

UServeUtah

# AmeriCorps Program Directors Manual

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Effective November 1, 2018.

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# Purpose of this Manual

The Utah AmeriCorps Program Director Manual was designed by the Utah Commission on Service and Volunteerism (UServeUtah) as a guide for those who administer Utah AmeriCorps programs. This manual will assist in:

- Providing a roadmap for AmeriCorps Program management
- Laying out a Program Director's general workload and responsibilities
- Illustrating legal requirements
- Showing where there is both control and flexibility to shape each AmeriCorps program

Please note that the information contained in this manual does not include all the legal requirements of an AmeriCorps grant. It does not constitute AmeriCorps' official interpretation of factual or legal questions. Program directors or individuals with particular questions should consult the National and Community Service Act of 1990 (42 U.S.C. § 12501 et seq.), the regulations issued under the Act (45 C.F.R. § 2500.1 et seq.), the Edward M. Kennedy Serve America Act, the AmeriCorps Grant State and Federal Terms and Conditions, and relevant state law and regulations. If there is a conflict between the content of this handbook and the AmeriCorps provisions, the provisions are the controlling authority.

It is important that program directors and staff become familiar with all the information contained in this manual. The Utah AmeriCorps Program Director Manual will be revised as needed. Notification of revisions will be sent to each Utah AmeriCorps Program Director. We look forward to working together, as we strive to make a difference in Utah.

Revision Log	Date
Updated <i>Monitoring by Risk Level</i> table	July 19, 2024
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Added “in-law” to <i>Nepotism</i> Policy	July 2025
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Added <i>Out-of-State Service Exceptions</i> Policy	July 2025
Updated <i>Term Limits and Education Award Eligibility</i> Policy	July 2025
Updated <i>Recruitment Expectations</i> Policy	October 2025

Updated <i>Individual Service Project</i> Policy	October 2025
Updated <i>Pre-Award Costs</i> Policy	October 2025
Updated <i>Service Hour Records</i> Policy <ul style="list-style-type: none"> <li>• Effective November 1, 2025</li> </ul>	October 2025

# Glossary

**America's Service Commissions (ASC):** ASC is a nonpartisan, nonprofit representing and promoting state service commissions across the United States and territories. They are committed to working on national representation and advocacy of national service and volunteerism, and peer-to-peer support. Through this network, voluntary service, in all its forms, is strengthened and enhanced by mobilizing the expertise of these individuals to represent all streams of national and community service.

**AmeriCorps:** A federal agency that assists Americans to improve the lives of their fellow citizens through service with AmeriCorps, AmeriCorps Seniors, and other national service initiatives. Working hand in hand with local partners, AmeriCorps invests funds into nonprofit, community-based, and faith-based organizations that are making a difference in local communities.

**AmeriCorps Member:** An individual who is completing a term of service for an AmeriCorps program. They are referred to as members and not volunteers or workers, which enforces the service aspect of the program.

**AmeriCorps State:** AmeriCorps State programming focuses on direct service and capacity building to meet community needs. Funding is passed through state commissions (such as ) to nonprofits, government entities, faith-based organizations, or colleges/ universities that oversee single-state AmeriCorps programs and their members.

**Corporation for National and Community Service (CNCS):** The legal name for AmeriCorps, the federal agency.

**eGrants/ My AmeriCorps Portal:** The AmeriCorps federal tracking portal. Programs must utilize the portal to enroll, manage, and exit members, apply for funding, and communicate with AmeriCorps. Programs must utilize this AmeriCorps sponsored website to recruit AmeriCorps Members. eGrants is also referred to as the AmeriCorps' Grants Management System.

**Federal Financial Report (FFR):** Twice a year, submits an FFR to AmeriCorps Agency to note the amount of federal funding used, federal funds used as match, and program income.

**Grant Application Review Process (GARP):** A competitive grant process used by a State Service Commission or the AmeriCorps agency to award AmeriCorps funding. A GARP may include outreach to potential applicant organizations, a notice of funding opportunity, an application

process focused on AmeriCorps guidance and regulations, application review and scoring, a clarification period, and the subsequent awards process.

**IPT:** Also known as the UServeUtah AmeriCorps Member Tracking System, IPT is the official records management system for and its subrecipients. AmeriCorps member files and financial grant records are kept here.

**Member Assistance Program (MAP):** UServeUtah proudly provides an assistance program for AmeriCorps members to help reduce stress, improve mental health, and make life easier by connecting members to the right information, resources, and referrals.

**Member Service Year (MSY):** One MSY is equivalent to a full-time AmeriCorps position, requiring at least 1,700 service hours. Less than full-time AmeriCorps positions utilize a fraction of an MSY. A program's total MSY depends on the number and type of member slots awarded in their grant.

**Member Slot:** Individual AmeriCorps positions are also referred to as member slots. There are seven AmeriCorps member slot types with different minimum-hour commitments. These include: full-time (1700 hours), three-quarter-time (1200 hours), half-time (900 hours), reduced half-time (675 hours), quarter-time (450 hours), minimum-time (300 hours), and abbreviated-time (100 hours).

**National Service Criminal History Check (NSCHC):** The NSCHC is a screening procedure established by law to protect the beneficiaries of national service. The requirements apply to AmeriCorps members serving in State and National programs as well as Program staff in positions in which they will receive a salary, directly or reflected as match, under a cost reimbursement grant.

**Notice of Funding Opportunity (NOFO):** A public notice released by AmeriCorps or UServeUtah when AmeriCorps State funding is available.

**Prime Grantee/ Recipient:** A prime grantee is a direct recipient of an AmeriCorps grant from the AmeriCorps Agency; prime grantees include state commissions, national direct/ multi-state programs, and tribal programs. is a prime grantee of AmeriCorps.

**Program:** In this manual, "Program" refers to an AmeriCorps State program operated by a nonprofit, institution of higher education, or government organization, that receives pass-through AmeriCorps funding as a subrecipient/ subgrantee of UServeUtah.

**Program Director:** This refers to the primary individual responsible for the AmeriCorps program. They are the main point of contact for the program.

**Quarterly Progress Report (QPR):** Programs submit a QPR four times a year. This report tracks progress on performance measures, member activities, data elements, and overall progress toward meeting grant objectives.

**Request for Reimbursement (RFR):** A request that is submitted in the Grant Management section of IPT at least quarterly and no more than monthly. UServeUtah will provide the Program with an Excel workbook specific to the type of grant awarded. The workbook and any other required documentation are submitted in IPT as an attachment to the RFR. Grant funds are issued to the Program once the accuracy of the request has been reviewed by UServeUtah.

**Service:** Refers to the duties performed by an AmeriCorps member during their term of service. AmeriCorps members are not employees or volunteers, they are service members. AmeriCorps members may receive a living allowance in exchange for their service, but it is not considered a wage or based on the number of hours they serve.

**Service Site:** A location where AmeriCorps members serve.

**Site Supervisor:** The staff who supervises AmeriCorps members at Service Sites.

**Subgrantee/ Subrecipient:** An organization that receives AmeriCorps grant funds or member positions that pass through a prime grantee of the AmeriCorps Agency. In Utah, AmeriCorps State programs are subgrantees of UServeUtah.

**Subsite:** An organization that hosts and supervises AmeriCorps members. This entity may provide task-specific training, technical assistance, supervision, or other services as agreed to in a MOU between the program and the service site. Not all program designs utilize subsites.

**Subsite Agreement/ Memorandum of Understanding:** An agreement between the Program and subsite of the expectations and requirements of hosting AmerCorps members.

**Training and Technical Assistance (TTA):** The support and assistance provided to AmeriCorps programs to strengthen program operations. UServeUtah provides TTA to our Programs. Programs provide TTA to service sites and members.

**UServeUtah:** The Utah Commission on Service and Volunteerism and its staff do business as UServeUtah. UServeUtah is a prime grantee of AmeriCorps.

**Volunteer:** An individual who gives of their time without monetary compensation for a community organization or cause. This person may or may not be in a structured program, but they do not receive a living stipend and are not under contract.

**Vulnerable populations:** Includes children aged 17 or younger, persons aged 60 and older, individuals with disabilities, and/ or people living at or below the state poverty line who are at risk for homelessness and food insecurity.

# Chapter 1: Grant and Financial Management

- Federal Regulations and Guidance
- Program Contracting
- Grant Closeout
- Budget
- Purchases
- Match
- Program Sustainability
- Fiscal Reporting

## Federal Regulations and Guidance

You will find the requirements for AmeriCorps programs in the following documents:

### Laws

- National and Community Service Act of 1990, as amended
  - (42 U.S.C. § 12501, et seq.) – Chapter 129 (approx. 95 pages)
- Edward M. Kennedy Serve America Act

### Regulations

- 45 CFR Parts 2500 – 2504 Corporation for National and Community Service Chapter XXV. Please visit <https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV> for the AmeriCorps Regulations.
- [2 CFR 200.400](#) Subpart E - Cost Principles

### Federal Terms and Conditions

For updated Terms and Conditions each program year, please visit

<https://www.americorps.gov/grantees-sponsors/state-subgrantees> for more information.

### Grant Agreement

- Your AmeriCorps grant contract, issued by UServeUtah, includes all the special conditions applicable to operating your program;
- Your AmeriCorps proposal (application) and modifications to it that may have been negotiated with you; and
- The budget for your program, which contains the maximum amount of funds the AmeriCorps has provided for your program as well as your obligations to raise matching funds and/or in-kind contribution.

## Program Contracting

UServeUtah is the prime grantee for AmeriCorps funds and serves as a pass through entity. Therefore, AmeriCorps Programs contracted with UServeUtah are subgrantees or subrecipients of the grant.

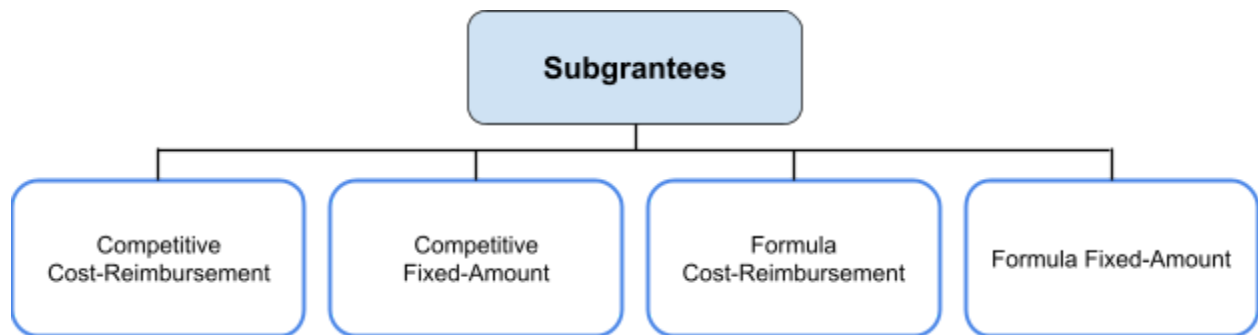
AmeriCorps awards are typically three-year project periods. For the purpose of this award, a project period is the complete length of time the recipient is proposed to be funded to complete approved activities under the award. AmeriCorps reserves the right to adjust the amount of an award or elect not to continue funding for subsequent years, as does UServeUtah.

UServeUtah offers two types of AmeriCorps subgrants, Competitive and Formula grants. A program's grant type is determined upon application.

- Competitive funds are completed and reviewed at both the local and national levels with funding awards determined by AmeriCorps. Fund availability is determined by Congress and priorities are set by AmeriCorps.
- Formula funds are competed solely at the state level with awards determined by the state commission. Fund availability is determined by Congress and allocated to state commissions on a formula basis. State Commissions formally approve programs for formula funding and inform AmeriCorps of decisions.

Within both Competitive and Formula grants, UServeUtah is the prime grantee for two different types of financial grant agreements, Cost-Reimbursement grants and Fixed-Amount grants. A program's type of grant is determined at the time of application.

- Cost-reimbursement grants have a minimum match requirement and must maintain documentation of all grant expenses. Under a cost-reimbursement grant, the grantee can access and retain all funds for legitimate and allowable costs.
- Fixed-amount grants do not have minimum match requirements, therefore not required to maintain documentation of the match that is raised in support of the AmeriCorps program, and have fewer fiscal reporting requirements than cost-reimbursement grants. While fixed amount grants do not have a specified minimum match requirement, the amount provided by AmeriCorps does not cover the full cost of operating a program. The maximum cost per MSY for a fixed-amount grant is typically lower than for a cost-reimbursement grant.



More information on the differences between cost-reimbursement and Fixed-amount grants can be found [here](#).

UServeUtah enters into an annual contract with each Program, a sub-grantee of AmeriCorps funds. The purpose of the contract is to establish requirements and conditions for the funding period.

One month prior to the contract being issued, Programs are required to submit one copy of the following documents:

- Annual Developing Policy and Procedures Training Certificate
- Annual Key Concepts of Financial Grants Management Training Certificate
- Annual AmeriCorps member Training Plan
- Annual NSCHC Training Certificates
- Annual Fraud Awareness Training Certificate
- Corporation Funding Compliance Agreement
- Living Allowance Distribution Policy
- Organization Chart
- Pre-Service Orientation Agenda
- Program Recruitment Plan
- Service Hour Records Signature Policy
- National Service Criminal History Checks (NSCHC) Policy and Procedures
- Staff NSCHC Background Check Documentation (cost-reimbursement Programs only)
- Subsite Agreement/MOU
- Subsite Monitoring Plan, Schedule, and Instrument
- Subsite Orientation and Training Plan
- \*Financial/A-133 Audit

UServeUtah will use these documents to complete a Risk Assessment ranking to determine a monitoring plan for each Program (more on this in Chapter 6). The Program must return the

signed contract within four weeks of receipt or the funds may be forfeited and reallocated according to the recommendation of AmeriCorps and UServeUtah.

As a Program Director, your responsibilities include:

- Recruiting and selecting AmeriCorps members
- Supervising and training AmeriCorps members
- Observing programmatic and fiscal responsibilities
- Facilitating AmeriCorps members' end of service
- Reporting to UServeUtah, your contact agency

Programs are required once per three year grant cycle, as part of the pre-contracting process, to complete a site accessibility survey for the Program home site and any Service Placement Sites where AmeriCorps members serve. This survey is to be submitted to UServeUtah within the first quarter of the applicable program year.

## Federal Audit Requirements

- [2 CFR Part 200, Subpart F –Audit Requirements:](#) Any non-Federal entity that expends \$750,000 or more during the non-Federal entity's fiscal year in Federal awards must have a single or program-specific audit conducted for that year.

## Utah State Audit Requirements

- Requirements for Non-Governmental Nonprofit Organizations
  - [https://auditor.utah.gov/wp-content/uploads/sites/6/2022/09/REPORTING-REQUIREMENTS-FOR-NGOs\\_Revised-9\\_7\\_2022.pdf](https://auditor.utah.gov/wp-content/uploads/sites/6/2022/09/REPORTING-REQUIREMENTS-FOR-NGOs_Revised-9_7_2022.pdf)
- Requirements for Governmental Nonprofit Organizations
  - <https://auditor.utah.gov/wp-content/uploads/sites/6/2023/05/GovNonProfits-Reporting-Requirements-2023-revised-5.19.23.pdf>

It is important to know and understand each assigned number for financial and program reporting.

### Grant Identification Numbers

Prime grants have a 10-character format. For example, 18FXDUT004. Subgrantee grants have a 14-character format. Subgrantee grant numbers don't always coincide with prime grant numbers. For example, 22ACT0010006.

## Application Number

Subgrantees are also assigned an application identification number at the time of grant applications. Application numbers have a 10-character format, for example, 15ES458925. Once approved, application numbers can change when a revision or modification is done to an application in eGrants.

## Contract Numbers

Subgrantee awards are assigned a 6 digit contract number.

## No-Cost Extension

UServeUtah may at times approve a no-cost extension for programs to allow AmeriCorps members to continue service past a program's original contract end date. If the Program requires a no-cost extension, a *contract amendment request* form must be submitted. This form is found on the Program Directors Resources page. The following apply to requesting a no-cost extension:

- Unless continuous recruitment is part of the program design, programs should consider all options before requesting an extension. Programs are encouraged to contact their program officer at UServeUtah to discuss all options and steps associated with contract extensions, slot conversions, and offering shorter-term positions that could be completed by the original end date.
- Programs should request an extension 30 to 60 calendar days before the end of their contract.
- If a program anticipates an extension will be needed based on ongoing recruitment, they must immediately fill out the form.
- When an extension is granted an addendum will be created to the contract which will require original signatures from the program's authorized representative and the director of UServeUtah.
- During an extension period, programs are allowed to draw from grant funding in budget section II (AmeriCorps member costs).
- During an extension period, programs are not allowed to access grant funding for sections I and III, except for expenses directly related to an AmeriCorps member cost. Other costs incurred in those sections during the extension will need to be met through match funding.
- Costs and financial documentation for each grant year must be kept separate and separate reimbursement requests must be submitted for each grant year.

- Data must be tracked, maintained, and reported in separate quarterly reports for each grant year during an extension period. This includes providing a separate progress report and reimbursement request for each active grant year.
- Exceptions to this rule may be approved in writing on a case-by-case basis by the director of UServeUtah

## Grant Closeout

To close a grant, UServeUtah requires certain forms to be completed as part of this process. This ensures that all final requirements have been completed, reports submitted, and any financial adjustments and payments have been made before closure. Grant closeout occurs at the end of a program year or when a program changes grant types or ceases operations.

All closeout documents must be submitted to UServeUtah within 90 days of the end of the program year. Programs will be notified by UServeUtah by email when it is time to close out a grant. However, it is the program's responsibility to ensure that closeout is completed on time. The forms needed for grant closeout are available on the [Program Directors Resource](#) page.

### Federal Financial Report (Form 269A) (Cost Reimbursement Grant)

The Federal Financial Report is cumulative for the entire project period. If applicable, the report must also reflect the required percentage of matching funds you agreed to contribute under the terms of the grant. The final FFR may not include any unliquidated obligations, resulting in zeros on lines e and f. An unliquidated obligation is an invoice that UServe has allotted to pay, but has not yet paid. The report must be marked as final. As a subrecipient of AmeriCorps funds, you **MUST** make sure that the total federal expenditures recorded on the FFR are accurate and match the aggregate totals reflected in the IPT system for the program years indicated. All amounts must reconcile to the penny. Without the reconciliation of these amounts, cannot close out this grant.

### 3/1 Certification of Sub-Grant Closeout (Cost Reimbursement Grant)

This form includes an equipment inventory, an inventory of residual supplies, and certification of sub-grant closeout. The Equipment Inventory section of the form is for any equipment inventory having a current fair market value of \$10,000 or more and purchased with federal grant funds. The Residual Supplies section of the form is for any unused or residual supplies inventory purchased with federal funds exceeding, in aggregate, \$10,000 in value. If no equipment or supplies were purchased using federal funds, programs should reflect this in each section. The last section of the 3/1 form is a certification that the program has completed all closeout actions; accomplished all program and financial requirements; secured all reports; and reconciled all funding with respect to the sub-grant awarded.

## Fixed Award Certification Form (Fixed Amount Grant)

This form certifies that all funds drawn do not exceed the amount earned based on the number of members enrolled (EAP grants) or hours served by the members (non-EAP grants). As a subrecipient of AmeriCorps funds, you **MUST** make sure that the total federal expenditures recorded on the Fixed Award Certification are accurate and match the aggregate totals reflected in the IPT system for the program years indicated. All amounts must be reconciled to the penny. Without the reconciliation of these amounts, UServeUtah cannot close out the grant.

# Budget

## Line Item Changes - Deadline and Process

Programs may move funds between line items without UServeUtah approval if the amount moved is 10% or less of the total program budget. For example, a program with a budget of \$100,000 may move up to \$10,000 between line items without approval as long as the transfer is in compliance with all other applicable requirements. Programs who wish to transfer funds totaling more than 10% of the program budget must receive prior approval from UServeUtah and the AmeriCorps federal agency.

## Budget Modifications

**Modification requests of more than 10% of the total program budget must be submitted before the end of the second quarter of the current program year.** This level of adjustment will require the approval of AmeriCorps and as such we will need ample time for the UServeUtah and AmeriCorps federal agency to review the request before AmeriCorps members complete their term of service.

Programs submitting a budget modification of more than 10% must submit the following:

1. A letter detailing the request and explaining why the modification is needed.
2. A revised budget form.
3. A revised budget narrative.

Programs should not consider budget modification requests approved until written notice is received from the Utah UServeUtah and AmeriCorps.

## Sub-granting Funds

Programs must receive prior approval from the UServeUtah and AmeriCorps to sub-grant or subcontract program activities not previously approved in the application for funding. Programs must receive prior approval from both the UServeUtah and AmeriCorps to transfer the grant or to sub-grant to a different organization. For more information, please refer to the AmeriCorps regulation, Terms and Conditions.

