AmeriCorps Member Enrollment: Enrollment Process Guide

Last updated June 21, 2019
Overview

- Prior to Enrollment: Service Opportunity Listings, Applications, Site Locations
- Initiating Pre-Enrollment: Accepting or Inviting Member Applicants
- Member Applicant Enrollment Form
- Verifying SSN and Citizenship Eligibility
  - Automatic vs. Manual Verification
  - Program vs. OneStar Role
- Completing the MyAmeriCorps Enrollment Form (eGrants)
  - NSCHC Certification
  - Placement Information
- Finalizing Enrollment (eGrants)
  - Potential Additional Step: Partial Education Award Acknowledgement
  - Potential Additional Step: Previous Term Exit
- Troubleshooting
- Resources
Prior to Enrollment:
Service Opportunity Listings

- Grantees are required to post all available member service opportunities in eGrants.

To create a new Service Opportunity Listing:

To modify an existing Service Opportunity Listing:
Prior to Enrollment:
Receiving Member Applications

- Programs can set up service opportunity listings to allow member applicants to apply inside and/or outside of MyAmeriCorps.
Prior to Enrollment:
Site Location Information

- Set up service site locations in the Portal.
- Programs must set up service locations prior to member enrollment (see slide regarding site assignment).
- See Program Management tutorial on the Knowledge Network.
Member Enrollment Process Flowchart

PHASE 1: Initiating Pre-Enrollment

PHASE 2: Verifying SSN & Citizenship Eligibility

PHASE 3: Completing the MyAmeriCorps Enrollment Form (eGrants)

PHASE 4: Finalizing Enrollment (eGrants)
Phase 1: Initiating Pre-Enrollment

INITIATING PRE-ENROLLMENT

Select member applicant in MyAmeriCorps portal. OR Send invitation to member applicant via MyAmeriCorps portal.

Invitation e-mail containing link to MyAmeriCorps Enrollment Form sent to member applicant.

Member applicant completes and saves **Enrollment Information** section of MyAmeriCorps Enrollment Form.
Member Applicant Acceptance via MyAmeriCorps Application

Click the relevant radio button to select the applicant.

Check the box to complete the certification.

Click submit button to submit the selection. The applicant will be notified via email.
Member Applicant Acceptance via Invitation

Enter applicant’s data and select the **Program Year**, **Program Title**, and **Service Location** from the drop-down lists. **Important: make sure this information is entered correctly.**

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

Click **save** button and then **send** to complete the invitation. The applicant will be notified via email.
Member Applicant Invitation Bulk Upload Option

Welcome Abigail

Portal Home

- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Programs
- Manage Service Locations
- Manage Users
- S&N Workbasket
- S&N Reports

Batch Invitation via XML

Invite Member

Please select the XML file that you would like to upload into the My AmeriCorps portal. By uploading this XML file, you are extending an invitation to each member included in the My AmeriCorps portal.

Click here for help.

The XML file uploaded must adhere to the specifications as defined in the XML Schema Definition (XSD).

Please select a Program Name and Program Year to Select an XML File

- * Program Year: Select ▼
- * Program Title: Select ▼
- Service Location: Select ▼
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: http://uatmy.americorps.gov/mp/member/validateinvitation.do?id=7430833&pin=cjuuxhha31
Please do not reply to this message. If you have any questions or need further assistance, please submit a help request via https://edsncs--tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.
The Enrollment Form must be completed by the member applicant.
Member applicant clicks **save information** button to submit the form.

The enrollment form will automatically move to *Pending Enrollments* workbasket.
Phase 2:
Verifying SSN and Citizenship Eligibility

**VERIFYING SSN AND CITIZENSHIP ELIGIBILITY**

- **If SSN and Citizenship are both verified automatically:**
  - MyAmeriCorps notifies program by e-mail that the member applicant's SSN and/or citizenship status have NOT been verified automatically. *SSN Status and/or Citizenship Status* fields on MyAmeriCorps Enrollment Form will be listed as Returned.

- **If SSN and/or Citizenship are NOT verified automatically:**
  - Obtain and maintain required documentation to verify SSN and/or citizenship. The list of acceptable eligibility documentation can be found in 45 CFR § 2522.200.

  - Be mindful of the additional time needed to gather and submit required documentation.

  - **OR**

  - **SSN Status and Citizenship Status** fields on MyAmeriCorps Enrollment Form updated to verified status.

