noted as “Verified” or “Manually Verified” in My AmeriCorps before the individual can be enrolled.
Manual Verification Steps
Only required if applicant is not automatically verified

1. The grantee administrator receives an email notification to submit additional documentation via Secure File Transfer for manual verification of the applicant’s citizenship or Social Security Number

2. To submit documentation, the program must request a secure file link from the AmeriCorps Hotline (detail on next slide)

3. Program submits additional documentation (refer to 45 CFR 2522.200 for documentation guidance)

4. AmeriCorps Hotline forwards submitted documentation to the National Service Trust

5. If the submitted documentation is sufficient to verify eligibility, the record in eGrants will be updated within 3 business days. This ends the manual verification process

6. If the submitted documentation is not sufficient to verify eligibility, the grantee administrator will receive another email notification to submit sufficient eligibility documentation to continue the manual verification process until the documentation is sufficient

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

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

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

### Best practices:

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

eGrants enrollment process

• Individual Enrollment
• Group Enrollment

Partial award acknowledgment (if applicable)
Confirming SSN & Citizenship Verification

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

Verification Status Types

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

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

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

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

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

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

Note: My AmeriCorps will not allow you to enter an applicant’s start date that is earlier than the verification dates.
Completing Individual Member Enrollment Form

- Confirm SSN/Citizenship are in "Verified" or "Manually Verified" status

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

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

- Check the certification box

- Once all information has been entered correctly, the "enroll member" button will become active
As mentioned, you can enter information ahead of time (except for start date and slot type).
Group Enrollment

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

Extra step for group enrollment during the invitation process:

Applicants must be associated with the correct Program Year and Program Title
Special Requirement for Group Enrollment

Continued...

Program Year must be selected correctly by the program on the applicant invitation
• Applicants who applied via My AmeriCorps will need have the program year entered manually on their individual Enrollment Form, and so cannot participate in group enrollment (i.e., they will not appear on the Group Enrollment tab)

Program Title (operating site/subgrantee program name) must be selected correctly by the program
• Applicants who applied to/were invited under a different operating site must have the Program Title changed manually on their individual Enrollment Form, and so cannot participate in group enrollment (i.e., they will not appear on the Group Enrollment tab)
Same information needed as in the individual enrollment form with one key difference:
- On the group enrollment form, you may enter information for up to 20 individuals at a time and enroll them simultaneously.
# Group vs. Individual Enrollment

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

Step 1: In the S&N Workbasket in the My AmeriCorps Portal, click on the Group Enrollments tab.
Step 2: Select the correct Program Title (operating site name or subgrantee program name)

- The Program Year whose enrollment period is currently open will populate automatically.
- Applicants who are associated with this Program Year and Program Title, have completed their portion of the Enrollment Form, and whose SSN/citizenship has been verified will appear on the tab. (These individuals are also visible on the Pending Enrollments tab)
Step 3: Select the Slot Type for the applicants you wish to enroll

- In subsequent steps, you will only enter information for applicants who will be enrolled in this type of slot
- If you have applicants that will need to be enrolled in other slot types, leave those blank for now. (You will repeat these steps to enroll those applicants.)
Step 4: For the applicants you wish to enroll, enter the date when all required National Service Criminal History Checks were completed and adjudicated for each applicant. For applicants under age 18 as of the entered start date, leave the NSCHC Certification field blank.

**IMPORTANT:**
- All required criminal history checks must be completed and adjudicated *prior* to inputting a certification date
- The applicant start date must be *after* the date entered in the NSCHC Certification field
Step 5: For the applicants you wish to enroll, select the appropriate Service Location(s)

- Service Locations must be set up in the My AmeriCorps Portal prior to taking this step.
Step 6: For the individuals you wish to enroll, enter the correct Start Date
• Must be within member enrollment period
• Must be on or after the SSN/citizenship verification dates
• Must be after the date entered in the NSCHC Certification field

Per AmeriCorps policy, enrollment should be certified within 8 days of the member’s start date.
Step 7: For the individuals you wish to enroll, click the “Select to Enroll” box. Only the individuals with this box checked will be enrolled when you click the “enroll” button at the bottom of the tab.
Step 8: At the bottom of the tab, certify the form.
Group Enrollment Steps

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

- Up to 20 individuals can be enrolled at a time
Group Enrollment Steps

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

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

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

The following members have not been enrolled with the following reasons:
Patricia has already served four terms with State & National and may not serve again.
Diana Elastname does not have a Service Location Selected, you must assign a service location for this member before completing enrollment.
Pfname Lastname’s Start Date may not be after the Current Date.
Delena has declined the partial award, so they cannot be enrolled.
Viola Jlastname already has an active enrollment in this program for this year.

The details of the error message will provide specific guidance
Partial Award Acknowledgment

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

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

Additionally, the applicant enrollment status will indicate pending partial award acknowledgment.

The member enrollment is not complete.
Partial Award Acknowledgement

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

Partial Education Award notification email:

From: myamericorps@americorps.gov <myamericorps@americorps.gov>
Sent: Thursday, April 8, 2021 5:45 AM
To: Jamie_service@email.com
Subject: Segal AmeriCorps Partial Education Award Acceptance Notice

***PLEASE DO NOT REPLY TO THIS MESSAGE***

Dear Jamie Service,

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

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

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

https://my.americorps.gov/mp

Once on the enrollment form, go to the button on the page to accept/decline the partial award.
Please do not reply to this message. If you have any questions or have further assistance, please submit a help request via https://questions.americorps.gov/app/ask or contact the help desk at 1-800-942-2577.
Partial Award Acknowledgment

Applicant view in My AmeriCorps Portal

Step 1: Log into My AmeriCorps and click Enrollment Form

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

Step 3: Click “Save Information.”
Once this information is saved, the individual’s enrollment status in eGrants will be updated to “Partial Award Acknowledged.”

The program can then return to the member enrollment form and take the “enroll” action. **ONLY THEN IS THE MEMBER ENROLLMENT COMPLETE.**
Check your work!

✓ Run reports in eGrants

✓ View each member’s service information in Portal

✓ Double check the following:
  • Within member enrollment period
  • Sufficient slots available
  • SSN and citizenship verified on or before member start date
  • NSCHC Certification date before member start date
  • Service Location selected
  • Start date no later than today’s date

✓ Applicant eligible to serve?
  • Has not previously served more than 4 terms
  • Has not declined a partial education award
  • Has not received an unsatisfactory performance rating from a previous term of service
  • Is not currently actively enrolled in the same program or in another term that when combined exceeds full-time service
Run Reports to Check Enrollments

S&N Reports

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

- SSN and Citizenship Status Report
- Trust Enrolled Status
- Citizenship Status
- SSN Status
How to Update a Start Date in eGrants

*in-service members only

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

Step 2: Click the “view” link next to the service term.
How to Update a Start Date in eGrants

*in-service members only

Step 3: Click the “Correct” link
How to Update a Start Date in eGrants

*in-service members only

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

The dates of SSN and citizenship verifications and NSCHC certification are also displayed.
How to Update a Start Date in eGrants

*in-service members only

Step 5: Enter the corrected start date in the “Effective Date” field, ensuring that it is:
- Within the member enrollment period
- On or after the dates of SSN and citizenship verification
- After the NSCHC certification date

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

NOTE: entering a start date that is more than 8 days in the past will affect the program’s compliance with 8-day enrollment requirements
What to do if the enroll button isn’t active

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

✔ Check the NSCHC certification
  • The date entered in the NSCHC Certification field must be before the entered start date

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

✔ Check that all fields are completed

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