## Pre-award Costs

Pre-award Costs are only applicable to cost reimbursement programs. They are expenses incurred prior to the official start date of the grant award period and may be allowable up to 90 days before the budget period begins, in accordance with 45 CFR §2543.25. These costs may be incurred solely at the Program's risk and only to the extent that they would have been allowable under the grant if incurred during the budget period.

Pre-award costs must be requested by the Program and approved by UServeUtah before any costs can be incurred. In some situations, such as the beginning of a new prime, UServeUtah may need approval from AmeriCorps before it can approve a request, which may lead to a longer response time. If approved, these costs must be charged to the initial budget period of the Federal award unless otherwise specified by the Federal agency or pass-through entity.

### Allowable Pre-Award Costs

The following categories from Sections I and II of the AmeriCorps budget may be considered for pre-award cost reimbursement:

- Personnel Expenses and Fringe Benefits\*
- Travel
- Equipment and Supplies
- Contractual and Consultant Services
- Staff and Prospective Member Training
- Evaluation Expenses
- Other Operating Costs (as identified in Sections I & II, excluding those listed as unallowable below)

Note: All staff paid under the grant and prospective members must complete and clear the National Service Criminal History Check (NSCHC) process before costs are incurred. Individuals without an adjudicated, compliant check will render costs unallowable.

### Unallowable Pre-Award Costs

The following categories are strictly prohibited from pre-award reimbursement:

- Member living allowances
- Member benefits including:
  - FICA
  - Workers' compensation
  - Health care
  - Child care

- Any costs associated with member service hours prior to the official start of the budget period

### Important Considerations

- **Member Start Date:** AmeriCorps members may not begin service before the official grant budget start date and their enrollment date. Any hours served prior to this date will not count toward a member's term of service.
- **Risk of Non-reimbursement:** All pre-award costs are incurred at the Program's own risk. UServeUtah is not obligated to reimburse any pre-award costs if:
  - The grant award is not issued.
  - The final award is less than anticipated.
  - Costs are determined to be unallowable by UServeUtah or AmeriCorps due to federal rules, regulations, or audit findings.
- **Matching Costs:** The same pre-award rules apply to match expenditures, including both cash contributions and in-kind donations (e.g., space, goods, services). These must be allowable under the same guidelines and subject to the same risk of disallowance.

Programs must ensure all staff or members in covered positions complete the three-part NSCHC and receive adjudication prior to incurring any personnel costs.

A "covered position" is defined as any individual receiving compensation (salary, wage, living allowance, stipend) on the grant, whether paid through federal share or match. This includes:

- Direct staff of the Program
- Employees or staff from partner organizations or subsites if they are involved in program activities and their compensation is included in the grant budget

Failure to complete and document NSCHC compliance will render all associated costs unallowable, regardless of when those individuals are added to the grant budget.

### Procedures:

1. **Budget Planning:** The Program Director should clearly identify any potential pre-award costs during the grant planning process and include them in the operating budget (Sections I and II only).
2. Email the AmeriCorps Program Manager for approval prior to incurring any pre-award cost.
3. **Criminal History Checks:** Complete and adjudicate NSCHC for any covered positions before any pre-award costs are incurred for those individuals.

4. Documentation: Maintain detailed, dated records of all incurred pre-award expenses and approvals. Documentation must clearly demonstrate:
  - The cost was necessary and reasonable.
  - It would have been allowable within the budget period.
  - NSCHC was completed where applicable.
5. Claim Submission: Submit documentation of eligible pre-award expenses to UServeUtah for reimbursement consideration, as part of your first reimbursement request.

## Purchases

### Food, Meals, and Refreshments

Cost of a meal or refreshments may be paid to or on behalf of participants or trainees in connection with conferences, training events, or Days of Service (2 CFR 200.1, Participant support costs). Routine internal business or informational meetings primarily involving day-to-day operations, or “working sessions” do not qualify as “training.” (B-230939, Aug 14, 1989, 68 Comp.Gen. 606).

Conditions that must be met:

1. The meals and/or refreshments are incidental to the conference, training event, or Day of Service.
2. Attendance at the meal is necessary for full participation in the training session, meeting, conference, or Day of Service. A conference is defined as a meeting, retreat, seminar, symposium, workshop or event whose primary purpose is the dissemination of technical information beyond the non-Federal entity and is necessary and reasonable for successful performance under the Federal award (2 CFR 200.432).
3. Participants or trainees are not free to take meals elsewhere without missing essential activities, formal discussions, lectures, or speeches concerning the purpose of the meeting.
4. The meeting or training lasts longer than the meal during which the meal is conducted and includes substantial functions that take place separate from the meal.
5. Meals are allowable when employees or members are in travel status in accordance with 2 CFR 200.475 and the program’s non-federally funded written travel reimbursement policies.

Situations that do not meet all of the above requirements may be pre-approved on a case-by-case basis.

### Member Safety Gear and Supplies

AmeriCorps funds may be used to procure member safety gear and supplies necessary for the performance of the AmeriCorps member’s service activities, as outlined in 2 CFR § 200.403. Safety gear includes but is not limited to gloves, safety glasses, and steel-toed boots necessary for members to complete their service safely. Supplies include other items provided to members for use during service that are necessary to complete their assigned duties. Member safety gear and supplies do not require AmeriCorps branding.

All purchases of member safety gear and supplies must follow the program's budgeting and procurement procedures. Documentation of approval and justification for each expenditure must be maintained for audit and compliance purposes. UServeUtah requires programs to explain how the member safety gear and supplies they budgeted for are necessary and reasonable in the budget narrative. Member safety gear and supplies not identified in the budget may be pre-approved in writing by UServeUtah on a case-by-case basis.

## Equipment

Programs may not purchase equipment costing more than \$10,000 with grant funds unless specified in the approved budget or application without prior approval from UServeUtah and AmeriCorps. All purchases of equipment and supplies should be handled in accordance with 45 CFR 2541 – “Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments” or with 45 CFR 2543 – “Grants and Agreements with institutions of Higher Education, Hospitals and other Non-Profit Organizations.” For more information, please refer to the AmeriCorps regulation, terms and conditions.

## Match

Cost-reimbursement grants, including planning grants, are subject to match requirements. This section does not apply to fixed-amount grants such as full-cost, EAP, and Professional Corps grants as these grant types do not have a match requirement. All contributions, including cash and third party in-kind, shall be accepted as part of the recipient's cost sharing or matching when such contributions meet the same standards as if the cost were paid with federal funds.

Programs should meet the proposed match, established in the program's application, every quarter. Programs that are not meeting proposed levels of match at the end of the second quarter must submit an explanation addressing the following:

1. An explanation as to why match was not met, and
2. Plans to meet match requirements by the end of the program year.

AmeriCorps funds may be reduced by UServeUtah for failure to meet the proposed or minimum match requirements. This may be done to bring the program in line with the match requirements as submitted in the application.

Programs must provide and account for the matching funds as agreed upon in the approved application. This means that the proposed match included in the application must be met even if it exceeds the minimum match requirement.

## Matching Funds/Voluntary Cost Share

Cash or in-kind matching contributions that exceed the required minimum will be considered voluntary cost share. Programs that cannot meet the amount of voluntary cost share proposed in their application may submit a request to reduce the amount of cost share their program will contribute. However, the cost share/match cannot be reduced below the minimum percentage requirements as indicated below. See page 50 for more information relating to budget modifications.

## Overall Cost Match

Subject to the requirements of § 2521.45, and except as provided in paragraph (b), a Program's overall share of program costs will increase as of the fourth consecutive year that you receive a grant, according to the following table.

Through the 2024-2025 Program Year:

	YR 1	YR 2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8	YR 9	YR 10
<b>Minimum Overall Share</b>	24%	24%	24%	26%	30%	34%	38%	42%	46%	50%

Effective 2025-2026 Program Year:

	Years 1-3	Years 4-6	Years 7-9	Years 10+
<b>Minimum Overall Share</b>	24%	26%	28%	30%

A grantee must have contributed matching resources by the end of a grant period in an amount equal to the combined total of the proposed or minimum overall annual match for each year of the grant period.

## In-Kind Match

The burden of guaranteeing fair market value of an in-kind resource lies with the program. In-kind donations must be valued based on fair market price. That is, the price that item would sell for on the open market or what it would cost to obtain similar goods or services. The donor must provide the value of the donation and the organization should ensure that the value is reasonable. Whenever possible in-kind contributions should show in the program's general

ledger as both income and an expenditure. If this is not possible there should be a written policy explaining why and how this is tracked.

### **In-Kind Contribution Verification**

Forms documenting in-kind contributions must include:

- Date of contribution
- Printed name of the donor
- Signature of the donor certifying value
- Description and value of the contribution
- Method of valuation
- Donor verification that funds are not from other federal sources
- Statement that donor intends the contribution to benefit the AmeriCorps project

## Program Sustainability

AmeriCorps has published an increasing match requirement for all AmeriCorps programs. Under this policy, each program is required to gradually decrease its reliance on federal funds, yet still meet the Overall Minimum Match requirements. By either cash or in-kind matches in any category, programs must reach the required match level each year.

**UServeUtah will provide assistance to programs in the area of sustainability by sponsoring additional training and technical assistance on collaborations and partnerships, leadership, and fundraising, as needed.**

The intent of the policy on sustainability is to decrease program dependency on federal funds, to ensure that services provided by AmeriCorps members will continue if federal funding is discontinued, and to make more funding available to support new programs.

Each grantee is encouraged to develop a Sustainability Plan as part of the initial application for funding. This plan should provide details on community outreach and collaborations, new partnerships, and new resources provided to, or received from, the community.

## Fiscal Reporting

All fiscal reports or reimbursement requests are submitted in IPT. A tutorial on how to submit reimbursement requests in IPT can be found on the [Program Directors Resources](#) page.

### Request for Reimbursement

A Request for Reimbursement (RFR) is submitted in IPT by the Program on a minimum of a quarterly basis and a maximum of monthly. Programs will report to UServeUtah whether they will report RFRs monthly or quarterly during precontracting. Monthly RFRs are due on the 20th of the month following the reporting period. For example, January RFRs are due on February 20th. Quarterly RFRs are due:

- (January - March) April 20th
- (April - June) due July 20th
- (July - September) October 20th
- (October - December) January 20th

Documentation is submitted in IPT as an attachment. RFR documentation must include the following:

- Completed Detailed RFR Ledger Reconciliation Spreadsheet, identifying how category totals were calculated
- Copies of general ledger detail supporting all expenditures (federal and match funds)
- Completed Income Report – this document must equal the grantee match grand total listed for the current reporting period.
- Signed by an official who is an authorized legal representative of the Program

Incomplete and/or inaccurate documentation will be returned to the Program via email for revisions. Programs must respond with revisions within ten calendar days.

**RFRs are due even when no charges are claimed during the reporting period. Late and/or incorrect requests are tracked and will be considered in future funding decisions.**

Education Award Only grants (EAP), and Fixed Amount Award grants (FAA) will need to submit funding draw down requests in IPT. When submitting such requests, programs need to attach the following to their requests in IPT:

- Completed Education Award Only Grant Workbook (for EAP programs)
- Completed Fixed Amount Award Grant Workbook (for FAA programs)
- Invoice

## Source Documentation

**All source documentation related to the RFR is to be retained by the Program as addressed in contract under section titled 'Records Administration'.** Source documentation includes the following:

- Employee time sheets that identify time spent on the AmeriCorps project
- Payroll registers that identify salary and benefit amounts
- Original invoices or receipts
- Travel vouchers and supporting documentation
- Copies of canceled checks
- Copies of deposit slips or bank statements verifying deposits
- Cost allocation plan
- Indirect cost plan
- Inadequate or unacceptable documentation includes
- Purchase orders (without a supportive invoice or receipt)

- Statements (without supporting invoice details)
- Bids

## Financial Reporting Resources

AmeriCorps has additional information available at:

<https://www.americorps.gov/grantees-sponsors/state-UServeUtahs>

## Chapter 2: National Service

- Brief History of National Service
- National Service Programs
- National Days of Service
- AmeriCorps Organization
- Utah Commission on Service and Volunteerism
- Volunteer Recognition

## Brief History of National Service

When faced with challenges, our nation has always relied on the dedication and action of its citizens. AmeriCorps carries on a long tradition of citizen involvement by providing opportunities for Americans of all ages to improve their communities through service.

### Historic Foundation of National Service

#### **1933-1942**

Through the Civilian Conservation Corps (CCC), created by Franklin D. Roosevelt, millions of young people serve terms of 6 to 18 months to help restore the nations' parks, revitalize the economy, and support their families and themselves. The GI Bill links service and education, offering Americans educational opportunities in return for service to their country.

#### **1960s**

The Retired and Senior Volunteer Program (RSVP), the Foster Grandparent Program, and the Senior Companion Program (which today comprise National Senior Service Corps) are developed to engage older Americans in the work of improving the nations.

#### **1961**

President John F. Kennedy established the Peace Corps, with authorizing legislation approved by Congress on September 22, 1961. President Kennedy says, "The wisdom of this idea is that someday we'll bring it home to America."

#### **1964**

As part of the "War on Poverty," President Lyndon B. Johnson created VISTA (Volunteers in Service to America), a National Teacher Corps, the Job Corps, and University Year of Action. VISTA provides opportunities for Americans to serve full-time to help thousands of low-income communities.

#### **1970**

The Youth Conservation Corps engages 38,000 people ages 14 to 18 in summer environmental programs.

#### **1980s**

National service efforts are launched at the grassroots level, including the Campus Outreach Opportunity League (1984) and Campus Compact (1985), which help mobilize service programs in higher education; the National Association of Service and Conservation Corps (1985), which helps replicate youth corps in states and cities; and Youth Service America (1985), through which many young people are given a chance to serve.

**Revival of Interest in National and Community Service**

President George H. W. Bush instituted the White House Office of National Service in 1989. Then Congress passed the National and Community Service Act in 1990, to “renew the ethic of civic responsibility in the United States,” where \$64 million was awarded in grants to support four broad types of state and local community service efforts.

**National & Community Service Trust Act**

President Bill Clinton sponsored the National and Community Service Trust Act of 1993, a revision of the National and Community Service Act of 1990, which was passed by a bipartisan coalition of AmeriCorps members of Congress. The legislation created a new federal agency, the Corporation for National and Community Service (now known as the AmeriCorps agency), to administer federally-funded national service programs. The law created AmeriCorps, which was designed to support local, state, and national organizations across the nation that involve Americans in results-driven community service.

**National Service Today**

On March 31, 2009 the Edward M. Kennedy Serve America Act was passed. This bill focuses on significantly expanding and improving opportunities for utilizing National Service to meet specific national challenges. President Obama, reflecting on the passage of the new legislation said “Our work is not finished when I sign this bill into law – it has just begun. It is up to each of us to seize this opportunity, to do our part to lift up our fellow Americans, to realize our own true potential. I call on all Americans to stand up and do what they can to serve their communities, shape our history and enrich both their own lives and the lives of others across this country.”

## National Service Programs

The National and Community Service Trust Act of 1993 initiated the Corporation for National and Community Service (CNCS). In September 2020, CNCS rebranded itself as AmeriCorps. AmeriCorps supports a range of national and community based service programs, providing opportunities for Americans to serve as full-time and part-time stipend participants or volunteers, and as individuals or as teams. AmeriCorps is an independent agency of the United States government that engages more than five million Americans in service through AmeriCorps VISTA, AmeriCorps NCCC, AmeriCorps State and National, AmeriCorps Seniors, the Volunteer Generation Fund, and other national service initiatives.

### AmeriCorps Seniors

This program taps the skills, talents, and experience of more than 500,000 Americans aged 55 or 60 and older to meet a wide range of community challenges through three programs: Foster Grandparents, Senior Companions, and RSVP. These programs receive funding through annual appropriations and are selected by CNCS State Offices on a non-competitive basis. In addition, National Senior Service Corps programs may compete nationally for funding as Programs of National Significance.

### Volunteer Generation Fund

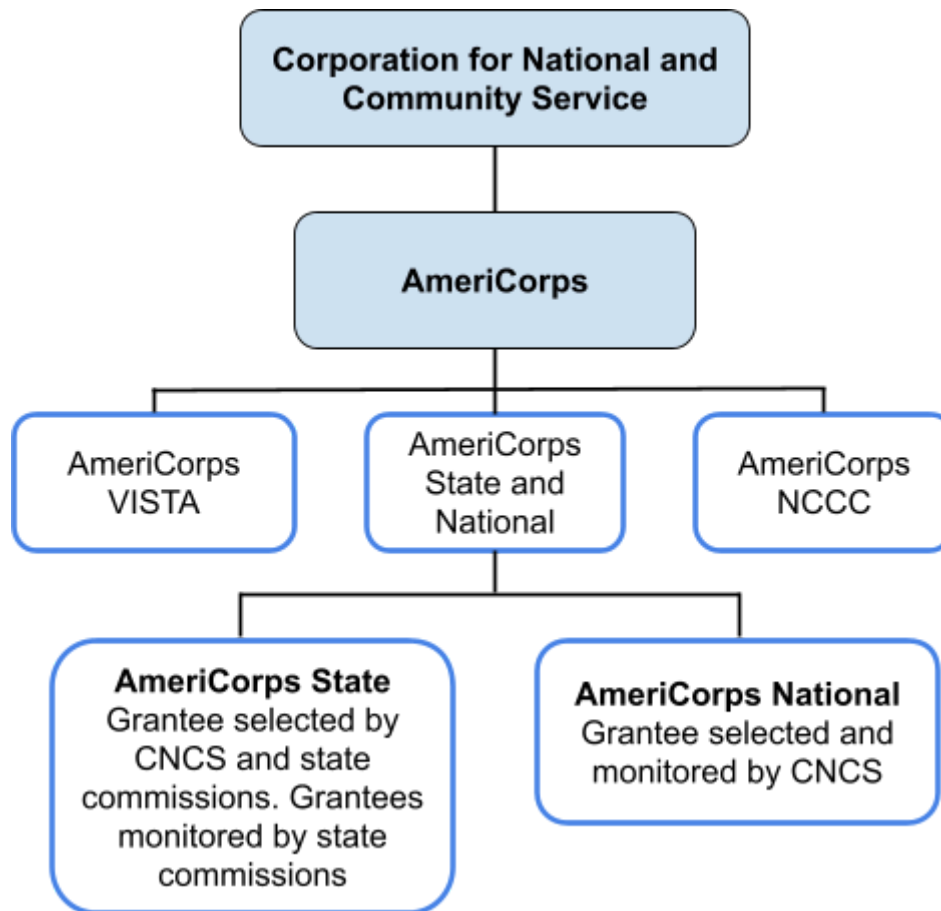
Volunteer Generation Fund is a program authorized by the Serve America Act to support voluntary organizations and state service commissions in boosting the impact of volunteers in addressing critical community needs. The fund will focus investments on volunteer management practices that increase both volunteer recruitment and retention.

### AmeriCorps

AmeriCorps, sometimes referred to as “the domestic Peace Corps,” is the national service program that engages Americans of all ages and backgrounds in results-driven service in the five priority areas of education, public safety, environment, homeland security, and other human needs. AmeriCorps programs provide full and part-time opportunities for AmeriCorps members to provide service to their communities through community organizations and agencies.

The AmeriCorps network of programs comprises AmeriCorps State and National, AmeriCorps VISTA and AmeriCorps NCCC. While State and National, VISTA and NCCC programs all fall under the CNCS AmeriCorps “family,” each program has its own focus, organization and structure.

## Structure of National Service Programs



## AmeriCorps State and National

AmeriCorps members participate in local service programs operated by community based nonprofit organizations, local and state government entities, Indian tribes, territories, institutions of higher education, local school and police districts, and partnerships among any of the above. AmeriCorps members serving in these programs help meet communities’ critical education, public safety, environment, homeland security, and other human needs.

## AmeriCorps State:

Approximately three-quarters of AmeriCorps grant funding goes to state commissions organized by governors, which in turn distribute and monitor grants to local organizations and agencies in response to local needs. These programs are called AmeriCorps State programs. They are funded either through a formula allotment granted to each state, or through a competitive process wherein programs compete for funding against other programs throughout the nation.

## AmeriCorps National:

The other quarter of AmeriCorps funding is granted by the AmeriCorps through a competitive grants process to national nonprofit organizations operating programs in more than one state. These programs are called AmeriCorps National Direct. Program recruitment, selection, placement of AmeriCorps members, and supervision are the responsibility of the grantees. Within AmeriCorps\*State and National, there are also Tribes and Territories programs, Education Awards programs, and other special initiatives.

## AmeriCorps VISTA

AmeriCorps members serve low-income communities and families across the country. AmeriCorps members of AmeriCorps VISTA work and live in the communities they serve, creating or expanding programs that continue after they complete their terms of service. AmeriCorps VISTA AmeriCorps members are assigned to local project sponsors and focus on building community capacity, mobilizing community resources, and increasing self-reliance. VISTA project host sites are selected by the Regional Offices of the AmeriCorps agency, with the approval of each state's governor.