  - **Notify OneStar and send the required documentation to your Program Officer via e-mail.**

  - **Contact National Service Hotline** (1-800-942-2677 or questions.nationalservice.gov) to request a secure file transfer link and directly submit required documentation.
SSN & Citizenship Verification Process

- eGrants submits the record to the Social Security Administration (SSA) as soon as the member applicant completes and saves their section of the enrollment form.

- SSA checks the member applicant’s citizenship status and social security number validity.

- Within 3 business days, the record should indicate “Verified” or, if not verified, “Returned” in eGrants.

SSN Status: Verified - 02/05/2019
Citizenship Status: Returned
## SSN & Citizenship Verification Status Types

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Open</strong></td>
<td>Individual has been invited to participate in a program but has not yet created/updated and saved their MyAmeriCorps Portal Profile.</td>
</tr>
<tr>
<td><strong>Pending</strong></td>
<td>Individual’s name, SSN, and DOB have been sent to SSA for verification and are awaiting results.</td>
</tr>
<tr>
<td><strong>Verified</strong></td>
<td>Individual’s SSN/citizenship eligibility has been automatically verified by SSA.</td>
</tr>
<tr>
<td><strong>Returned</strong></td>
<td>Individual was not verified automatically by SSA; document submission is required to prove eligibility.</td>
</tr>
<tr>
<td><strong>Manually Verified</strong></td>
<td>Individual’s SSN/citizenship eligibility has been verified by CNCS based on submitted documentation.</td>
</tr>
<tr>
<td><strong>Cannot be Verified</strong></td>
<td>Individual has been proven not to be eligible with respect to SSN or citizenship.</td>
</tr>
</tbody>
</table>
SSN & Citizenship Verification

- If not automatically verified by SSA, the program receives notification to submit additional documentation
  - Citizenship verification: see 45 CFR 2522.200
  - SSN verification: social security card, name change documentation (e.g. marriage certificate, court order, etc.)
- Documentation to manually verify SSN/citizenship may be submitted two ways:
  1) Submitted directly by the program to CNCS
  2) Sent to your OneStar Program Officer
The program requests a Secure File Link from the CNCS National Service Hotline and submits the necessary documents.

Call 1-800-942-2677 or submit a web form at questions.nationalservice.gov

Best practices:

- Indicate that you are a State and National program enrolling current members and need a Secure File Link to submit SSN/citizenship verification documentation.

- If the program has multiple individual cases requiring SSN/citizenship verification at the same time, send these cases under a single ticket.
OneStar-Led Manual Verification

**Program will:**
- Forward email to OneStar Program Officer
- Upload required documentation to secure Dropbox folder

**OneStar Program Officer will:**
- Submit documentation on program’s behalf
- Monitor progress and notify program staff throughout the process
## Manual Verification Outcomes

<table>
<thead>
<tr>
<th>Condition</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>If submitted documentation is sufficient to verify eligibility:</td>
<td>CNCS staff updates the record to “Manually Verified” within 3 business days.</td>
</tr>
<tr>
<td>If additional documentation is not sufficient or is not legible:</td>
<td>The program will be notified. This will delay the manual verification process.</td>
</tr>
<tr>
<td>If NOT returned within 3 business days:</td>
<td>Please contact OneStar Program Officer.</td>
</tr>
</tbody>
</table>
Phase 3: Completing the MyAmeriCorps Enrollment Form (eGrants)

**COMPLETING THE MYAMERICORPS ENROLLMENT FORM (eGrants)**

In the **SSN, Citizenship, and Criminal History Check Verification** section, programs must:

- Confirm **SSN Status** and **Citizenship Status** fields are **Verified** or **Manually Verified**.
- Check boxes certifying the initiation/completion of NSCHCs.
- Click the **save information** button to lock in the dates of NSCHC certification.
- Confirm all dates listed in this section are **ON** or **BEFORE** the member **Start Date**.

In the **Placement Info** section, programs must:

- Confirm the pre-populated **Program Year** and **Program Title** fields are accurate.
- **OPTIONAL**: If known, select the **Service Location** and click the **save information** button. This field may also be entered after the member **Start Date**.

Member applicants who previously served in AmeriCorps must be exited from their previous program in eGrants before they can enroll in a new program.
Completing Enrollment Form Fields

Both SSN Status and Citizenship Status must be “Verified” or “Manually Verified” before member applicant can be enrolled.

These certifications must be complete (i.e., boxes must be checked and saved) before member applicant can be enrolled. The dates on which the boxes were checked are shown. These may be later than the dates on which the checks were actually run.