## AmeriCorps NCCC

AmeriCorps NCCC (National Civilian Community Corps) is a 10-month residential national service program for AmeriCorps members ages 18 to 26. Based on a military model, it sends AmeriCorps members in teams of 10 to 14 to help non-profits, state and local agencies, and other community programs provide disaster relief, emergency management, environmental preservation, build homes for families in need, and meet other local challenges. AmeriCorps members serve in one of four regions, North Central Region, Pacific Region, Southern Region, Southwest Region.

## National Days of Service

### Martin Luther King, Jr. Day

Martin Luther King, Jr. “A day ON...not a day off” occurs annually on the third Monday in January (this federal holiday honors Dr. King’s birthday), when AmeriCorps recognizes a day of service to honor the life and teachings of MLK. See <https://americorps.gov/newsroom/events/mlk-day> for more information.

**AmeriCorps programs must engage any and all actively serving AmeriCorps members in a service project within the month of January. Details about projects and any data on accomplishments are a required narrative in progress reports. Please plan to collect this information from members.**

### AmeriCorps Week

AmeriCorps Week occurs annually each March to recognize and celebrate AmeriCorps programs across the nation. Throughout this week, AmeriCorps program staff, AmeriCorps members, and individuals share stories and experiences, join together in service, and spread awareness of AmeriCorps. To learn more, visit: <https://americorps.gov/newsroom/events/americorps-week>

**UServeUtah hosts an AmeriCorps member gathering for all Utah AmeriCorps members during AmeriCorps week. This is a required activity for all AmeriCorps members to attend (EAPs exempt). It is an opportunity for members to network and share their experiences of service.**

### 9/11 Day of Service and Remembrance

9/11 Day of Service & Remembrance is observed annually on September 11<sup>th</sup> to remember and honor heroes by lifting our communities. Make a difference and unite through service. For more information, visit

<http://www.serve.gov/?q=site-page/september-11th-national-day-service-and-remembrance>

**AmeriCorps programs must engage any and all actively serving AmeriCorps members in a service project within the month of September. Details about projects and any data on accomplishments are a required narrative in progress reports. Please plan to collect this information from members. Programs should also plan a “safety-stand down” during the month of September to discuss with AmeriCorps members areas of risk and safe responses.**

## AmeriCorps Organization

### The AmeriCorps Federal Agency

Office	AmeriCorps Support Functions
<b>AmeriCorps State and National (ASN)</b>	Policy and leadership office for AmeriCorps State and National programming.
<b>Disaster Services Unit (DSU)</b>	Leads the agency's engagement across the disaster services cycle with federal, state, local, nonprofit, and other partners.
<b>General Counsel</b>	Provides legal counsel for AmeriCorps and can answer legal questions related to AmeriCorps program management.
<b>National Service Trust</b>	Manages the education awards for AmeriCorps members.
<b>Office of Grant Administration (OGA)</b>	AmeriCorps grantmaking authority that safeguards federal resources through fair and compliant grantmaking.
<b>Office of the Inspector General (OIG)</b>	Detects and investigates waste, fraud, abuse, and violations of law of AmeriCorps funded programs.
<b>Office of Monitoring (OOM)</b>	Monitors and tests AmeriCorps-funded grants, projects, and recipient organizations to ensure program activities are in compliance with Federal regulations and AmeriCorps policies.
<b>Office of Regional Operations (ORO)</b>	AmeriCorps primary workforce providing training and technical assistance to grantee portfolios via Portfolio Managers and Senior Portfolio Managers.
<b>Public Affairs</b>	Oversees media relations, marketing and publications including the online recruitment website.
<b>Public Liaison</b>	Oversees national initiatives, national service days and all AmeriCorps awards.

# Utah Commission on Service and Volunteerism

UServeUtah, the Utah Commission on Service and Volunteerism, was created by state statute in 1994 and consists of 20 commissioners who represent local government; community based organizations and statewide networks. As the state's central coordinating body for service and volunteerism, UServeUtah is responsible for developing, implementing, and sustaining a vision and culture of civic engagement and national and community service within the state.

UServeUtah focuses on increasing the capacity of organizations to serve, strengthen and transform communities through service and volunteerism. It furthers its mission by: promoting volunteerism, administering National Service programs like AmeriCorps, connecting people with opportunities to serve, building organizational capacity for effective volunteer engagement, and participating in strategic initiatives that mobilize volunteers to meet local needs.

## Fundamentals

As the state's central coordinating body for service and volunteerism, the UServeUtah is responsible for developing, implementing, and sustaining a vision and culture of national service and community engagement within the state. UServeUtah's mission is to engage all Utahns in solving community needs through national service, volunteerism, and community engagement. UServeUtah envisions resilient and connected communities where all Utahns are actively engaged and united through service.

## Priorities

Focus areas detailed in the 2024-2026 Strategic Plan include:

- Mental health
- Housing access
- Institutionalizing service throughout the state

## Responsibilities to Programs

In its capacity as a pass-through funding agency, UServeUtah plays a vital role in channeling AmeriCorps funding to qualifying Programs, which can be governmental or nongovernmental nonprofits, aimed at addressing critical community needs. Integral to this function is UServeUtah's commitment to ensuring compliance and responsible use of taxpayer dollars through rigorous oversight and adherence to federal regulations. UServeUtah's efforts extend beyond mere allocation, encompassing comprehensive support mechanisms. This includes conducting a meticulous competitive grant process to select Programs, offering essential training and technical

assistance to Programs, and diligently monitoring compliance, as detailed in subsequent chapters.

For more information on UServeUtah visit [www.usingserve.utah.gov](http://www.usingserve.utah.gov)

## Volunteer Recognition

UServeUtah strives to recognize outstanding volunteer efforts in the state. UServeUtah encourages programs to participate in the following recognition opportunities:

### The On-Going Volunteer Recognition Certificate Program:

The Lt. Governor's Volunteer Recognition Certificate program is an opportunity for nonprofit, faith-based, corporate and government agencies to recognize the on-going volunteer efforts in their own agencies with a certificate signed by the Lieutenant Governor. Nominees for this certificate are automatically eligible for the Power of Service Award.

To nominate outstanding ongoing volunteers please complete our online form:

<https://userve.utah.gov/recognize/>

### Utah Philanthropy Day:

Each November since 1999, the Association of Fundraising Professionals (AFP) Utah Chapter, the Utah Nonprofits Association, and UServeUtah have celebrated Utah's outstanding philanthropists and volunteer leaders at the annual Philanthropy Day Luncheon. UServeUtah joined as a co-sponsor of the event in 2014, adopting the Governor's Career Humanitarian award and the Lieutenant Governor's Public Service awards to the rest of the award categories. The award categories are:

- Philanthropic Leadership Award
- Foundation Spirit of Giving Award
- Corporate Spirit of Giving Award
- Governor's Career Humanitarian Leadership Award
- Outstanding Young Volunteer Award
- Outstanding Volunteer Award
- Lt. Governor's Public Service Award
- Heart and Hands Awards
- Corporate Community Champion Awards

For more information please visit the Philanthropy Day website at:

<https://www.utahphilanthropyday.org/>

## The President's Volunteer Service Award

Recognizing and honoring volunteers sets a standard for service, encourages a sustained commitment to civic participation, and inspires others to make service a central part of their lives. The President's Volunteer Service Award recognizes individuals, families, and groups that have achieved a certain standard – measured by the number of hours of service during a 12-month period or cumulative hours earned over the course of a lifetime.

For more information please visit the President's Volunteer Service Award website at:

<https://presidentalserviceawards.gov/>

# Chapter 3: Program Management

- Federal Requirements
- Performance Indicators
- Data Collection
- Program Impact Evaluation
- Record Retention
- Subsite Management and Monitoring
- Branding and Media Requirements

## Federal Requirements

All programs must comply with all applicable provisions of state and federal laws and regulations pertaining to nondiscrimination, sexual harassment, and equal employment opportunity including, but not limited to, the following law and regulations and all the subsequent amendments thereto:

- The Utah Antidiscrimination Act (34 U.C. 5)
- The United States Civil Rights Act of 1964 (42 U.S.C. 2000a-2000h-6) (as amended)
- Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794)
- The Americans with Disabilities Act of 1990 (42 U.S.C 12101 et seq.)
- Executive Orders 11246 and 11375 (Equal Employment Opportunity)

For details on AmeriCorps guidelines regarding non-harassment, civil rights, and nondiscrimination, please visit the following:

- General AmeriCorps Terms and Conditions
- [https://americorps.gov/sites/default/files/document/2021\\_03\\_18\\_Grant\\_Program\\_Civil\\_Rights\\_and\\_Non-Harassment\\_March\\_2021\\_508.pdf](https://americorps.gov/sites/default/files/document/2021_03_18_Grant_Program_Civil_Rights_and_Non-Harassment_March_2021_508.pdf)
- <https://americorps.gov/about/agency-overview/no-fear-act>

Programs must include information on civil rights requirements, grievance procedures and the rights of beneficiaries in AmeriCorps member service agreements, handbooks, manuals, pamphlets, and post in prominent locations, as appropriate. The Program must also notify the public in recruitment material and application forms that it operates under the nondiscrimination requirements:

This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of AmeriCorps, the Federal Agency. If you believe that you or others have been discriminated against, or if you want more information, contact:

Utah Labor Commission

160 East 300 South, 3rd Floor

Salt Lake City, UT 84114-6600address

(801) 530-6800

Office of Civil Right and Inclusiveness

The AmeriCorps agency

250 E Street, SW

Washington, DC 20525

202-606-7503 (TTY and reasonable accommodation line)

(202) 565-3465 (FAX); eo@cns.gov (email)

## Performance Indicators

AmeriCorps maintains high standards for AmeriCorps member enrollment, retention, enrollment rate and exit rates in eGrants. These four metrics are referred to as performance indicators. Due to these high standards it is important for UServeUtah to monitor programs closely to ensure that the proper focus is given to these areas. Performance Indicators will be reported quarterly by Programs during QPRs and verified by UServeUtah.

Expectations:

### **Enrollment Rate – 100%**

AmeriCorps expects programs to fill 100% of the slots that they are awarded. Written explanation must be provided during the October and April progress reporting cycles for any rate below 100%. The Program must also provide a detailed explanation of what is being done to improve the enrollment rate. Failure to meet the enrollment rate may affect funding decisions.

### **Retention Rate – 85%**

Retention refers to the percentage of enrolled AmeriCorps members who complete their full term successfully and receive an education award. For programs funded through the Utah State Formula Grant or competitively through AmeriCorps, the expected retention rate for AmeriCorps members is 85%.

In the QPR, Programs must provide an explanation for any retention rate below this expectation. This explanation should include a detailed account of efforts being undertaken to enhance retention rates. Failure to meet the expected retention rate may indicate unsatisfactory AmeriCorps member experiences with the program, potentially affecting funding decisions.

### **8 Day Enrollment in eGrants – 100%**

Programs must ensure that each AmeriCorps member is enrolled in the eGrants system within 8 days of beginning service. Explanation must be provided in the QPR for any rate below 100%. The Program must also provide a detailed explanation of what is being done to correct any non-compliance. Failure to meet this indicator may affect funding decisions.

### **30 Day Exits in eGrants – 100%**

Programs must ensure that each AmeriCorps member is exited from the eGrants system within 30 days of their last day of service. Written explanation must be provided in the QPR for any rate below 100%. The Program must also provide a detailed explanation of what is being done to correct any non-compliance. Failure to meet this indicator may affect funding decisions.

## Data Collection

Programs are required to accurately track data. AmeriCorps members may not be counted as beneficiaries of program activities. The activities associated with the performance measures must be carried out either by the AmeriCorps members or by volunteers directly recruited and/or managed by National Service Participants. Data cannot be duplicated. If an individual receives services in more than one grant year, they may be counted as having received services once in each of the grant years in which they receive services.

## Performance Measures

AmeriCorps has established six focus areas: Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, and Veterans and Military Families, based on the priorities included in the Serve America Act. Each program is designed to serve one of these focus areas. AmeriCorps has created National Performance Measures to aggregate the results of similar programs and demonstrate the impact across AmeriCorps programs and initiatives.

AmeriCorps requires the Program to track at least one aligned performance measure as part of their grant application. Aligned performance measures are an output paired with an outcome that corresponds to an intervention (see the AmeriCorps Performance Measures Instructions under the corresponding opportunity on the [AmeriCorps Funding Opportunities](#) page for more examples).

### Key Terms:

- Output: A measure of the amount of products or services provided by a program..
  - Example: Number of individuals served
- Outcome: A type of measure that reflects the changes or benefits that occur as a result of a program or intervention.
- Intervention: A primary service activity performed by AmeriCorps members to achieve a specified output or outcome.
  - Example: Housing Placement/Assistance

Performance measures track a program's progress by assessing both outputs and outcomes produced by the Program. They help monitor the volume of work completed and its impact on beneficiaries, aligning progress with the overall goals. By identifying strengths and areas for improvement, performance measures ensure accountability and improve the Program's effectiveness.

Progress toward accomplishing these performance measures is reported quarterly on the progress reports.

## Progress Reports

UServeUtah AmeriCorps Programs are required to submit four (4) progress reports to UServeUtah annually. These are referred to as Quarterly Progress Reports (QPRs). Progress reports monitor a program's progress toward meeting its annual program objectives, assess program strengths and challenges, highlight unique program achievements, and identify opportunities for training and technical assistance.

QPRs collect:

- Performance Indicators (enrollment and retention rates, 8-Day enrollment timeliness, 30-day exit timeliness)
- Performance Measure(s)
- Slot Information
- Performance Data Elements
- Program Narratives and Explanations

UServeUtah provides progress report templates each program year prefilled with program determined performance measures and targets. These templates automatically total year to date data from quarterly entries.

QPRs are due to UServeUtah on or before the 20th of corresponding months January, April, July, and October. They are reviewed and forwarded to AmeriCorps as part of an aggregate annual report to AmeriCorps. Responses to any clarification requested by UServeUtah will be due ten calendar days after receipt of the request. However, in April and October more immediate responses may be required to meet federal reporting requirements.

UServeUtah expects that all QPRs are thoughtfully constructed in such a way that they provide an accurate reflection of the program's accomplishments and challenges for the reporting period. At a minimum, Programs must ensure that:

- No fields are left blank. All questions and elements are answered with new and detailed responses each quarter. Do not copy and paste forward old responses.
- Program impact should be clearly stated.
- Challenges and successes should be clearly outlined.
- Measures to address challenges, improve the program, and/or comply with federal laws and regulations are clearly identified.

- Special care should be taken to explain any performance measures that have not been or are not on track to being met. Explain what is being done to improve performance and if or how the program expects to reach the goal by the end of the grant year.
- Targets in which the actuals achieved exceed 400% of the expected target are explained. Programs should regularly evaluate their forecasting to ensure each new grant application has progressive and realistic targets for their outputs and outcomes.
- All data is reported but not duplicated.

UServeUtah staff will review data each quarter for evidence of duplication or any other indicators of inaccurate reporting. Source documentation such as data collection tools will be reviewed by UServeUtah staff during programmatic site visits to verify validity.

## Program Impact Evaluation

(45 CFR §§2522.500-.540 and .700-.740.)

The UServeUtah has set the following evaluation policy:

Cost Reimbursement and Full-Cost Fixed Grants whose AmeriCorps funding is less than \$500,000 must complete an internal evaluation. All Education Award and No-Cost Slots Grants are also required to complete internal evaluations.

Cost Reimbursement and Full-Cost Fixed Grants whose AmeriCorps funding is equal to or more than \$500,000 are required to arrange for an independent (external) impact evaluation.

During the first three-year grant cycle (whether formula or competitive), no evaluation is required. However, programs should build strong data collection systems and begin the evaluation planning process.

When a program recompetes for a second three-year grant cycle, an evaluation plan must be submitted with the application. For competitive grantees, this plan must be approved by the AmeriCorps agency. For formula grantees, this plan must be approved by UServeUtah staff. Evaluation must be completed during each grant cycle.

Programs must abide by the following evaluation requirements:

- Must evaluate significant service activities
- Must cover at least one year of AmeriCorps-funded activity for the same project
- Must include site(s) supported under the grant
- Must align with the approved evaluation plan
- Must produce a report that adequately describes the evaluation conducted

## Records Retention

All financial records, supporting documentation, statistical records, evaluation and performance data, AmeriCorps member information, and personnel records must be retained for three years after the close of UServeUtah's AmeriCorps Grant (the prime grant). If programs are unsure about when to destroy or delete records, they can request clarification from UServeUtah staff.

Type of Documentation	Examples
<b>All Materials Related to the Grants Process</b>	<ul style="list-style-type: none"> <li>• NOFAs</li> <li>• RFPs or RFAs</li> <li>• All applications received (not just those funded)</li> <li>• All correspondence and notes from negotiations</li> <li>• Score sheets</li> <li>• Reviewer confidentiality/conflict of interest agreements</li> <li>• AmeriCorps approvals of awards</li> </ul>
<b>Grant Agreements and Contracts</b>	<ul style="list-style-type: none"> <li>• Grants and contracts between UServeUtah and subgrantees</li> <li>• Grants and contracts between Programs and subsites</li> </ul>
<b>Program Documents</b>	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Correspondence</li> <li>• Policy Statements</li> </ul>
<b>Monitoring Notes</b>	<ul style="list-style-type: none"> <li>• Monitoring Reports</li> <li>• Site visit tools</li> <li>• Reports on site visits to grantees/sites</li> </ul>
<b>Official Correspondence</b>	<ul style="list-style-type: none"> <li>• Letters on Other Matters</li> </ul>

If any grievance, litigation, claim, negotiation, audit or other action involving the records has been started before the expiration of the 3-year period, the records must be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular 3-year period, whichever is later.

## Subsite Management and Monitoring

(45 CFR §2522.450, 45 CFR §2522.475, CFR §2522.110)

Programs that utilize external service sites, called subsites, for placement of AmeriCorps Members should ensure that they effectively manage those partnerships to support overall program goals, AmeriCorps compliance, and quality member experiences. Programs are expected to continuously improve by monitoring services and providing technical assistance and support to site supervisors.

UServeUtah has the following requirements in regards to subsite management:

- All subsites must be clearly identified as AmeriCorps service sites (e.g., through signage at the building entry).
- Subsites must be accessible to all AmeriCorps members, including those with disabilities.
- Subsite selection must utilize an equitable Request for Proposals (RFP) or application (see below).
- An MOU/agreement must be signed with each subsite before any AmeriCorps member serves at their service sites.
- Programs are responsible for providing a comprehensive orientation, on-going training, and technical assistance to all subsites.
- Programs must establish clear policies and procedures, and provide the subsite with the necessary resources for effective AmeriCorps programming.
- Programs must schedule onsite visits, offer regular feedback, and use monitoring instruments to assess and improve subsite performance.

## Subsite Selection

Subsites must have legal status as a state or local government, an Indian Tribe, a non-profit organization (religious organizations are permissible), or an educational institution and provide one or more types of eligible programs as defined in CFR §2522.110.

UServeUtah AmeriCorps programs are encouraged to utilize a written site selection process and selection criteria based on:

- Grant requirements and program goals
- Adequate service site capacity (ability to recruit, train, and supervise members)
- An alignment between the Program and the subsite's mission toward the identified community need
- Past performance (if applicable)

Programs must have a documented method for selecting subsites based on established service site and subsite selection criteria.

## Subsite Agreement/ Memorandum of Understanding

All programs must have a subsite agreement/ Memorandum of Understanding (MOU), in which both parties attest to their roles and responsibilities in the partnership. At a minimum, the agreement must cover:

- Program and AmeriCorps member goals
- Responsibilities of the subsite and site supervisor related to member recruitment, supervision, training, and evaluation
- Responsibilities of the service site relating to branding and posting of the AmeriCorps Prohibited Activities list
- Prohibited member activities and appropriate member duties
- Disciplinary procedures and the role of the supervisor in member discipline
  - Consequences for non-compliance with AmeriCorps rules, provisions, and guidelines at the federal, state, and program level
- Financial and performance obligations on the part of the subsite
- ADA reasonable accommodation language: Programs and activities must be accessible to persons with disabilities, and the recipient must provide reasonable accommodation for the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation. As such, inquiries about the need for reasonable accommodation should take place after a member has been offered an AmeriCorps position. There may be additional funding available from AmeriCorps to offset the recipients' costs on a first come, first serve basis. Please contact the state commission for more information. (FY 2023 AmeriCorps State and National Grants Terms and Conditions)
- Other program-specific requirements

These agreements should be reviewed and reassessed at least annually and revised as necessary.

## Service Site Orientation and Support

Service sites include subsites. Programs must develop and implement a plan to effectively orient and train all service sites and site supervisors, so that they may adequately support and engage

members. The plan must include conducting a site supervisor orientation and providing ongoing training and support to service sites.

Site supervisor orientation should be conducted yearly for all site supervisors, regardless of how long they have supervised AmeriCorps members. Programs should maintain copies of agendas and sign-in sheets. The orientation should take place before the beginning of the program year and cover at a minimum:

- AmeriCorps prohibited activities
- The requirement to post the prohibited activities list at service sites
- Member position descriptions, allowable and unallowable activities
- The Member Service Agreement
- The role of the site supervisor and working with AmeriCorps members
- The history and background context of AmeriCorps National Service programs
- The Program's goals (including the importance of data collection for performance measures)
- Program timekeeping policies including signatures on service hour records.

Training and support for service sites and site supervisors should continue throughout the program year. This could include conference calls, email updates, or additional in-person meetings and training.

Programs must ensure that service sites demonstrate an understanding of AmeriCorps requirements and priorities through:

- Supporting member participation in AmeriCorps trainings, events, and national days of service
- Ensuring members wear AmeriCorps gear during service hours
- Prominently display these on site:
  - AmeriCorps Serving Here sign
  - Prohibited activities list
  - Drug-free workplace notice
  - UServeUtah logo (fulfilled by posting the prohibited activities list)
- Posting the AmeriCorps logo on program recruitment materials, recruitment ads, and other program materials
- Posting the Nondiscrimination language on program materials

Site-Specific Orientation: Site supervisors are responsible for ensuring that members are given a site-specific orientation for their service site which includes a tour of the service site, introduction of key contacts, policies and procedures for their service site, roles, duties, tasks, safety, etc.

## Subsite Supervision and Monitoring

The Program must conduct formal monitoring visits of their subsites. Informal compliance visits should be conducted as needed. Documentation of the visit(s) must be maintained in Program files.

Programs must maintain a documented plan to ensure all service sites comply with all applicable AmeriCorps rules, provisions, and guidelines at the federal, state, and program levels. This plan shall include a monitoring schedule, utilize effective monitoring instruments, and incorporate regular service site evaluations.

The program must create and carry out, as applicable, a written procedure for addressing service site noncompliance and must provide evidence that compliance issues have been addressed, as applicable. Programs must notify UServeUtah of any noncompliance that may be a potential disallowance (NSCHC violations, fraud, waste, and/or abuse).

Additional oversight considerations include:

- Working with service sites to develop an effective method of tracking and reporting program activities, outputs, outcomes, and “Great Stories” for data collection.
- Ensuring that service sites institute safeguards as necessary and appropriate to ensure the safety of members.
- Establishing a process to ensure it receives timely notifications from service sites regarding any serious injuries or death sustained by members in the performance of their service responsibilities.
- Establishing and maintaining a procedure for the filing and adjudication of grievances from service sites and other individuals concerning the program.

## Branding and Identification

(2025 General Terms and Conditions IV:H)

All AmeriCorps Programs and AmeriCorps members must be identifiable as AmeriCorps participants.

1. Program websites shall clearly state that they are an AmeriCorps program and shall prominently display the AmeriCorps logo. The Programs may not alter the AmeriCorps or UServeUtah logos and should individualize the logo with their program name only in accordance with the AmeriCorps guidelines.
2. Programs shall identify their projects and/or initiatives as AmeriCorps programs.
3. All agreements with subsites, operating sites, or service sites, related to the AmeriCorps program must explicitly state that the program is an AmeriCorps program.
4. Programs must identify AmeriCorps members serving with member service gear (see policy).
5. The UServeUtah logo shall be prominently displayed at service sites. This policy is most easily fulfilled by posting the prohibited activities list available on the Program Directors Resource page.

### AmeriCorps Branding Requirements:

- [AmeriCorps Communication Resources](#)
  - Specifically check out the brand guidelines
- The Specific and General Terms and Conditions by grant year which can be accessed at <https://www.americorps.gov/grantees-sponsors/state-subgrantees>
- Programs can order AmeriCorps service gear at <https://americorps.nationalservicegear.org/store/catalog>

Programs may not use or display the AmeriCorps name or logo in connection with any prohibited activity including any political activities.

Where	Placement	What
Website	Homepage, footer, or suitable prominent placement	Logo
Printed and digital collateral (flyers, brochures, recruitment resources)	Flexible based on material but logo should appear at least once. Messaging should follow official requirements (see Communications Resources)	Logo and messaging
Social Media	Photos, videos, posts, hashtags	Where possible, tagging the AmeriCorps account and using logo and messaging
Member Service Gear	Flexible but must appear at least once	Logo
Media	Online coverage, press releases, TV, radio, newspapers	Messaging must follow branding requirements. Photos and video should show branded uniforms and gear. Boilerplate language recommended on brand guidelines. See Media expectations.

## Media Expectations

In an effort to reinforce the branding of the AmeriCorps network and all its applications, special attention is being paid to ensuring all sub-grantees consistently identify as AmeriCorps programs.

When interacting with the media, programs should clearly represent the program as an AmeriCorps program and AmeriCorps members as AmeriCorps members. They should also clearly convey to the media that this should be reflected in any broadcast or publication. **It is the program's responsibility to ensure that the program and AmeriCorps members are represented as affiliated with AmeriCorps by the media. All penalties will be enforced with no exceptions.**

**If a communication piece does not include "AmeriCorps" and/or the AmeriCorps logo, a penalty of \$500 will be levied against the AmeriCorps grant. See Attachment A of your program contract for more information.**

The program director and legal applicant will be notified of each occurrence within seven (7) days of the aberrant publication or media article.

# Chapter 4: Recruitment, Selection, and Onboarding

- Recruitment
- Member Selection
- Enrollment Process
- Member Eligibility
- Background Checks
- Member Orientation
- AmeriCorps Member Service Agreement
- Member Benefits
  - Living Allowance
  - Education Award
  - Loan Forbearance
  - Health Insurance
- Other Benefits and Public Assistance

# Recruitment

## Recruitment Expectations

UServeUtah encourages Programs to enroll all AmeriCorps members within six months of the contract start date unless the Program design specifically requires rolling recruitment.

Programs are responsible for proactively recruiting qualified individuals who are interested in contributing their knowledge, experience, skills, and service to the program's target community. A successful recruitment strategy is the foundation for a thriving AmeriCorps program. Since each Program is different, an individualized recruitment plan is necessary to gain members who are enthusiastic about service and to ensure member retention with your organization.

Ensure that recruitment materials are clear that it is for service positions with AmeriCorps and not employment with the Program. As an AmeriCorps program, you must actively seek to recruit AmeriCorps members from the community where the project is conducted. AmeriCorps is available to all, without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information and military service. In no case may you violate the nondiscrimination and non-displacement rules governing participant selection.

As required by AmeriCorps terms and conditions, programs must list all its member listings/position descriptions on <https://www.americorps.gov/> by creating Service Opportunity Listings in the My AmeriCorps Portal.

Programs are required to post all open service positions, except for education award only positions, to <https://serve.utah.gov/>. UServeUtah will actively promote this website at events throughout the state, increasing Program visibility and recruiting.

UServeUtah hosts information for each of the operational programs on its [website](#). This information includes a brief overview of the Program and service sites, contact information for the program director, stories from Members, and links to the Program's direct website.

## Promotional and Recruitment Materials

UServeUtah recognizes AmeriCorps member recruitment is essential to performing a Federal AmeriCorps award. Promotional materials increase engagement at recruitment events increasing the number of program applicants. For this reason, grant funds may be used for promotional and recruitment materials specific to the AmeriCorps program if approved in the budget narrative. Promotional and recruitment materials not identified in the budget may be pre-approved in writing by UServeUtah on a case-by-case basis. Programs must consider the relevance,

appropriateness, and cost effectiveness of budgeted items, ensuring they are reasonable, necessary, and meet all other criteria outlined in 2 CFR § 200.403.

Recruitment materials (e.g., brochures, informational packets) should be accurate, up-to-date, and reflect the values and objectives of AmeriCorps, while also adhering to the AmeriCorps branding guidelines at Community Resources. Programs should consider the life-cycle and environmental impact of items before procurement.

Distribution of promotional and recruitment materials is limited to official events, meetings, conferences, and community outreach activities directly related to the promotion of AmeriCorps and recruitment of potential AmeriCorps members. Materials are prohibited from being distributed in a manner that could be perceived as influencing political activities or outcomes. Programs are responsible for the appropriate use and distribution of promotional and recruitment materials. Misuse or unauthorized distribution of items may result in corrective action.

Recruitment materials may be ordered at <https://americorps.nationalservicegear.org/>, <https://promote.americorps.gov/>, or other vendors may be used if programs adhere to the AmeriCorps branding guidelines.

## Nepotism

Preventing nepotism maintains an organization's integrity and promotes a fair and equitable workplace. In order to avoid the presence or perception of nepotism within AmeriCorps Utah, it is UServeUtah's policy that no AmeriCorps Program will recruit or hire an AmeriCorps member that is a close relative of any Program staff. In addition, programs should not place AmeriCorps members at a site where their direct or indirect supervisor would be a close relative.

For this purpose "close relative" encompasses relationships such as parent, child, grandchild, grandparent, sibling, spouse, cousin, niece, nephew, aunt, uncle, or in-law.

Any such close relatives interested in service can and should be encouraged to apply at another AmeriCorps program. Please speak to staff at UServeUtah for a suggestion or visit [AmeriCorps | UServeUtah](#).

## Member Selection

Once you have implemented your recruitment plan, you should receive completed member applications. The interview is the best time to explain your program's selection process, selection criteria, including NSCHC requirements, and the goals of your program. **The interview is a critical part of member retention.** It is important you accurately describe the member role and assess whether the potential member is a good fit. Be honest and upfront about the commitment required to serve in an AmeriCorps program and especially emphasize that serving as a member is different from traditional employment. Setting realistic expectations at this point in the process will increase retention for your program and ensure that members do not feel misled.

### Recommendations for Interviewing AmeriCorps Applicants

Program Directors and staff involved in member selection should be aware that anything that is asked, requested, required, or done for one applicant must be asked, requested, required, or done for all applicants of the same position. Interviewer(s) should uphold the right for all individuals to be evaluated based on merit and potential.

When interviewing:

- Interview in facilities that are accessible to everyone and provide confidentiality
- Use the member position description as a guide that can be referred to when necessary
- Ask each applicant (of the same member position) the same questions
- Ask about education, experience, skills, licenses, and/or certificates that are relevant to the service position
- Be clear about the essential functions and expectations of a service opportunity
- Be willing to consider alternative ways an essential function, marginal function or task can be performed
- Focus on what an applicant can contribute to the needs of the AmeriCorps program and target community
- Focus on what an applicant can gain from participating in the Program's service opportunity
- Adhere to interview etiquette such as showing respect to all applicants, facing the person being interviewed, providing an applicant your undivided attention, and maintaining eye contact with the applicant, even if the applicant is blind, using an interpreter, etc.
- Use appropriate language
  - disability" instead of "handicap"
  - "Person with a disability" instead of a "disabled person"

## Disability Inclusion

According to the ADA, the term "disability" means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the individual's major life activities, a record of having such an impairment, or being regarded as having such an impairment. "Major life activities" means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, etc. Additionally, a "qualified individual with a disability" is an individual with a disability who, with or without reasonable accommodations, meets the essential eligibility requirements for the receipt of services or the participation in Programs or activities provided by the Program.

Under federal law, any Program which receives federal funds must comply with the requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. In compliance with the Federal law, UServeUtah prohibits all Programs operating in the state of Utah from any form of discrimination against persons with disabilities. No qualified individual with a disability shall, by reason of disability, be excluded from participation in or be denied the benefits of the Program, services, or activities of the Program, or be subjected to discrimination by the Program. Nor shall the program exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability.

## Reasonable Accommodation

A reasonable accommodation is any modification or adjustment to a program site that will enable a qualified individual with a disability to participate in the application process or to perform essential service functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in service equal to those of individuals without disabilities.

All Programs shall make reasonable accommodations in practices and/or procedures when the accommodations are necessary to avoid discrimination on the basis of disability.

Accommodations are "reasonable" when they are practical or feasible. The Program does not have to provide reasonable accommodations that would impose undue hardship on the operation of the program. According to the U.S. Equal Employment Opportunity Commission (EEOC):

*It is not necessary to provide a reasonable accommodation if doing so would cause an undue hardship. Undue hardship means that an accommodation would be unduly costly, extensive, substantial or disruptive, or would fundamentally alter the nature or operation of the business. Among the factors to be considered in determining whether*

*an accommodation is an undue hardship are the cost of the accommodation, the employer's size, financial resources and the nature and structure of its operation.*

Programs are required to have a written policy on reasonable accommodation that complies with grant terms and conditions and CFR 45 Part 1203.

Programs are required to include reasonable accommodation language in any subsite memorandums of understanding (MOU)/subsite agreements with service sites. The following example is adapted from the FY 2023 AmeriCorps State and National Grants Terms and Conditions:

*Reasonable Accommodation. Programs and activities must be accessible to persons with disabilities, and the recipient must provide reasonable accommodation for the known mental or physical disabilities of otherwise qualified AmeriCorps members, service recipients, applicants, and staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation. As such, inquiries about the need for reasonable accommodation should take place after a member has been offered an AmeriCorps position. There may be additional funding available from AmeriCorps to offset the recipients' costs on a first come, first serve basis. Please contact the state UServeUtah for more information.*

## Procedure for Requesting Reasonable Accommodation Funds

AmeriCorps offers reasonable accommodation funds to assist AmeriCorps programs. Visit the [Disability Inclusion Resources](#) page on their website for online training courses, the disability accommodation reimbursement form and other resources.

## ADA Files Available on the Program Director Resource Page

- <https://userve.utah.gov/program-director-resources/>
  - [Access AmeriCorps Checklist](#)
  - [Site Accessibility Survey](#)

## Enrollment Process

**All of the following steps must be fully completed and signed a day before AmeriCorps members can serve hours.**

### IPT Forms

- ✓ IPT Application/AmeriCorps member profile
- ✓ Eligibility and Enrollment Verification Form (EEV)
- ✓ Member Service Agreement (MSA)

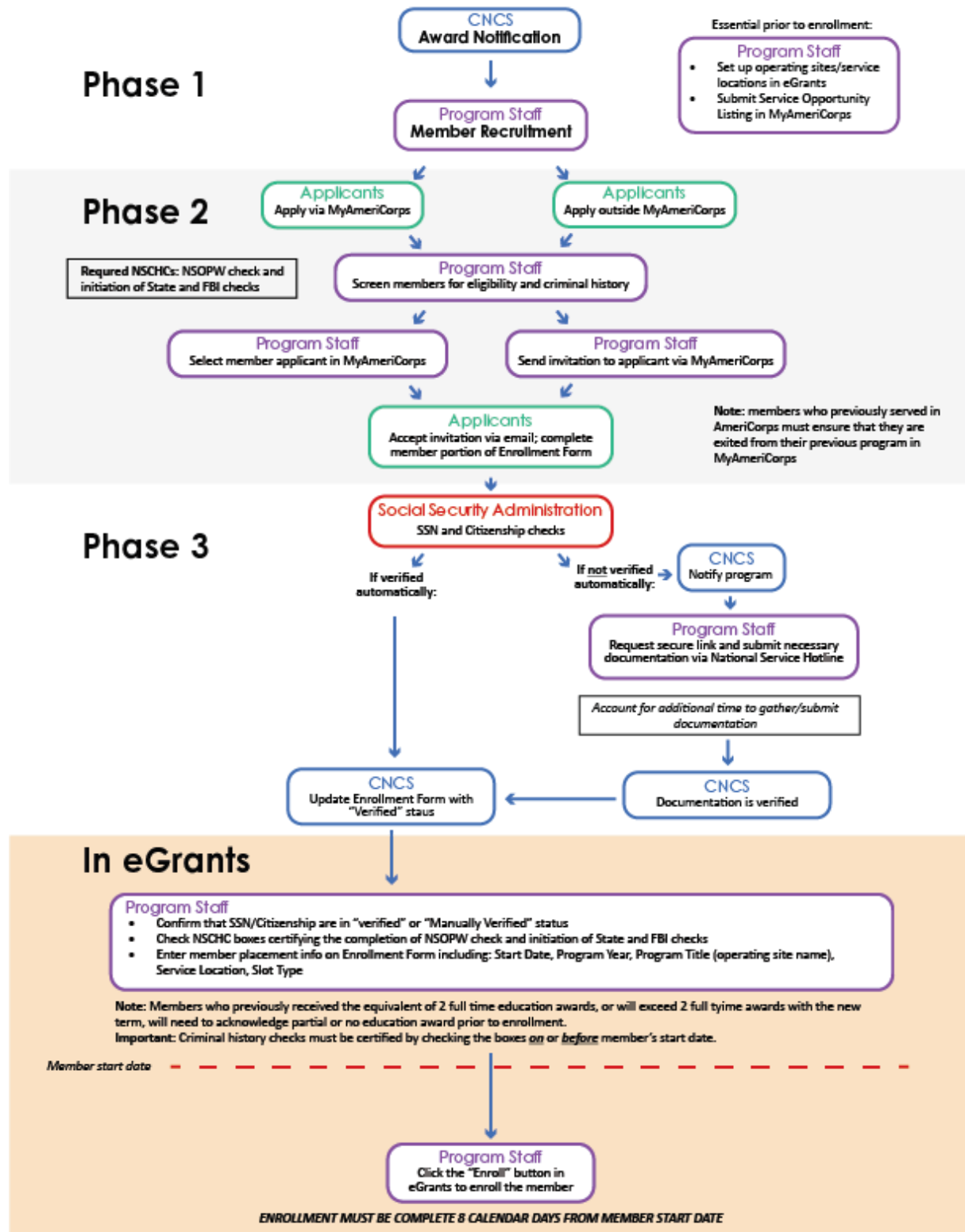
### National Service Criminal History Checks

- ✓ NSOPW
- ✓ State of Service (Utah)
- ✓ State of Residence (if they are moving to Utah to become an AmeriCorps member)
- ✓ FBI Check
- ✓ Results from all NSCHC components are adjudicated
- ✓ Results or Cover Sheet are uploaded to IPT

### eGrants Process

- ✓ Member Application
- ✓ Citizenship and Social Security Verification
- ✓ Enter NSCHC Dates
- ✓ Enrolled in eGrants

## Necessary Steps for Enrolling Members in eGrants:



## AmeriCorps Member Eligibility

To enroll in AmeriCorps, the individual must meet the following minimum requirements:

- Be a United States citizen, U.S. national, or a lawful permanent resident alien of the United States;
- Be at least 17 years of age; and
- Have a high school diploma or GED or work towards obtaining one while in the program.
  - \*It is a requirement to have a high school diploma or GED to use the Education Award.
- Be clear of any record on the National Sex Offender Public Registry.
- Have a criminal record clear of any conviction(s) for murder.

To assist Programs in verifying eligibility, the Simple Application Form and Advanced Application Form templates are provided in IPT. Together with the Enrollment Eligibility Verification Form, all eligibility requirements are checked for each AmeriCorps member.

### The Application Forms Include:

- Background Check Consent: Programs who use BCI instead of Truescreen can gain consent by using the Simple Application Form in IPT.
- AmeriCorps member information: such as name, address, date of birth, maiden name, emergency contact.
- Education requirement information: AmeriCorps members may self-certify that they have received a high school diploma or equivalency certificate. AmeriCorps members who have not earned a high school diploma or equivalency certificate must initial that they agree to pursue a diploma during their term of service and obtain a diploma before using the education award and certify they have not dropped out of school to enroll as an AmeriCorps member.

### Contents of Enrollment Eligibility Verification Form

- Age requirement information: provide documentation to verify age such as a birth certificate. If an AmeriCorps member is under 18 years of age, parental consent is required to participate in AmeriCorps.
- Legal documentation verification

## Term Limits and Education Award Eligibility

(45 CFR Part 2522.235 and [Revised Final Rule: FR Doc. 2025-00984](#))

See Policy under Member Benefits section.

AmeriCorps-funded member benefits are limited based on a member's aggregate education award attainment and number of service terms, as detailed in this section. AmeriCorps members may only serve for (1) the number of terms needed to attain the aggregate value of two full-time education awards, or (2) a total of four terms, whichever is longer.

## Re-enrollments in IPT

Members who wish to re-enroll with the same Program may do so if the Program selects them. The Program should copy their profile in IPT, archive their old profile and upload their applicable documents to the new profile. The same NSCHC can be uploaded to the new profile if there has been less than a 180 day break in service, including the EEV form. Please ensure the ID used has not expired.

## National Service Criminal History Checks

National Service Criminal History Checks (NSCHC) are background check requirements established by law to protect the beneficiaries of national service.