IMPORTANT: The Start Date entered by the program cannot be earlier than any of the four dates highlighted in yellow above. It must be the same or later.
NSCHC Certification Boxes

- Per Truescreen’s Alternative Search Procedure, ALL NSOPW and State Checks must be completed/adjudicated prior to start of service
- FBI check in Fieldprint must be initiated and accompaniment is required until a fitness determination of “cleared” has been received
Phase 4: Finalizing Enrollment (eGrants)

MEMBER START DATE

In the Placement Info section, programs must:
- Enter the member Start Date.
  - Must be on or before the date of entry
  - Must be no earlier than 7 days prior to the date of entry
  - Must be on or after SSN/SSN/citizenship verification dates
  - Must be on or after NSVC certification date
- Select the member Service Location.
- Select the member Slot Type.
- Check the box to certify the form.

The enroll member button is activated.

Click the enroll member button to enroll the member applicant.

If member previously received the equivalent of two full-time education awards, or will exceed two full-time education awards with the new term:

MyAmeriCorps will display a notification that the member applicant must acknowledge partial award.

Member applicant receives an e-mail instructing the individual to acknowledge a partial education award.

Member applicant accepts the partial education award on MyAmeriCorps Enrollment Form. The Member Enrollment Status in MyAmeriCorps will be updated to Partial Award Acknowledged.

Click the enroll member button to enroll the member applicant.
Completing Member Applicant Placement Info

At the bottom of the enrollment form, enter:

- **Start Date**
- **Program Year**
- **Program Title**
- **Service Location** (if necessary, this can be changed after enrollment)
- **Slot Type**

All information on the form can be entered and saved ahead of time EXCEPT the **Start Date** and **Slot Type**, which cannot be saved prior to the date of enrollment.

Once all information has been entered CORRECTLY, the **enroll member** button will become active.

**FOR MOST MEMBER APPLICANTS, THE ENROLLMENT PROCESS IS COMPLETE!**
Potential Additional Step:
Partial Ed Award Acknowledgement

Member applicants who previously received the equivalent of 2 full-time education awards, or will exceed 2 full-time education awards with the new term, will need to acknowledge partial or no education award prior to enrollment.
After clicking enroll member button, program staff will see this note for member applicants who need to perform this acknowledgment.

Member Enrollment Status will indicate “Pending Partial Award Acknowledgement.”

THE MEMBER ENROLLMENT IS NOT COMPLETE!
From: myamericorps@americorps.gov <myamericorps@americorps.gov>
Sent: Monday, April 22, 2019 11:23 AM
To: [REDACTED]
Subject: Segal AmeriCorps Partial Education Award Acceptance Notice

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

Dear [REDACTED]:

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 1.17 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 0.83, award which is equal to $4933.33.

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.

http://uatmy.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://edscncc-tst.custhelp.com/app/ask_mac or contact the help desk at 1-800-942-2677.
At the end of the member applicant’s enrollment form, he/she will be asked to check if they accept or decline a partial education award. Once this information is accepted and saved, the Member Enrollment Status in eGrants will be updated to “Partial Award Acknowledged.”

The program can then return to the member enrollment form and click the enroll member button. ONLY THEN IS THE MEMBER ENROLLMENT COMPLETE.
Potential Additional Step: Member Applicant Exit from Prior Service

- If member applicant has served a prior AmeriCorps term and not been exited, the program will NOT be able to enroll him/her.
- AmeriCorps*Texas program/member applicant must contact the member’s previous program to ensure he/she is exited satisfactorily and therefore eligible to serve a subsequent term.
Troubleshooting:
What To Do if the enroll member Button Isn’t Active

- Check the 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 certifications
  - Both boxes must be checked
  - Certification dates must be on or before the entered start date

- Check the entered start date
  - Must be no later than today’s date
  - Must be no earlier than 7 days prior to today’s date
  - Must be no earlier than the SSN/citizenship verification dates
  - Must be no earlier than the NSCHC certification dates
Calculating 8 Calendar Days

If the Member Start Date is Monday, September 9th, then the LATEST allowable Enrollment Date is Monday, September 16th.
Resources

- **CNCS Managing AmeriCorps Grants** webpage, under “Enrollment” section

- **CNCS National Service Hotline**
  - 1-800-942-2677
  - [https://questions.nationalservice.gov](https://questions.nationalservice.gov)

- **Criminal History Check Resources**

- **Member Service Opportunity Listing Resources**