NSCHC is required under the National and Community Service Act of 1990, as amended by the Serve America Act (SAA). The statutory requirement at 42 U.S.C. § 12645g is supplemented by regulatory requirements at 45 CFR §2540.200 through §2540.207 as well as the terms and conditions of AmeriCorps grants.

Check the AmeriCorps website for the most up-to-date information and requirements on background checks: [National Service Criminal History Checks](#). The NSCHC manual, updated annually can be found there.

### Background Check Requirements

The following individuals, who serve or work under a grant subject to NSCHC requirements, must have an NSCHC:

- AmeriCorps members serving in State and National programs
- Individuals in positions in which they will receive a salary, directly or reflected as match, under a cost reimbursement grant - typically program staff.

The following individuals are exempt from NSCHC:

- Individuals who are under the age of 18 on the first day of work or service who serve on an NSCHC required grant.
- Individuals whose activity is entirely included in the grant recipient's indirect cost rate or cost allocation plan.

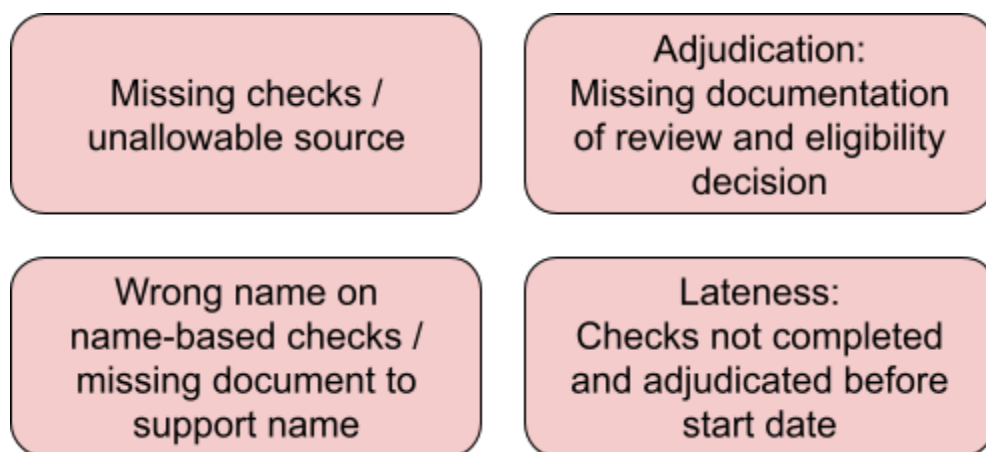
### NSCHC Noncompliance

Noncompliant NSCHCs pose a risk to both UServeUtah and Programs. UServeUtah strictly follows the rules outlined in the AmeriCorps NSCHC Manual for issues identified with NSCHC checks. Instances of noncompliance will result in cost-based disallowance and expansion of scope (if required) as outlined in the *Awardee Guide to National Service Criminal History Check (NSCHC) Enforcement of Cost-Based Disallowance*. Please refer to the [AmeriCorps National Service Criminal History Checks](#) page for the current versions of these documents.

The program may also be restricted or denied eligibility for future grants, and are solely responsible for reimbursing AmeriCorps for all education awards, accrued interest awards, salaries and other benefits allocated to participants and grantee staff deemed ineligible due to criminal background check requirements. The rule is codified at 45 C.F.R. §§ 2540

In the case of a disallowance, UServeUtah will issue a debt letter to the program during or after corrective action. The Program will be required to repay the debt within thirty days of the date of the letter. The disallowance will also be sent to the AmeriCorps federal agency. If AmeriCorps later determines that the amount of the disallowance is different than that assessed by UServeUtah, the program will be refunded or an additional debt letter will be issued. Also in accordance with the NSCHC Manual, repayment of such disallowances cannot be made from grant funds or be claimed as match.

**Pay special attention to avoid these common findings:**



**Steps to ensure complete compliance with NSCHC policies and regulations:**

1. Develop and maintain your organization's NSCHC policies and procedures
2. Take NSCHC annual e-course training (and maintain documentation)
3. Use approved vendors
4. Obtain and maintain a person's consent before conducting the state and FBI components of the National Service Criminal History Check
5. Conduct the checks, including:
  - a. A nationwide name-based check of the National Sex Offender Public Website (NSOPW).
  - b. A fingerprint-based FBI check.

- c. A name- or fingerprint-based search of the statewide criminal history registry in the candidate's state of residence and in the state where the person will serve or work.
6. Receive the results
7. Adjudicate the results
8. Adjudication is documented and stored
9. Provide opportunity for results to be challenged
10. Protect information

## Developing your NSCHC Policies and Procedures

Your policies and procedures must follow national and state guidelines for running background checks on AmeriCorps members and AmeriCorps staff. It should include descriptions of which roles are in covered positions and need background checks, the process you will follow to run, adjudicate, and document the checks, as well as what criminal results will result in an AmeriCorps member not being selected for service.

For more details, see the [Recommended Policy and Procedures for NSCHC](#)

## NSCHC Annual Training

At least two AmeriCorps staff members from each organization are required to take the NSCHC training course annually. Certificates of completion from the course will be requested as part of the pre-contract process. The course can be found here:

<https://americorps.gov/grantees-sponsors/history-check>

## NSCHC Vendors

**NSOPW** - The National Sex Offender Public Website is a free resource.

**BCI** - The Utah Bureau of Criminal Identification will do background checks that comply with both the State of Utah and FBI requirements of NSCHC. You can sign up here: <https://bci.utah.gov/>

**Truescreen** - Truescreen is an AmeriCorps preferred vendor for State, FBI, and NSOPW checks. You can sign up here: <https://applicationstation.truescreen.com>, using the AmeriCorps specific agreement code: CNCSAgreement.

## Obtaining Consent

All programs are required to gain consent for National Service Criminal History checks and to gather information regarding an AmeriCorps member's eligibility to serve. Consent is not required for NSOPW checks, but it must be granted and documented for State and FBI checks.

Background check consent is gathered as part of the process in Truescreen (State and FBI checks) . Programs that use BCI instead can gain consent by using a member Application Form in IPT.

Under regulation and statute, an individual is ineligible to serve or work on an AmeriCorps grant if they refuse to consent to NSCHC.

## Conducting the Checks

(a) Verify the individual's identity by examining the individual's government-issued photo identification card, such as a driver's license. Government-issued photo identification cards include, but are not limited to, State drivers' licenses, non-driver photo IDs issued by a State's Department of Motor Vehicles and Federally-issued photo IDs, including official passports; and an unexpired Native American Tribal ID from a federally recognized tribal government. **Retain a photocopy of the identification for the program's record, do not upload this to IPT.**

(b) **Complete the NSOPW check.** Go to [www.nsopw.gov](http://www.nsopw.gov) and search for the applicant using the name on their ID. The check must include all states, territories, and tribes in order to be compliant. Include targeted individual state searches for any state that was not included in the nation-wide search. Signed and dated results must be uploaded to IPT. If you are using Truescreen, the NSOPW check is included in your results.

### (c) **Complete FBI Check**

1. Use BCI or Truescreen to check criminal history records across the country.

### (d) **Complete Any Necessary State Checks**

1. As explained in the [NSCHC Manual](#), a Pre-Approved NSCHC Waiver is in place for states participating in the National Fingerprint File (NFF). As of 4/13/2022, the State of Utah participates in the NFF. A completed FBI fingerprint check eliminates the need for grantees to conduct a state criminal history record check in states that participate.
  - a. The AmeriCorps office of monitoring recommends that programs document that they are applying any pre-approved waivers in their NSCHC policies and procedures.

- b. AmeriCorps may add or remove pre-approved NSCHC Waivers at any time. Maintaining awareness of current pre-approved NSCHC Waivers is the responsibility of grant recipients. Once revoked, an organization may no longer use a pre-approved NSCHC Waiver.
2. For any AmeriCorps member with out-of-state residency (the address on their eGrants application), a state check is required from the state of residency. If the state of residency participates in the NFF, this requirement is also eliminated by the Pre-Approved NSCHC Waiver.
3. If the program does not wish to utilize the NFF waiver, you may use Truescreen or BCI to check criminal history records in the state of Utah.

## Adjudicating NSCHC Results

Verify that any NSOPW results are not your applicant. Do this by annotating how you know a result is not your applicant next to each result (ie “wrong gender” or “wrong age”). Then sign and date the results.

BCI will provide detailed information on crimes that were committed by the applicant. Truescreen will only indicate if an applicant is cleared or not.

Under the regulation and statute, an individual is ineligible to serve or work on an AmeriCorps grant if they:

- Are registered, or required to be registered, on a state sex offender registry or the National Sex Offender Registry; or
- have been convicted of murder, as defined in 18 U.S.C. 1111.

Your program may determine other crimes will make an applicant ineligible to serve with your program. If so, those crimes must be included in your program’s NSCHC policies and procedures.

## Documenting Results and Adjudication

Programs are required to provide documentation of the background check adjudication in the AmeriCorps tracking system (IPT).

**All Checks** - The following language should be included on all NSOPW checks, state checks, and FBI checks:

The results of this check were reviewed and used in determining eligibility for an AmeriCorps position. This criminal history check was performed in accordance with the

Serve America Act to determine eligibility for service in an AmeriCorps program. Any further dissemination or use of this check is prohibited by state statute 53-10- 108.

**NSOPW Results** - Results from nsopw.gov should be uploaded under the NSOPR check field on the member's profile in IPT. Compliant results will 1) indicate that the search included "all states, territories and Indian Country...", 2) have written annotations indicating why any results are not the AmeriCorps member, 3) have a staff person's signature and date, 4) include the background check language as noted above, and 5) be adjudicated before the AmeriCorps member's start date.

**BCI Results** - If a program has received results for both a State of Utah and FBI background check, only the first page of each check should be to the FBI line as one compiled document. Compliant results will have 1) a status of "APPROVE", 2) the Social Security Number covered or removed, 3) a staff person's signature and date, 4) include the background check language as noted above, and 5) be adjudicated before the AmeriCorps member's start date.

**Truescreen Results** - Results from Truescreen can be uploaded to the NSOPR check field or State Criminal History Check field on the student profile in IPT. Compliant results will have 1) a case status of "PASS" or "REVIEW", 2) the Social Security Number covered or removed, 3) a staff person's signature and date, 4) include the background check language as noted above, and 5) be adjudicated before the AmeriCorps member's start date.

**State of Residence Results** - Results from any out-of-state checks required in the Conducting the Checks section above, should be adjudicated and uploaded to a Supporting Document field on the student profile in IPT.

## Challenging Background Check Results

If an applicant is found to be ineligible because of NSCHC component results, Programs must provide a reasonable opportunity for the individual to review and challenge the factual accuracy of the results before action is taken to exclude the individual from the position. This process should be included in your NSCHC policies and procedures.

## Protecting Background Check Information

Grant recipients must take reasonable steps to protect the confidentiality of any information relating to the criminal history check. This includes redacting any social security numbers from results before uploading them to IPT, maintaining any physical files in a locked file cabinet, and

storing NSCHC documents and member IDs in a locked member file. A confidentiality and storage policy should be included in your program's NSCHC policies and procedures.

**The NSCHC must be conducted, reviewed, and an eligibility determination made by the subrecipient based on the results of the NSCHC no later than the day before a person begins to work or serve on a NSCHC-required grant.**

## Member Orientation

The AmeriCorps member orientation should prepare AmeriCorps members for their term of service. A strong orientation will pay off in program outcomes, with AmeriCorps members who know the purpose of their service, have the skills to accomplish Program objectives, and keep in compliance with regulations.

Listed below are items UServeUtah **mandates** to be covered in the orientation of AmeriCorps members:

- National Service History
- The AmeriCorps Pledge
- Member rights and responsibilities
- Sensitivity to the community
- Specific skills and knowledge to perform service
- Rules of conduct and disciplinary actions
- Prohibited activities
- Allowed activities
  - position description
- Nondiscrimination and civil rights
- Drug-Free workplace
- Suspension and Termination
- Grievance Procedures
- Anti-Sexual Harassment
- Tracking Hours and submitting Service Hour Records in IPT
- myAmeriCorps Portal
- Role of UServeUtah
- Program specific member safety policies and procedures
- Service gear requirement

Listed below are items UServeUtah strongly encourages to be included in the orientation of AmeriCorps members:

- AmeriCorps Overview
- Discussion of the AmeriCorps ethic
- Civic Responsibility
- Program Rules, Regulations, and Benefits
- Member handbook which includes:
  - Benefits
  - Program and member roles
- Enrollment Forms
  - Enroll eligible members in Health Care/Childcare

## Member Service Agreement

Programs are required to have AmeriCorps members sign the member service agreement, a contract, that, at a minimum, stipulates the following:

1. Member position description
2. The minimum number of service hours (as required by statute) and other requirements (as developed by the recipient) necessary to successfully complete the term of service and to be eligible for the education award
3. The amount of the education award to be provided upon successful completion of the terms of service in which the individual is enrolling
4. Rules of conduct as written by the Program
5. The list of prohibited activities
6. Explanation of prohibited practices of supplantation, nonduplication, and nondisplacement
7. Fundraising restrictions
8. Drug-Free Workplace Act
9. Civil rights requirements, complaint procedures, and rights of beneficiaries
10. Suspension and termination rules
11. The specific circumstances under which a member may be released for cause
12. Grievance procedures
13. Member benefits\*

\*All members are to be informed of their eligibility for AmeriCorps benefits such as the living allowance, health care, student loan forbearance, and childcare. If any member waives a program benefit, the program must maintain proper documentation of the waiver in the member file.

Programs must ensure that the service agreement is signed by both the AmeriCorps members and Program staff before commencement of service so that AmeriCorps members are fully aware of their rights and responsibilities. IPT will not allow an AmeriCorps member to count hours before the date the MSA is signed.

UServeUtah requires programs to use the “Member Service Agreement” form in IPT. Programs can customize this form to add additional requirements for members.

Forms can be previewed on IPT by selecting “Create New Form Batch” and then clicking *preview* next to the form. Most information on the MSA will be autopopulated from the student detail page, so be sure the member completes the application first. Utilize the IPT

user guides available on the [Program Directors Resource](#) page for assistance with the form. For any changes to the MSA, add a signed addendum to the member's IPT profile.

## Member Benefit - Living Allowance

*Requirements related to member living allowances and benefits are in 45 CFR § 2522.240 and 2522.250 and in Terms and Conditions for AmeriCorps State and National Grants.*

*As terms and conditions change annually, it is the responsibility of the program to ensure that their policy and procedures regarding the living allowance distribution are in compliance with the applicable set of terms of conditions for the program year the member was enrolled in.*

AmeriCorps members make a commitment for a specific term of service and may receive a living allowance for living expenses during their service. As a best practice, Programs should recruit members and advertise their living allowance for positions by the rate per pay period.

Each Member Service Agreement (MSA) must clearly outline the start and end dates of service, the total living allowance amount, and the frequency of distribution (e.g., bi-weekly). Programs must have policies and procedures in place to ensure living allowances cease when an AmeriCorps member ends their service.

To maintain compliance and enable AmeriCorps members to receive their living allowance, Programs must diligently track and monitor member service hours, term dates, and service progress. All policies must be explained clearly to AmeriCorps members during onboarding.

### Distribution of Living Allowance

Programs must have a policy and procedure detailing how they distribute the living allowance to members based on the program design described in the grant application. The living allowance distribution must occur as stated in the MSA.

A living allowance is not a wage. Programs must not pay a living allowance on an hourly basis. Programs should pay the living allowance in regular increments, such as weekly or bi-weekly, paying an increased increment only on the basis of increased living expenses such as food, housing, or transportation. Payments should not fluctuate based on the number of hours served in a particular time period and must cease when the member's service ceases.

If a member serves all required hours and is permitted to conclude their term of service before the originally agreed upon end of term, the program may not provide a lump sum payment to the member. Similarly, if a member is selected after the program's start date, the recipient must provide regular living allowance payments from the member's start

date and may not increase the member's living allowance incremental payment or provide a lump sum to make up any missed payments.

Education Award Program Fixed Amount awards (EAPs) may provide a living allowance or other in-service benefits to their members, but are not required to do so. Full-cost and other Fixed Amount recipients must provide a living allowance and other benefits to their full-time members.

If programs choose to provide less than full-time AmeriCorps members with a living allowance, minimum and maximum living allowance requirements apply, as defined each year in the AmeriCorps Notice of Funding Opportunity at <https://www.americorps.gov/partner/funding-opportunities>.

Example: 2025 NOFO Minimum and Maximum Living Allowance

Slot Types	Minimum # of Hours	Minimum Living Allowance	Maximum Living Allowance
Full-time	1,700	\$20,400	\$40,800
Three Quarter-time	1,200	\$0	\$28,560
Half-time	900	\$0	\$20,400
Reduced Half-time	675	\$0	\$15,504
Quarter-time	450	\$0	\$10,608
Minimum-time	300	\$0	\$8,568
Abbreviated-time	100	\$0	\$2,448

## Members as Team Leaders

Programs may create positions where AmeriCorps members provide an additional layer of leadership and support for members under certain conditions. All the activities and prohibitions that apply to AmeriCorps members also apply to team leaders. Team leaders are not permitted to act in a staff capacity, including supervising members. Team leaders must not be responsible for program development and coordination; however, they may assist by providing information and resources on best practices or by helping to develop portions of the program such as the training curriculum. Under no circumstances should an AmeriCorps member serving as a team leader be the individual legally responsible for the program or other members. The team leader position description should emphasize activities that involve the member(s) in performing direct service or providing support to members engaged in direct service.

Unallowable team leader activities include: signing member timesheets; evaluating member performance; disciplining AmeriCorps members; enrolling/dismissing AmeriCorps members; writing and/or signing program reports; managing the program's payroll and budget.

## Proration of Living Allowances

Programs may choose to prorate living allowances for AmeriCorps members who start service late and/or exit service early in a pay period. If a program allows for proration, a written policy must be in place. Failure to follow an internal proration policy may result in a disallowance.

## Deduction from Living Allowance

Programs may deduct a portion from the living allowance payments made to AmeriCorps members; however, the program cannot deduct any portion of the living allowance paid by AmeriCorps itself.

Before making any deductions, programs should carefully consider the legal implications, particularly regarding employment laws such as minimum wage and unemployment compensation. Additionally, programs that make deductions may be required to increase their match funds in other areas to compensate for the deduction.

If needed, programs may withhold a living allowance payment if a member fails to comply with time reporting requirements or does not respond to communications. In such cases, the payment should be processed on time but can be held by the Program until the issue is resolved.

## Wage Garnishments

AmeriCorps has determined that the federal portion of a member's living allowance is not subject to involuntary garnishment due to sovereign immunity, which means that the United States must give explicit consent before any federal funds can be garnished. This protection applies to the federal portion of the living allowance and the federal portion of program staff salaries. However, the non-federal portion or program match of the living allowance and staff salaries may be subject to garnishment in accordance with applicable state laws.

## Bonuses and Incentives

The AmeriCorps federal agency strongly discourages the use of gift cards and/or cash. Using monetary incentives as a recruitment strategy may seem reasonable and necessary to meet outcomes, however the burden of proof is on the Program to make that case.

In addition a grantee or sub-grantee cannot use AmeriCorps grant funds for any incentives or bonuses and cannot claim any such expenses as match.

If a program decides to offer any bonus or incentive a very clear policy must be in writing and on file that clearly describes when an incentive/bonus would be used to ensure that there is no possible perception of favoritism toward any AmeriCorps member.

## Member Benefits - Education Award

### Eli Segal AmeriCorps Education Award

Members who successfully complete their terms of service are eligible for an education award; members who exit early for compelling personal circumstances may be eligible for a pro-rated education award if they complete at least 15% of their term of service. The amount of the Segal AmeriCorps Education Award is tied to the maximum amount of the U.S. Department of Education's Pell Grant, as well as the member's service hours. The amount varies each year and is listed in the Notice of Funding Opportunity (NOFO). Programs should ensure that the amount of the education award listed in the MSA matches the NOFO (year and amount) for which the slot was approved.

The Segal AmeriCorps Education Awards are considered taxable income in the year that the trust makes the payment to the school or loan holder.

More information on the Eli Segal AmeriCorps Education Award can be found at <https://americorps.gov/members-volunteers/segal-americorps-education-award/find-out-more>.

Segal AmeriCorps Education Award amounts for national service positions approved in Fiscal Year 2024 (October 1, 2023 - September 30, 2024)		
Participation types	Minimum # of hours	Amounts
Full-time (FT)	1,700	\$7,395.00
Three-quarters-time (TQT)	1,200	\$5,176.50
Half-time (HT)	900	\$3,697.50
Reduced half-time (RHT)	675	\$2,817.14
Quarter-time (QT)	450	\$1,956.35
Minimal-time and Summer Associate (MT and SA)	300	\$1,565.08
Abbreviated Time (AT)	100	\$416.17



## Term Limits and Education Award Eligibility

(45 CFR Part 2522.235 and [Revised Final Rule: FR Doc. 2025-00984](#))

AmeriCorps-funded member benefits are limited based on a member's aggregate education award attainment and number of service terms, as detailed in this section. AmeriCorps members may only serve for (1) the number of terms needed to attain the aggregate value of two full-time education awards, or (2) a total of four terms, whichever is longer.

Example:

- If a member earns two full-time (FT) education awards in 2 terms, they are still eligible to serve 2 more terms (up to 4 total).
- If a member earns two full-time education awards in 6 Reduced Half-Time (RHT) terms, they are eligible to serve 6 terms.

Term	Term 1	Term 2	Term 3	Term 4	Term 5	Term 6	Term 7
Member A	FT	FT 	FT	FT			
Member B	RHT	RHT	RHT	RHT	RHT	RHT 	

This chart illustrates term eligibility for two members based on the type of term they served. A graduation cap indicates when each member received the total aggregate of two full-time education awards.

Programs cannot enroll members who have exceeded these limits, nor record any costs for them against the AmeriCorps grant or as a match. They are ineligible for:

- Education awards
- Loan forbearance
- Interest accrual
- AmeriCorps-funded member benefits (e.g., living allowance, FICA, child care)

Enrollment in eGrants will be blocked for applicants who have exceeded four terms (unless they have not yet earned two full awards) or earned the aggregate value of two full-time education awards. Applicants who reached the previous four-term limit before FY 2025, but did not earn the full value of two education awards, are now eligible to resume service in FY 2025 funded positions until they reach the aggregate value of two full education awards.

Programs should consult with applicants on how many previous AmeriCorps State & National (ASN) terms they have served to ensure they do not exceed the limits for this branch of AmeriCorps. AmeriCorps Vista, NCCC, and AmeriCorps Seniors have different term limits. However, individuals may only attain two full-time education awards across all branches of AmeriCorps. Programs and members will see the aggregate value of an individual member's education awards earned to date in the eGrants/MyAmeriCorps portal.

If an applicant was exited for cause from a prior term, they must disclose this fact at the time of application to serve a subsequent term. The member must have received a satisfactory performance review from any prior terms or service; if not, they are not eligible to serve again. It is the responsibility of the program to take reasonable steps to determine the status of the member's exit from a previous program so that it does not select someone who is ineligible for continued service. Members who exited a term of service early for reasons other than misconduct prior to completing 15% of a term of service will not have that service term counted towards their term limit.

If a member earns the maximum education award mid-way through a term (and has already served four terms), AmeriCorps will continue to fund the member's service through the completion of that term. Applicants eligible for only a partial education award, as to not surpass the aggregate of two education awards, must acknowledge this in the MyAmeriCorps before they may be enrolled.

If an individual desires to continue at the program in some capacity beyond this term limit policy, it would be as a volunteer, intern, fellow, or employee, in accordance with applicable laws. To avoid violating policies against nonduplication and nondisplacement, these positions must have distinct descriptions from those of AmeriCorps State and National members.

## Using the Education Award

[\(42 U.S.C. 12601-12604, 12606 PART 2530\)](#)

The education award can be used to pay education costs at qualified institutions of higher education (i.e. tuition, fees, etc.), to pay for educational training (i.e. non-degree programs such as technical or vocational training), and to repay qualified student loans (generally federal student loans, NOT private loans). Members can make payments from their award in full or in part and can take up to seven years after their term of service has ended to use their award. Members will manage their education awards through the eGrants/MyAmeriCorps Portal.

Some institutions will match the AmeriCorps education award if it is redeemed at their school or provide scholarships to AmeriCorps alumni. These “Schools of National Service” can be found [here](#).

Claiming the education award up front may also affect a member’s eligibility for other financial assistance. Members should research the best option for their individual circumstances.

A member may transfer an education award if the member was age 55 or older on the day the member enrolled in the AmeriCorps State and National position; the award the individual is requesting to transfer has not expired; and the individual designated to receive the transferred award (a) is the transferring individual’s child, grandchild, or foster child; (b) is a citizen, national, or lawful permanent resident alien of the United States; and (c) has not already utilized the equivalent value of two full-time education awards. The person considering the transfer to another party should verify any additional requirements or stipulations by contacting the National Service Trust prior to attempting to make a transfer. A transferred education award may be used for the same purposes as an earned education award. Members can initiate a transfer request through the eGrants/MyAmeriCorps Portal. Individuals receiving a transferred award have 10 years from the receipt of the award to redeem it.

## Member Benefits - Loan Forbearance

### Loan Deferment and Forbearance

Individuals who are serving an AmeriCorps term of service may be eligible to have the repayment of their qualified student loans temporarily postponed while they are serving. It is through an action called forbearance. While an individual's loan is in forbearance, the member is not required to make payments. Interest may continue to accrue but if the member successfully completes the term of service and the loan is a qualified student loan, the Trust will pay all or a portion of the interest that accrued during the service period.

This postponement of the student loan payment is not automatic. AmeriCorps members must request it from their loan holders by completing the National Service Forbearance Request Form.

AmeriCorps members may access the Forbearance Request Form on their MyAmeriCorps Portal. The Trust does not grant forbearances, the loan holders do. The Trust merely verifies membership in the AmeriCorps portal and forwards the documents to the loan companies.

### Interest Accrual Payments

AmeriCorps members who have earned a Segal AmeriCorps Education Award are eligible to have the Trust pay up to 100% of the interest that accrued on their qualified student loan during their service. To have the Trust pay all or a portion of the interest accrued on a qualified student loan, the Trust must receive verification from the Program indicating the AmeriCorps member has completed their service and is eligible for an award. An AmeriCorps member and their lender also must complete the Interest Accrual Form, which indicates the amount of interest accrued during the service period. The loan holder sends this completed form to the Trust for payment.

For further information regarding Forbearance and Interest Accrual Payments, visit:

<https://my.americorps.gov/trust/help/memberportal/forbearanceoverview.htm>

### Defaulted Loans

Most student loans that are in default are not eligible for these benefits. If an AmeriCorps member has loans that have gone into default before they begin their AmeriCorps

service, they can attempt to negotiate an arrangement with the loan holder or collection agency to bring the loan out of default so forbearance can be granted and interest paid.

Lending institutions have the final say whether they will grant this status depending on the type of loan, whether it has been consolidated, and a number of other factors. Loans already in forbearance cannot be switched to forbearance due to AmeriCorps service and are not eligible for the interest accrual payment option. If there are questions, the member should work directly with the lending institution to determine qualification.

## Member Benefits - Child Care

(Terms and Conditions and 45 CFR 2522.250)

Programs must make child care available to any full-time AmeriCorps member who is eligible for and needs such assistance in order to participate in the program. AmeriCorps member eligibility for child care is based on need. AmeriCorps pays 100% of the allowance as defined by payment rates of the Child Care Development Block Grant (CCDBG).

Programs must have sufficient policies and procedures in place to ensure child care providers are notified, in a timely manner, when AmeriCorps members have a change in status that affects benefit eligibility.

Programs must maintain all documentation of the member's decision to utilize this benefit in the member's file. A copy of their enrollment or waiver acknowledgement must be included in each full-time member's file upload under supplemental docs in IPT.

### **AmeriCorps member Eligibility:**

AmeriCorps members are eligible for child care if they meet the following conditions:

- Their needs are consistent with the Child Care and Development Block Grant Act of 1990.
- Their total household income must not exceed 75% of the state's median income for a family of the same size; this limit is different for each state and may change annually. The total household income is used to determine member income eligibility excluding the AmeriCorps living allowance.
- They are a parent or legal guardian of a child under the age of thirteen who resides with them.
- They are serving in a full-time capacity (1700 hours in 12 months) or 900 hours in a six month period (only with prior approval of the AmeriCorps federal agency).
- They need child care in order to participate in the AmeriCorps Program.
- They are not receiving child care from another source at the time of acceptance into the program.
- They do not currently receive a child care subsidy from another source at the time of acceptance into the program (including a parent or guardian) which would continue to be provided while the AmeriCorps member serves in the program.

To qualify for payment through AmeriCorps Child Care Benefits Program, a child care provider must qualify as a legal provider under the CCDBG state plan. To get information on child care for an AmeriCorps member go to <http://www.americorpschildcare.com> or contact AmeriCorps Child Care Benefits Program at 1-855-886-0687.

## Member Benefits - Healthcare

### Health Insurance

Programs must provide health care coverage to full-time AmeriCorps members who do not have health care that provides the minimum benefits established by AmeriCorps at the time the member is accepted into the program. In addition, programs must provide health care coverage if a full-time AmeriCorps member loses coverage during the term of service through no deliberate act of their own.

If the program already carries minimum benefits at a reasonable cost, they may use existing policies to cover AmeriCorps members. The program may also choose to have AmeriCorps members use the national Health Care Marketplace for health care coverage and provide payroll reimbursement to an AmeriCorps member for these costs. AmeriCorps programs purchasing their own health insurance for AmeriCorps members must ensure plans are minimum essential coverage (MEC) and meet the requirements of the Affordable Care Act.

If coverage is being provided via the Healthcare Marketplace, and thus third-party payment is not an option, programs must develop a process to reimburse AmeriCorps members for monthly premiums. Reimbursements for health insurance premiums are considered taxable income for the AmeriCorps member, and programs must have a way to document such reimbursements.

Programs are required to upload verification for each full-time AmeriCorps member into IPT showing that the program has provided coverage or that the AmeriCorps member has opted out due to access to other adequate health care coverage.

Programs must also have sufficient policies and procedures in place to determine and document eligibility and ensure providers are notified when AmeriCorps members have a change in status that affects benefit eligibility within the time limits required by the provider.

Any of the following health insurance options will satisfy the requirement for health insurance for full-time AmeriCorps members (or less than full-time AmeriCorps members serving in a full-time capacity):

- Staying on parents' or spouse plan
- Insurance obtained through the Federal Health Insurance Marketplace of at least the Bronze level plan
- Insurance obtained through private insurance broker

- Medicaid, Medicare or military benefits

## Special Enrollment:

The U.S. Department of Health and Human Services (HHS) offers a Special Enrollment Period (SEP) for AmeriCorps members in AmeriCorps State and National programs, who are not provided health insurance options or who are provided short-term limited duration coverage or self-funded coverage not considered MEC. AmeriCorps members in the AmeriCorps State and National programs and their dependents in the Federally-facilitated Marketplace (FFM) are eligible to enroll in Marketplace coverage when they experience the following triggering events:

- On the date they begin their service terms; and
- On the date they lose any coverage offered through their program after their service term ends. (Source: 45 CFR § 155.420(d)(9)).

AmeriCorps members have 60 days from the triggering event to select a plan. Coverage effective date is prospective based on the date of plan selection. More information can be found at:

<https://www.healthcare.gov/coverage-outside-open-enrollment/special-enrollment-period/>

A copy of the HHS Notice, which provides instructions on how to activate the special enrollment period is available at <https://www.healthcare.gov/screener/>.

## Member Assistance Program

UServeUtah provides its AmeriCorps members with a Member Assistance Program (MAP), which provides 24/7 free confidential counseling services among other benefits. All Programs should share this benefit with their members during orientation and in the member handbook.

### Life comes with challenges. **Your Assistance Program is here to help.**

Your Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are free, confidential, and available to you and your family members. This includes access to counseling and the wide range of services listed below:

#### **Mental Health Sessions**

Manage stress, anxiety, and depression, resolve conflict, improve relationships, overcome substance abuse, and address any personal issues.

#### **Life Coaching**

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

#### **Financial Consultation**

Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

#### **Legal Consultation**

Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

#### **Work-Life Resources and Referrals**

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

#### **Personal Assistant**

Save time with referrals for travel and entertainment, seeking professional services, cleaning services, home food delivery, and managing everyday tasks.

#### **Medical Advocacy**

Get help navigating insurance, obtaining doctor referrals, securing medical equipment, and planning for transitional care and discharge.

#### **Member Portal and App**

These digital tools enable you to access your benefits 24/7/365 with online requests and chat options. They also provide easy access to thousands of articles, webinars, podcasts, and tools covering total well-being.



Call: 800-451-1834  
Visit: [www.allonehealthapp.com](http://www.allonehealthapp.com)  
Member Portal/App Code: americorps



## Public Assistance

### **Food Stamps**

An AmeriCorps member's food stamp benefits are not affected because an AmeriCorps member receives the AmeriCorps living allowance. This means that an AmeriCorps member's benefits should not be decreased, increased, or terminated because he or she receives the living allowance. This is a federal rule and is the same in all states.

### **Public Housing**

AmeriCorps member benefits do not affect an AmeriCorps member's eligibility for federal, need-based housing assistance, such as Section 8 housing and other federally subsidized housing. This means that the living stipend cannot be taken into consideration when an AmeriCorps member applies for or if an AmeriCorps member's eligibility for public housing is being re-examined. This is a federal rule and is the same in all states.

### **Unemployment Benefits**

AmeriCorps members are not entitled to unemployment benefits. AmeriCorps has interpreted federal legislation to mean that there is no employer/employee relationship between AmeriCorps members and Programs. Utah has chosen to agree with this interpretation and denies unemployment benefits to AmeriCorps members; hence, programs are not required to pay unemployment taxes.

### **Supplemental Security Income**

Supplemental Security Income (SSI) provides a monthly cash benefit to low-income individuals who are aged, blind, or who have a disability. Under the Heroes Earnings and Relief Tax Act of 2008, SSI income excludes "any benefit (whether cash or in-kind)" excludes the AmeriCorps living allowance, health insurance, child care, and the education award (and related interest payments).

Additionally, SSI recipients who serve in an AmeriCorps State Program automatically qualify for the Student Child Earned Income Exclusion if they meet applicable age and marital status requirements.

Any portion of an education award used by an SSI recipient to pay for tuition, fees, and other necessary education expenses (not including room and board, or repaying student loans) will not count as income. Any portion of the education award that is not used for tuition, fees, or other necessary educational expenses counts as income in the month that it is used. For general questions about SSI or the terms used in this answer, go to

<http://www.socialsecurity.gov/ssi/index.htm>

**Social Security Disability Insurance**

Because Social Security Disability Insurance SSDI is an insurance program, SSDI benefits will not be lost on the basis of earned income. However, it's possible that participation in AmeriCorps could result in the Social Security Administration reviewing the determination that a disability exists. AmeriCorps members may be able to take advantage of SSA's Work Incentive options to keep SSDI eligibility intact while participating in AmeriCorps.

# Chapter 5: AmeriCorps Member Management

- Member Slots
- Member Status
- Member Activities
- Member Support and Feedback
- Member Performance Evaluations
- Rules of Conduct
- Grievance Procedure
- Drug Free Workplace
- UServeUtah Member Files
- Service Hour Records

## Member Slots

The allowable slot types that AmeriCorps members may serve and associated AmeriCorps member Service Years (MSY) are listed in the table below.

Term of Service	Service Hours	MSY
Full-Time	1700	1.000
Reduced Full-Time	1200	0.700
One Year Half-Time	900	0.500
Reduced Half-Time	675	0.38095240
Quarter-Time	450	0.26455027
Minimum-Time	300	0.21164022
Abbreviated-Time	100	0.05627705

## Slot Conversion for Unfilled Slots

Programs may change the type of slots awarded to their program in eGrants if all of the following are true:

1. The change does not increase the total MSYs authorized in the Notice of Grant Award (i.e. one half-time position cannot be changed to one full-time).
2. The change does not increase the value of the education award.

It is recommended that programs discuss slot changes with UServeUtah staff before changes are made.

## Slot Conversion for Refill Slots

Slot conversions on refilled slots follow the same procedures as unfilled slots. However, keep in mind the following items regarding refill slots:

- Slots must have been vacated by an AmeriCorps member with less than 30% of their hours
- Slots must have been vacated by an AmeriCorps member that did not receive an education award
- Refill slots do not appear until all awarded slots of the specific type have been filled

**When enrolling new AmeriCorps members, programs must use unused slots before they use refill slots.**

With the exception of recipients whose awards have special award conditions under 2 CFR §§ 200.207 or 200.338. Programs may not refill the same slot more than once.

## Changing an Enrolled Member's Term of Service

Programs must request and receive approval prior to making changes to a term of service for a currently enrolled member. This should be a rare occurrence. Impact on program quality will be factored into the decision. There must be an unfilled slot available in eGrants before a transfer can be requested. The total number of MSYs and education award amounts in the grant may not increase as a result of the requested change. When submitting a request, programs should consider the following policy:

Changing a member's term of service may not violate any of the following:

1. Member changes from less-than-full-time to full-time are strongly discouraged and will only be considered if the member is within the first 30 days of their service;
2. A member change in service to a lesser-term slot will not be approved if the member would otherwise be released for cause;
3. When the member has not completed the hours required by their original term, a member change in slot type at the end of a member's term of service simply to provide a lesser-slot education award will not be approved;
4. Changing the term of service for a less-than-full-time member to a slot requiring more hours may not be approved unless the grant budget can support the change;
5. In circumstances where a member is exiting for a compelling personal circumstance, a program can not transfer the member to another slot type to be able to refill the slot. Contact UServeUtah if you need an additional slot as one may be available from another program or the UServeUtah can request a no-cost slot from AmeriCorps.
6. Changes from a smaller slot to a larger slot type should not increase the living allowance disbursement above other members in the same position description and slot type. Programs cannot pay a higher disbursement rate or lump sum to make up the difference in past payments (see example 1).
7. Member changes from a larger slot type to a smaller slot type should base the living allowance disbursement on the total living allowance of the smaller slot, minus any previous disbursements, divided by the remaining number of pay periods (see example 2).

**Example 1:** Jose is going to move from a 900 hour slot with a \$1200 monthly living allowance disbursement to a 1200 hour slot where members in the same position description and slot type receive a \$1500 monthly living allowance disbursement. Jose has already received 2 disbursements of the original monthly living allowance totaling \$2400. For the remaining 10 months of the term Jose should receive a \$1,500 monthly disbursement and the program must not increase the disbursement in order to catch up for the two disbursements made at the lower rate.

**Example 2:** Sally is going from a 900 hour slot with a \$10,000 total living allowance to a 675 hour slot with an \$8,000 living allowance. The program design and position description call for a term of service that is ten months in duration. Sally has received two disbursements of the original monthly living allowance totalling \$2,000. For the remaining eight months, the disbursement will be calculated as follows:

$$\$8,000 - \$2,000 = \$6,000 / 8 \text{ months} = \$750.00 \text{ per month}$$

## Procedure

1. To request a change, programs must submit the Request to Change Term of Service form on the [Program Directors Resources](#) page. If the request is approved, the program must complete the steps below:
2. Complete an addendum outlining the approved changes
  - a. The member and Program must sign the addendum and upload it to IPT.
  - b. The addendum must include:
    - i. Member name
    - ii. Member service site
    - iii. Service term dates
    - iv. Change effective date
    - v. The original:

1. Slot type
  2. Hour requirement
  3. Total living allowance amount
  4. Total living allowance dispersed up to effective date
- vi. The new:
1. Slot type
  2. Hour Requirement
  3. Updated total living allowance amount
  4. New distribution amount for remaining pay periods
    - a. See examples and policy above for guidance on determining the new distribution amount. Contact for assistance as needed.
3. Update the student profile in IPT to accurately reflect the changes
  4. Add a note in the contact log on IPT noting where the addendum is uploaded
  5. Change the term of service in eGrants (must have a slot available)
  6. For fixed cost grantees: Record the member's hours served in the new slot type on a new line of the fixed cost reimbursement workbook and complete column G indicating the number of hours that they previously served under the original slot type.

## Member Status

Member status refers to whether a member is in-service, suspended, or exited.

## Compelling Personal Circumstances

(AmeriCorps State and National Policy FAQs, 45 CFR § 2522.230(a))

The program may release or suspend a member from a term of service for compelling personal circumstances (CPC) including:

- Those that are beyond the participant's control, such as, but not limited to:
  - A participant's disability or serious illness;
  - Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or
  - Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;
- Those that AmeriCorps, has for public policy reasons, determined as such, including:
  - Military service obligations;
  - Acceptance by a participant of an opportunity to make the transition from welfare to work; or
  - Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.
  - Compelling Personal Circumstance for Pregnancy/Childbirth: Pregnancy and/or childbirth could be determined by the grantee to be compelling personal circumstances if the member requests it. The program cannot require a member to justify wanting to leave a term of service for pregnancy. Likewise, a program cannot require that a member leave their term of service due to a pregnancy – that would be an instance of discrimination on the basis of gender in violation of AmeriCorps' nondiscrimination policy. A full-time member might qualify under the Family Medical Leave Act if the member is covered, or the program could suspend the member so that the member can return some time in the future (within 2 years) to complete their term of service.

## AmeriCorps Member Service Suspension

(See [Member Suspension Resource](#), [45 CFR part 2522.230](#))

An AmeriCorps member suspension is any extended period during which the member is not serving, accumulating service hours, or receiving AmeriCorps benefits due to disciplinary or compelling personal circumstances. Programs must get UServeUtah approval prior to suspending an AmeriCorps member by submitting the *Request for Approval to Suspend a Member* form on the [Program Directors' Resources](#) page.

- Disciplinary Suspensions
  - A Program reserves the right to suspend an AmeriCorps member for non-compliance with the service agreement and the Program's rules of conduct.
  - A Program must suspend an AmeriCorps member who faces a charge of a violent felony (e.g., rape, homicide) or sale or distribution of a controlled substance until the member is found not guilty or the charge is dismissed.
  - A program must suspend the service of an individual who is convicted of possession of a controlled substance.
  - Reinstatement:
    - A program may reinstate a member who;
      - has been convicted of a first offense of the possession of a controlled substance, has enrolled in a drug rehabilitation program; or
      - has been convicted for more than one offense of the possession of a controlled substance, has successfully completed a drug rehabilitation program.
    - The Program may choose to release the member for cause rather than reinstating them in accordance with Program policies.
- Compelling Personal Circumstances (CPC)
  - Members may be suspended for up to two years (or longer if approved by AmeriCorps) for extenuating circumstances, such as an accident, serious illness, or death of a family member, or other situations that are beyond the member's control, as an alternative to release from service if the member wishes to return to service.
  - For more potential qualifying circumstances see the CPC section.
  - Document the suspension in the member's file, including proof of the CPC and the expected return of the member.

- Make note of the CPC and the location of the related documentation in IPT.
- DO NOT upload or notate any personal medical information on IPT. Any such documentation must be securely stored by the program.

AmeriCorps members may not be suspended for circumstances that are within their control, such as serving a summer internship, studying abroad, or taking an extended vacation.

An AmeriCorps member may not receive a living allowance or other benefits (healthcare, childcare) and may not accrue service hours during a period of suspension. Programs must have a suspension policy in their member handbook.

#### **AmeriCorps Member Suspension Procedure:**

1. Determine whether suspension is the appropriate course of action (disciplinary or CPC) rather than exiting the AmeriCorps member.
2. Submit the Request for Approval to Suspend a Member form on the [Program Directors' Resources](#) page.
3. Suspend the member in eGrants.
4. Document the suspension in the Program's member file and note it in IPT.
5. Pause all member's benefits immediately.

#### **AmeriCorps Member Reinstatement Procedure:**

1. Determine the member's new end-of-service date which should be extended by the number of days the member was suspended. AmeriCorps members must complete their term of service within twelve months. The period of suspension is not counted toward the twelve-month limit.
2. The member must sign an addendum to the MSA with the new end date and it must be uploaded to IPT.
3. Reinstatement member to active status in eGrants
4. Reinstatement member benefits. Refer to the living allowance policy as needed.

## **Family and Medical Leave**

(See 42 U.S.C. 12631; 45 CFR § 2540.220; 29 U.S.C. 2611)

AmeriCorps members may qualify for the Family and Medical Leave Act of 1993 (FMLA). An eligibility determination must be made based on the circumstances and conditions outlined in [45 CFR § 2540.220](#).

## Early Release from Service

(See [45 CFR part 2522.230](#))

An AmeriCorps member may be released from service for cause or compelling personal circumstances.

- Release for cause
  - A member asks to be released for various reasons that are not CPC and qualify for suspension.
  - A Program must exit an AmeriCorps member who is convicted of a felony or sale or distribution of a controlled substance during a term of service.
  - A Program may exit an AmeriCorps member for failing to uphold the service requirements and rules of conduct upheld by the Program after all disciplinary actions have been applied and documented.
  - Programs must inform their members that they are responsible for disclosing they were released for cause during any subsequent applications to participate in an AmeriCorps program. Failure to do so disqualifies them from an education award, regardless of whether the member completes a term of service.
- Release for Compelling Personal Circumstances (CPC)
  - Members may be exited for extenuating circumstances, such as an accident, serious illness, or death of a family member or other situations that are beyond the member's control and the member cannot return to service.
  - For more potentially qualifying circumstances see the CPC section.
  - Remember if CPC includes personal medical information it must be securely stored in Program files.
  - A member who is released for CPC and has completed at least 15% of their service hour requirement, may receive a prorated education award.

## Member Exits

(CNCS Terms and Conditions-Specific and 45 CFR 2522.230, CNCS Terms and Conditions - Specific V.E, 45 CFR 2522.220[c], 45 CFR 2526.15)

AmeriCorps members may be exited from the program for three reasons; (1) they have successfully completed their term, (2) they must terminate their service early due to a compelling personal circumstance, or (3) they terminate their service early for cause. The

exit status determines whether the member earns an education award and may affect eligibility for future AmeriCorps service.

Did member serve through MSA end date?	Did member meet the minimum hours requirement?	Did the member perform satisfactorily?	Exit Type	Education Award Eligibility	Future Service Eligibility (subject to term limits)	eGrants Exit Status
Y	Y	Y	Successful completion	Eligible for full award	Eligible	Earned an award - completed
Y	N	Y	Cause	Not eligible for award	Eligible - must disclose prior release for cause	Did not earn an award - ended service early
N	N	Y	Compelling personal circumstances	Eligible for partial award*	Eligible	Earned an award - ended service early
N	N	Y	Cause	Not eligible for award	Eligible - must disclose prior release for cause	Did not earn an award - ended service early
N	N	N	Cause	Not eligible for award	Not eligible	Did not earn an award - ended service early

*\*Eligible if the member served at least 15% of the minimum service hours*

## Completion of Terms of Service

The Program must ensure that each AmeriCorps member has sufficient opportunity to complete the required number of service hours to qualify for the education award. All AmeriCorps members must complete their term of service within the contracted program year for a maximum of twelve months unless prior approval has been received from UServeUtah. If an AmeriCorps member had agreed upon a term of service for less than twelve months, the program may extend the AmeriCorps member's term by drafting an addendum to their AmeriCorps member service agreement. The extension cannot allow

the AmeriCorps member more than twelve months of service to complete their term and it must be documented on their IPT profile. In addition, the extension to the MSA cannot extend beyond the Program's contracted end date unless a contract extension is approved (see no-cost extension section).

## Exit Procedures

**All AmeriCorps member Exit Forms must be entered and approved in eGrants within 30 days of an AmeriCorps member exiting the program, regardless of the reason for the exit.**

For AmeriCorps members who are exiting before a full year, you may need to unlock the eGrants exit survey. Follow this file path in eGrants to unlock the form:

In eGrants → Portal Home → Pending Exits (shows AmeriCorps members already pending for exit – unlocking the exit form will send an AmeriCorps member here) → Manage Programs → Select Program → View AmeriCorps members → Select AmeriCorps member → Click View next to current service info → Click unlock exit form.

If a member leaves their term of service without completing the eGrants exit form, the program should make several attempts to contact the member to complete the forms and retain documentation of these attempts.

In situations where an AmeriCorps member can't complete the exit process—such as in the event of the member's death or other extenuating circumstances— Programs should document appropriately and note the situation in IPT.

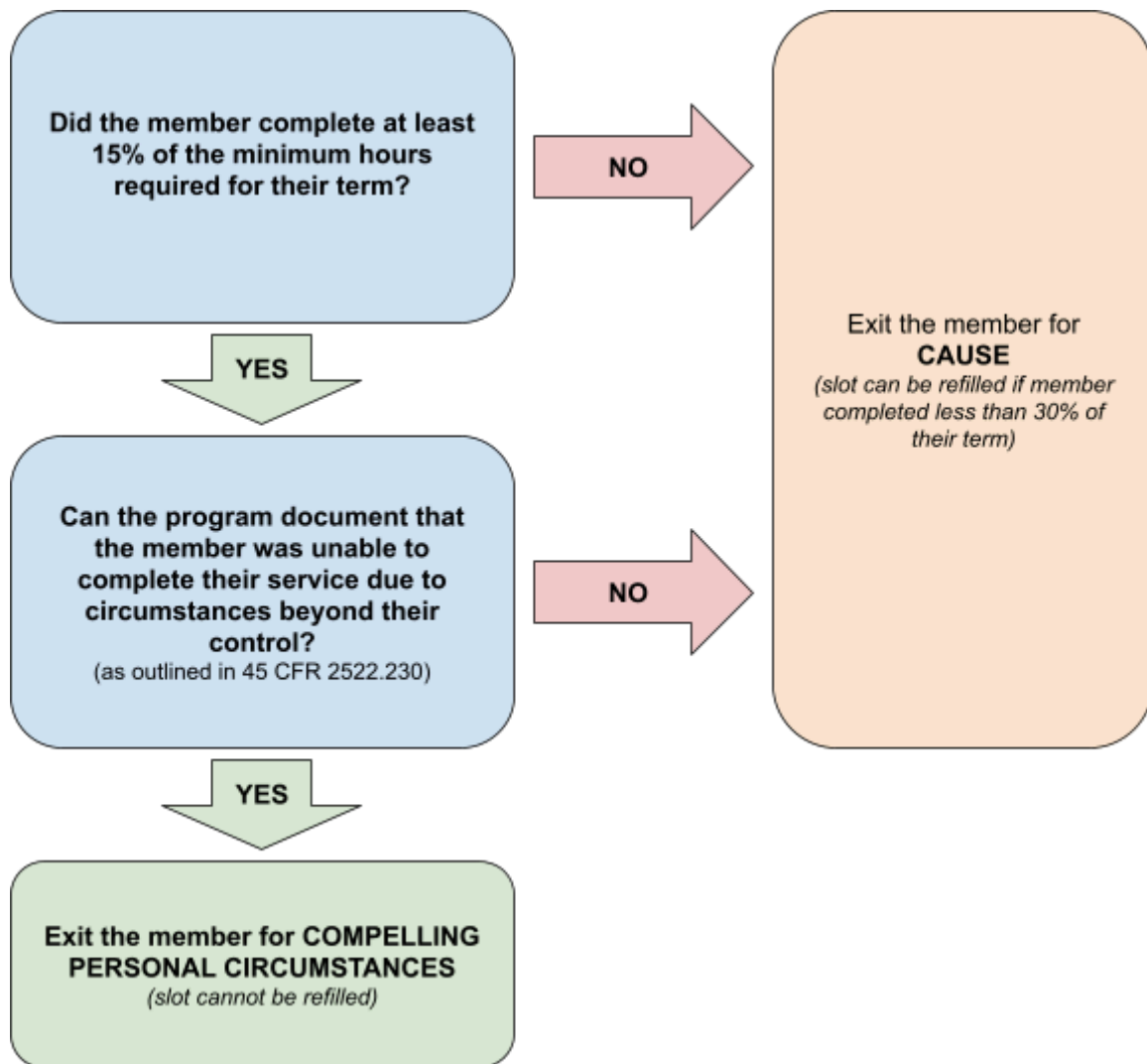
Programs have the option to bypass the member-certified exit in myAmeriCorps when the member cannot be contacted. This option can be found in the member section of the exit form.

Programs should be mindful of the AmeriCorps 30-day requirement for exits as they determine their procedures for these situations.

### Documentation Requirements:

- If the Program uses the exit certification bypass option, it must document in the member's file the reason(s) why the member could not complete their portion of the exit form.
- The burden of proof lies with the program.
- In the case of a deceased member:

- AmeriCorps does not require a death certificate or other evidence to process the exit. In such cases, the program should exit the member for CPC.
- The program should still complete the end-of-term evaluation, even though no further service will be completed by the member.
- The program must explain in IPT why other parts of the exit process—such as the member survey, if applicable, could not be completed.



## Member Activities

### Prohibited Activities

AmeriCorps acknowledges that religious and political activities play a positive role in healthy communities, that religion and politics are defining characteristics of many community organizations (faith-based and secular), and that religious and political belief and action are central to many AmeriCorps members' lives.

However, it is important that programs and their AmeriCorps members do not appear to be taking sides religiously or politically while serving hours. Consequently, a number of limitations on the activities that programs can support and in which AmeriCorps members can engage while earning service hours, or when otherwise representing AmeriCorps must be imposed. AmeriCorps members are free to pursue these activities on their own initiative, on non-AmeriCorps time, and using non-AmeriCorps funds. The AmeriCorps logo must not be worn by AmeriCorps members when participating in prohibited activities.

While counting hours toward the AmeriCorps award, AmeriCorps members who accumulate service or training hours, or engage in activities supported by AmeriCorps, as well as program staff, must refrain from the following activities. Grant funds may not be used to support these activities (see 45 CFR § 2520.65):

1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to— a. A business organized for profit; b. A labor union; c. A partisan political organization; d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of

- 1986 53 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and e. An organization engaged in the religious activities described in paragraph 7 above, unless AmeriCorps assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
  10. Providing abortion services or referrals for receipt of such services; and
  11. Such other activities as AmeriCorps may prohibit\*.

In addition to the above activities, the following activities are expressly prohibited:

1. Census Activities\*: AmeriCorps members and volunteers associated with AmeriCorps grants may not engage in census activities during service hours. Being a census taker during service hours is categorically prohibited. Census-related activities (e.g., promotion of the Census, education about the importance of the Census) do not align with AmeriCorps State and National objectives. What members and volunteers do on their own time is up to them, consistent with program policies about outside employment and activities.
2. Election and Polling Activities\*: AmeriCorps members may not provide services for election or polling locations or in support of such activities.
3. Fundraising limitations\*\*: AmeriCorps members cannot serve more than 10% of their hours on fundraising. They also may not raise funds for living allowances or an organization's general (as opposed to project/program) operating expenses or endowment.
4. Grant writing\*\*: AmeriCorps members cannot serve hours while writing grant applications for any Federal agency including AmeriCorps.

\*As prohibited in the 2024 Terms and Conditions for AmeriCorps State and National Grants

\*\*As prohibited in the UServeUtah AmeriCorps Program Directors Manual

## Supplantation

See 45 §CFR 2540.100

AmeriCorps funding may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive AmeriCorps support. For any given program, this condition will be satisfied if the aggregate non-Federal public

expenditure for that program in the fiscal year that support is to be provided is not less than the previous fiscal year.

## Nonduplication

See 45 §CFR 2540.100

AmeriCorps assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of nondisplacement (see below) are met, AmeriCorps assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

## Nondisplacement

See 45 §CFR 2540.100

1. An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of an AmeriCorps member in a program receiving AmeriCorps funds.
2. An organization may not displace a volunteer by using an AmeriCorps member in a program receiving AmeriCorps funds.
3. A service opportunity will not be created that will infringe in any manner on the promotional opportunity of an employed individual.
4. An AmeriCorps member in a program receiving AmeriCorps funds may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
5. An AmeriCorps member in a program receiving AmeriCorps funds may not perform any services or duties, or engage in activities, that:
  - a. Will supplant the hiring of employed workers; or
  - b. Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
6. An AmeriCorps member in a program receiving AmeriCorps funds may not perform services or duties that have been performed by or were assigned to any:
  - a. Presently employed worker;
  - b. Employee who recently resigned or was discharged;

- c. Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- d. Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
- e. Employee who is on strike or who is being locked out.

All locations where AmeriCorps members serve requires a list of the prohibited activities to be posted in a shared space. It must also be found in the MSA and the Program's AmeriCorps Member Handbook. A prohibited activities flier has been made available on the [Program Directors Resources](#) page for Programs' use.

## Allowable Activities

**AmeriCorps members must serve at least 80% of their time doing direct service or capacity building, of which no more than 10% may be fundraising. Up to 20% of their hours can be spent in member development that relates to their service in AmeriCorps.**

UServeUtah's vision is that by the end of their service, AmeriCorps members have:

- Professional skills which will help them gain employment and have the ability to demonstrate those skills to potential employers
- Greater understanding of their role in civil society
- Desire to work towards community change and have the know-how to create that change
- Passion for national service and community engagement
- A network of similarly-driven and engaged peers

## Direct Service

Direct service is work that addresses human needs, the environment, public safety, and/or education in one form or another. It is working directly with people to make change, or doing work that is involved in making that direct change. It can be community outreach, case management, training, teaching, tutoring, mediating, cleaning, counseling, recruiting volunteers, documenting services to clients, coaching, providing healthcare services, distributing food and clothing, etc. On-the-job training that is crucial for understanding the role's responsibilities and occurs while a member is performing direct service may be documented as direct service.

## Member Development

A key component of managing a successful program is ensuring that AmeriCorps members have a positive experience and develop important skills throughout their term of service.

Member development hours are skill and knowledge-building educational opportunities that promote personal and professional growth. The AmeriCorps orientation would be included, as well as any state or regional training, seminars, or workshops pertaining to topics related to their direct service or focus area. Members cannot perform any prohibited activities as part of their member development hours including providing a benefit to a for-profit organization. Only 20% of the entire AmeriCorps member's credited service hours can be dedicated to education and training, even if more hours have been spent in this area.

Programs should strategically develop professional development opportunities that align with AmeriCorps members' service assignments and future career paths. Programs should also account for member feedback in group meetings, one on one conversations, and/or surveys, to identify which topics and skills are needed and most valuable.

Below are examples of member development to consider implementing:

- Topics
  - Self-care to prevent burnout
  - Review AmeriCorps expectations, policies, and benefits
  - Resume workshops and mock interviews
  - Career assessments
- Style:
  - Hands-on, real world experience
  - Workshops/seminars
  - Virtual courses
  - AmeriCorps approved special projects
  - Networking events/conferences
  - Training with certificates

UServeUtah offers the use of [On3Learn](#) for online training courses relevant to AmeriCorps members, site supervisors, and program staff. It is also recommended to partner with other UServeUtah AmeriCorps Programs for additional ideas and collaborations.

## Fundraising

As part of their service, AmeriCorps members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security, or other human needs. An AmeriCorps member may spend no more than 10% of their term of service performing fundraising activities.

Examples of fundraising activities that AmeriCorps members may perform include, but are not limited to the following:

- Seeking donations of books, backpacks, and other school supplies from companies and individuals, for the AmeriCorps members to use, in their efforts tutoring children;
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers in their AmeriCorps program;
- Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals as part of their AmeriCorps program;
- Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;
- Seeking donations from alumni of their AmeriCorps program for specific service projects being performed by current AmeriCorps members.

## Individual Service Project

The Individual Service Project (ISP) is an optional component of AmeriCorps service that allows members to explore additional areas of community need. The intent is to foster a broader understanding of service and inspire lifelong civic engagement. All ISP activities must be planned, approved, and supervised in accordance with AmeriCorps regulations and UServeUtah policies.

AmeriCorps members are eligible for an ISP during their term of service if the Program has outlined this opportunity in its grant application.

ISPs are:

- Up to 5% of a member's total service hours
- Pre-approved by Program staff
- Direct service
- Conducted through a qualifying 501(c)3 non-profit organization, government

- agency, or higher education institution
- Distinct from the member's primary role in their position description

The ISP is not a substitute for a member's primary service responsibilities at their service site and must be treated as a structured, purposeful project. It should not be used to simply accrue hours during school breaks or when a member falls behind on hours unless there is a clearly planned and approved project in place. The Program is responsible for ensuring that ISP activities do not displace or duplicate existing staff or volunteer duties or take away opportunities from parents or guardians.

## **Process**

Programs must maintain documentation of AmeriCorps member ISP proposals and ensure each complies with AmeriCorps regulations and program goals.

All ISP activities must be verified by a staff member at the host organization who can confirm hours served to Program staff. ISP hours should be recorded as direct service and noted as ISP hours in the service hour records in IPT.

## **Unallowable Activities**

Unallowable activities are those which are not prohibited but fall outside the scope of the approved grant, measures, and position description. In order for AmeriCorps members to engage in activities that fall outside of the grant scope, the grant must be amended. In limited cases, AmeriCorps members can engage in alternate activities, but must receive approval of UServeUtah.

There may be times where an AmeriCorps member is volunteering or working in another capacity for the same organization for which they serve. In order for the AmeriCorps member to do this their duties for service hours must be clear, separate and distinct and must not include any prohibited activities. Any hours spent with the organization outside their distinct service duties cannot be recorded toward their service hours. For instance, if an AmeriCorps member is serving as a tutor in a school and they volunteer to be a substitute teacher at the school, those are outside the scope of their service position description and not AmeriCorps service hours. Performance data can only be reported for work done during their hours spent in service.

## Out-of-State Service Exceptions

All AmeriCorps service activities must occur within the state of Utah, unless an out-of-state service exception has been granted.

While UServeUtah AmeriCorps service is typically expected to take place within Utah, there may be rare circumstances where temporary out-of-state service is appropriate. Examples of such activities include:

- Wildfire response efforts coordinated in neighboring states;
- Conservation projects in ecosystem regions that cross Utah's borders;
- Earthquake recovery activities involving Utah-based resources or personnel in affected border areas;
- Deployment through an AmeriCorps Disaster Response Team (ADRT) mission assignment.

Programs may request an exception to allow members to serve out-of-state. Exceptions will be granted only when there is a demonstrated benefit to the state of Utah, and when all necessary approvals and compliance requirements have been met.

Requests for out-of-state service must meet the following conditions:

- Service must be temporary and AmeriCorps mission-aligned (e.g., disaster response, conservation).
- Service must provide a direct or indirect benefit to Utah or its residents.
- Programs must demonstrate compliance with all National Service Criminal History Check (NSCHC) and liability insurance requirements in the state where the service occurs. This may include completing additional background checks required by that state.

### Out-of-State Service Request Procedures:

1. Consult with the Host State's Service Commission
  - Programs must consult with the state service commission in the state where members are proposed to serve.
  - Written confirmation of this consultation and approval must be obtained.
2. Submit a written request to the UServeUtah AmeriCorps Program Manager  
The request must include:
  - Description of the proposed out-of-state service activity, dates, and location.
  - An estimate of how many members will be serving out-of-state
  - Justification for the exception, including:
    - The benefit to the state of Utah
    - The reason service must take place outside Utah

- Written approval or acknowledgment from the host state's service commission.
- Confirmation of:
  - Compliance with NSCHC requirements in the host state
  - Adequate liability insurance coverage for members while serving out-of-state
- 3. Review by AmeriCorps State Subcommittee
  - The subcommittee will review the request to evaluate:
    - Alignment with national and state service goals
    - Adequacy of member protections and risk management
    - Overall benefit to the state of Utah
- 4. Final approval by the UServeUtah Director
  - The director of UServeUtah has the authority to approve or deny the request.

## Member Service Gear

AmeriCorps requires all AmeriCorps members to visibly wear the AmeriCorps logo during service hours, training activities, and official AmeriCorps events. Programs must provide each AmeriCorps member with basic AmeriCorps service gear, such as AmeriCorps branded patches, lanyards, shirts, or jackets, and may include this cost in their program budget. The type of service gear items provided must be necessary and reasonable for the AmeriCorps member's service activities. For example, it may not be necessary or reasonable to provide a jacket to a member who performs administrative duties within an office setting. Conversely, a lanyard or name tags may not be appropriate gear items for a member whose service involves clearing public land and mending fences. UServeUtah requires Programs to explain how the member service gear they will provide is necessary and reasonable in the budget narrative. Service gear not identified in the budget may be pre-approved in writing by UServeUtah on a case-by-case basis.

Programs can purchase AmeriCorps specific gear for AmeriCorps members at <http://www.nationalservicegear.org/>. Service Gear may also be purchased through private vendors if it adheres to the current AmeriCorps brand guidelines. AmeriCorps provides branding guidelines on the [Communication Resources](#) page to ensure compliance with proper logo use and co-branding requirements.

## Member Support and Feedback

A key component of the program is actively seeking member feedback to enhance the AmeriCorps experience. This approach not only improves member retention but also boosts program effectiveness. By offering members clear channels to express their concerns, frustrations, likes, and dislikes, and then taking strategic action based on that feedback, the program can reduce the likelihood of members leaving service prematurely and without cause. Which in turn, increases the likelihood of members recommending programs to peers in their network.

Member feedback should occur both formally and informally to ensure a comprehensive understanding of AmeriCorps member experiences. Site supervisors must provide members with regular support through one-on-one meetings, check-ins, and informal conversations to create an open line of communication. These ongoing interactions help supervisors stay attuned to any concerns or challenges members may be facing. In addition to these informal methods, programs can distribute surveys or other structured tools to gather feedback in a more formal and standardized method. This combination of informal dialogue and formal surveys ensures that feedback is continuous, varied, and actionable, allowing the program to make responsive changes that enhance the overall experience for AmeriCorps members.

## Member Performance Evaluations

(CNCS Terms and Conditions - Specific V.E, 45 CFR 2522.220[c], 45 CFR 2526.15)

All full-time, three-quarter time, and half-time AmeriCorps members must have a mid-term and end-of-term evaluation that is uploaded to IPT. Mid-term evaluations are not required for members who exit before the midpoint of their terms, or for members serving less than half-time. All members, regardless of the term of service or successful completion, must have a written end-of-term evaluation. Member evaluations should contain both the member's and supervisor's signatures and be dated by both parties.

At minimum, the end-of-term evaluation must include:

- whether the member has completed the required number of hours
- whether the member has satisfactorily completed assignments
- whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.

Under AmeriCorps regulations end-of-term evaluations are the key piece in determining a member's eligibility for additional terms of service.

All members who exit early must have a member end-of-term evaluation completed at the time of their exit. If a member is unavailable to sign the end of term evaluation, the Program should make a note of attempts to contact the member, sign, and date the form.

## Rules of Conduct

Programs must establish clear rules of conduct for their AmeriCorps members. This policy is mandatory and requires inclusion in the member handbook. Members are expected to refrain from engaging in prohibited activities and must adhere to the program's rules of conduct, which may include:

- Demonstrating mutual respect toward others.
- Following supervisor instructions and completing assignments in a reliable and conscientious manner.
- Showing up to their service sites when scheduled and informing their supervisors when an interruption will prevent them from doing so.
- Avoiding verbal or physical harassment that disrupts or interferes with others' performance or creates an intimidating, offensive, or hostile environment.
- Prohibiting sexual harassment.
- Refraining from insulting, belittling, or physically harming others.

## Disciplinary Action

Programs must establish disciplinary procedures for situations in which AmeriCorps members violate the Rules of Conduct.

Here are some recommendations for procedures of disciplinary actions:

1. **Clear Documentation:** Maintain detailed records of the violation, including dates, descriptions of the incident, and any supporting evidence.
2. **Investigation:** Conduct a thorough investigation to understand the context and severity of the violation, ensuring fairness and transparency.
3. **Progressive Discipline:** Implement a tiered approach to discipline, starting with a verbal warning, followed by written warnings, and escalating to more severe actions if necessary.
4. **Clear Communication:** Ensure that the AmeriCorps members understand the specific Rules of Conduct they have violated, the expected behavior, and the consequences for future violations.
5. **Opportunity for Appeal:** Provide the AmeriCorps member with the opportunity to appeal the disciplinary decision if they feel it was unjust or based on incorrect information.

6. Consistency: Apply disciplinary procedures consistently across all members to ensure fairness and to avoid potential claims of favoritism or bias.
7. Confidentiality: Handle disciplinary matters confidentially to respect the privacy of all parties involved.
8. Training: Provide regular training for staff and members on the Rules of Conduct and the process for addressing violations to ensure understanding and compliance.
9. Behavioral Support: Offer support and counseling when possible to help members correct their behavior and maintain their commitment to the program. Recommend the Member Assistance Program (MAP).
10. Final Decision: In cases of severe violations, ensure that the decision to terminate a member is well-documented and justified, adhering to AmeriCorps policies and guidelines.

Programs must maintain detailed records of disciplinary actions, communications with members and supervisors, and any related documentation. It is crucial to document challenges as well as the efforts made to address and correct the issues. Disciplinary actions must be applied consistently and equitably to all instances of misconduct of equal severity.

## Grievance Procedure

[\(45 CFR 2540.230\)](#)

All Programs that receive funding from AmeriCorps must have a grievance procedure for the filing and adjudication of grievances from AmeriCorps members, service sites, and other stakeholders. A grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the OIG.

UServeUtah encourages programs to establish an alternative dispute resolution procedure, such as mediation. While an individual is going through the grievance procedure, be sure to make it very clear what stage they are in, what the time-line is, and what the next steps are (i.e. whether they are in a mediation, grievance hearing or binding arbitration).

All programs must establish a grievance procedure for AmeriCorps members who believe that they have been unfairly released from the program and should be attached to the MSA.

## Grievance Procedure Components

AmeriCorps members are required to read and sign either a copy of the grievance procedures or a copy of a contract that includes but is not limited to the following grievance procedure regulations.

- Grievance filed within one year of alleged occurrence
- Grievance hearing within 30 calendar days of filing a grievance
- Decision made within 60 calendar days of filing a grievance
- Hearing by person not involved in previous decisions on the issue
- Grievant can request binding arbitration if decision is adverse to grievant or if decision is not reached within 60 calendar days
- Binding arbitration hearing is held within 45 days after request for arbitration or within 30 days after CEO appoints arbitrator
- Within 30 days of the binding arbitration hearing, there is a decision

**NOTE:** Programs are required to contact UServeUtah if an AmeriCorps member starts a grievance procedure process. The written grievance should be sent to UServeUtah and

any correspondence with the AmeriCorps member should also be included. All correspondence must be kept as records.

# Drug Free Workplace

## Drug-free Workplace Requirements

In accordance with the AmeriCorps Grant State and Federal Provisions and [41 U.S.C. § 701](#), programs are required to give notice about the Drug-Free Workplace Act to AmeriCorps members and to conduct a drug-free awareness program.

No person, other than an individual, shall receive a grant from any Federal agency unless such person agrees to provide a drug-free workplace by—

- A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
- B. Establishing a drug-free awareness program to inform employees about—
  - a. the dangers of drug abuse in the workplace;
  - b. the grantee's policy of maintaining a drug-free workplace;
  - c. any available drug counseling, rehabilitation, and employee assistance programs; and
  - d. the penalties that may be imposed upon employees for drug abuse violations;
- C. Making it a requirement that each employee to be engaged in the performance of such grant be given a copy of the statement required by subparagraph (A);
- D. Notifying the employee in the statement required by subparagraph (A), that as a condition of employment in such grant, the employee will—
  - a. abide by the terms of the statement; and
  - b. notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than 5 days after such conviction;
- E. Notifying the contracting/granting agency within ten calendar days after receiving notice of a conviction under subparagraph (D)(ii) from an employee or otherwise receiving actual notice of such conviction;
- F. Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee who is so convicted, as required by section [703](#) of this title; and
- G. Making a good faith effort to continue to maintain a drug-free workplace through implementation of subparagraphs (A), (B), (C), (D), (E), and (F).

## Individuals

No Federal agency shall make a grant to any individual unless such individual agrees as a condition of such grant that the individual will not engage in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in conducting any activity with such grant.

If an AmeriCorps member is arrested for or convicted of a drug offense, he or she must notify the Program Director in writing within five (5) days. Appropriate action must be taken including suspension and referral to a drug rehabilitation program, or release for cause consistent with the AmeriCorps federal agency's rule on termination and suspension of service.

**The conviction must be reported to the UServeUtah, in writing, within ten (10) days.** UServeUtah will then notify AmeriCorps in writing.

## UServeUtah Member Files

UServeUtah has established IPT as the official state record system for AmeriCorps members. This tracking system hosts the following forms:

- Member Application
- Enrollment and Eligibility Verification \*
- Member Service Agreement \*
- Service Hour Record \*
- Exit Form

\* Required

Programs **may not** store sensitive information on IPT, such as social security numbers, medical/health data, and protected characteristics (race, ethnicity, religion, political opinions, sexual orientation).

Programs will have multiple profiles for members who serve multiple terms of service because a new profile must be created at the start of each service. The Program should copy their profile in IPT, archive their old profile and upload their applicable documents to the new profile. The same NSCHC can be uploaded to the new profile if there has been less than a 180 day break in service, including the EEV form. Please ensure the ID used has not expired and all the member profile details have not changed.

Programs must utilize the notes box to provide explanations for any anomalies or documents uploaded late. Programs may not delete any forms from IPT, as it is deleting official state records. To correct any mistakes, Programs may add an addendum to a form such as the MSA, or upload a supplemental document instead and leave a note in the notes section of where to find the correct form. If there is a reason that a form should be removed, the Program may fill in the IPT delete request form available under IPT links on the [Program Director Resources](#) page.

UServeUtah will conduct randomized reviews of member documents in IPT using the member file checklist and the member file template. UServeUtah will notify the Program of these reviews before they start. Additional information related to these reviews can be found in Chapter 6. Findings from a review, such as missing documents, inconsistent calculations, unsigned service hour records, prohibited activities, etc., will be considered noncompliance and initiate the corrective action process.

IPT user guides (for Program Directors, Site Supervisors and Members), as well as a copy of the member file review tools, can be found on the [Program Director Resources](#) page.

All required verification items described in the member file review guide must be uploaded for each member within 30 days of their service start date.

## Service Hour Records

Time keeping records, called service hour records (SHR), are required to be submitted in IPT.

Accurate and timely documentation of service hours is essential to the integrity of AmeriCorps programming. All AmeriCorps members are required to maintain complete and accurate records of their service hours, which must align with the duties described in their approved position description and the program's performance objectives. These records must reflect actual service performed and must not include prohibited activities as defined by AmeriCorps regulations.

SHR will be reviewed during monitoring by UServeUtah. Noncompliant SHR including late submissions, missing signatures, inclusion of prohibited activities, or inaccurate reporting—may result in disallowed hours, delayed processing of awards, or grant termination.

## Required Signatures

Each service hour record must be signed and dated by the AmeriCorps member, their site supervisor, and a program staff. Programs must provide initial and ongoing training to ensure all members and site supervisors understand how to complete and submit service hour records accurately and on time.

Timely signatures are essential for maintaining accurate records. Members and site supervisors are expected to sign SHR according to the timeline chosen by the Program and found in the Program's internal Service Hour Record Signature policy. The signature policy should be a reasonable timeframe, typically within 30 days from the end of the month to avoid forgotten details or record-keeping issues that may affect member eligibility and program compliance.

The member's signature certifies that the hours listed are accurate and were actually served. The site supervisor's signature verifies the member's presence during those hours and confirms that the member engaged only in approved activities, in alignment with the member's position description and the program's objectives.

After the member and supervisor have signed the service hour record, it must be submitted to program staff for final review and signature. The program staff signature serves as confirmation that the record has been received, reviewed for accuracy and

completeness, and accepted. This signature also allows the program to track and identify any trends in late, unsigned, or incorrect submissions.

Every Service Hour Record must include the following signatures:

Role	Signature Purpose
Member	Confirms the accuracy of recorded hours and that they reflect actual service.
Site Supervisor	Verifies attendance, alignment with approved service, and absence of prohibited activities.
Program Staff	Confirms receipt, compliance, and validation of service hours; monitors submission trends.

*If the **Site Supervisor** is also **Program Staff**, the signature of a **different program staff member** is **required** for the third signature.*

## Hours Allocation

Service hour records must be completed (fully filled out and signed) regularly according to the schedule established by the program—either a biweekly or monthly basis. Members should select “No hours served” on days no hours are served rather than leaving the space blank.

SHR with more than 12 hours served in a day require a member explanation. Programs may require members to include other details about their service day in the explanation cell.

Program staff are responsible for monitoring total service hours and ensuring that members remain on track to complete their service within their term. Additionally, staff must ensure compliance with hour-category limits: no more than 20% of a member’s total hours may be classified as training, and no more than 10% may be allocated to fundraising activities.

## Separation of Member Service and Employment Hours

Members may not record AmeriCorps service hours while simultaneously performing duties as an employee of the same or any partner organization. If a member also holds a separate position of employment within the Program or a partner agency, the Program must maintain clear documentation separating service and employment activities, schedules, and timekeeping records.

To comply with the Terms and Conditions for AmeriCorps State and National Programs, a supplemental agreement must be signed by any member who is also an employee, signed by their supervisor, and uploaded to IPT. This agreement, certifying under penalty of perjury that the member is not double-counting time, duplicating, displacing, or supplanting other Federal grant activities as outlined in 45 CFR 2540, must be signed and kept on file prior to or at the start of the employment period. It must also be updated if the terms of service or employment change. Failure to maintain this documentation may result in findings of noncompliance and/or disallowed costs.

# **Chapter 6: UServeUtah Support and Monitoring**

- Training and Technical Assistance
- Program Monitoring
- Monitoring Checklist

## Training and Technical Assistance

Throughout your partnership with AmeriCorps, Programs can expect continuous support from UServeUtah, beginning with new Program training and extending to the process of reapplying during grant cycles. UServeUtah is committed to helping build the skills, knowledge, and capacity of the Programs by providing effective training and technical assistance (T&TA).

### AmeriCorps Training Resources

AmeriCorps provides these training resources available to Programs:

- [Litmos](#): Online training courses
- [Manage Your Grant](#): All the AmeriCorps resources and links in one place
- [Resources for State Subgrantees](#): Resources and tools to support Programs and national service activities
- Annual National Service Training Conference: It is mandatory for at least one Program staff to attend, preferably the Program Director

### UServeUtah Training Resources

UServeUtah will provide various training opportunities for Programs and their AmeriCorps members throughout the year. The following meetings and conferences are mandatory:

- Monthly Training and Technical Assistance Call
  - One staff member from the Program must attend this virtual meeting.
  - Held every third Wednesday of the month except on the months that the quarterly Program Director Trainings fall.
- Quarterly Program Director Trainings
  - All Program Directors are required to attend these meetings.
- New Program staff Training
  - Programs submit the New Program staffing Change Notification Form located on the Program Resources webpage.
  - UServeUtah will provide a training overview.
- Annual AmeriCorps member Gathering
  - It is mandatory that all current serving AmeriCorps members attend.
  - One Program staff must attend as well.
- BaseCamp

Before seeking assistance for technical issues, Programs should utilize the [Program Director Resources](#) at the USeveUtah website.

The site contains links to IPT user guides for Program Directors, Site Supervisors and AmeriCorps members. It also contains the online forms used to request IPT form deletions and user access changes.

The Policy and Procedural links on the resources page will direct you to the AmeriCorps Manage your Grant website for the most updated information. If you are unable to find a resolution to your issue, please contact UServeUtah.

Program Directors are encouraged to consider attending workshops and conferences sponsored by UServe and/or AmeriCorps when these events relate to your Program. They offer valuable opportunities for professional development, networking with peers, and gaining insights into best practices.

## Program Monitoring

As stewards of public funding, UServeUtah must ensure that Programs are aware of their contractual requirements and are in compliance with all rules, regulations, and provisions governing AmeriCorps funds. To accomplish this, UServeUtah must create adequate systems that are fully implemented and available in writing for monitoring Programs. Each Program in turn is responsible to monitor and ensure compliance of its service sites.

Monitoring allows UServeUtah to learn more about a Program's service activities, community partnerships and AmeriCorps member success stories. It also plays a critical role identifying compliance concerns, the need for technical assistance, and any potential for fraud, waste, or mismanagement. However, monitoring is also viewed as a meaningful opportunity to help programs run as efficiently as possible.

Monitoring is not a one-time event, but rather an ongoing process that occurs throughout the award period, consisting of training, implementation, communication, and follow through.

Components of the UServeUtah Monitoring Strategy:

- Annual Program Risk Assessment
- Desk Reviews
  - AmeriCorps member File Checks
  - Reimbursement Request Reviews
- On-Site Visit
  - Programmatic visit
  - Fiscal visit
- Surveys and Interviews
- Training and technical assistance
- Corrective Action Plans
- Quarterly Progress Report Reviews

## Annual Program Risk Assessment

UServeUtah uses a risk based assessment strategy for monitoring programs. At least annually, and as new projects are funded, UServeUtah will conduct a risk assessment on each Program.

UServeUtah uses this process to classify each program as low-, medium-, or high-risk. The risk assessment utilized by UServeUtah looks at a variety of factors including experience with federal grant management, existing financial management policies and procedures, past performance, and program sustainability. Based on this determination, UServeUtah will implement an individualized monitoring plan for the Program.

Please note that all new Programs will automatically be classified as high-risk. Other factors that may affect risk classification include: award amount, history of non-compliance, new personnel or systems, and program complexity.

## Overview of Monitoring by Risk Type

	Low-Risk Programs	Medium-Risk Programs	High-Risk Programs
<b>AmeriCorps member File Checks*</b>	Each program is subject to routine AmeriCorps member File Checks based upon UServeUtah's stratified sampling methodology as described below.		
<b>Reimbursement Request Reviews*</b>	At least one at any point throughout the three-year grant cycle.	At least two at any point throughout the three-year grant cycle.	At least one annually for each of the three years in the grant cycle.
<b>Programmatic Site Visits*</b>	At least one at any point throughout the three-year grant cycle.	At least two at any point throughout the three-year grant cycle.	At least one annually for each of the three years in the grant cycle.
<b>Fiscal Monitoring*</b>	At least one at any point throughout the three-year grant cycle.	At least two at any point throughout the three-year grant cycle.	At least one annually for each of the three years in the grant cycle.
*All Programs are subject to additional desk reviews and site visits as necessary based on findings or concerns that may require continued attention and follow-up.			

## Desk Review

Desk reviews will be conducted by UServeUtah throughout the year to ensure the accuracy of AmeriCorps member files and reimbursement requests. Requests for

information, feedback and any applicable corrective action plans will be sent to the Program.

### **AmeriCorps Member File Checks**

AmeriCorps member file reviews will be conducted continuously throughout the year to ensure compliance with National Service Criminal History Check requirements, enrollment and exit guidelines, accuracy of AmeriCorps member files and other regulations.

UServeUtah determines the number of files it reviews annually using a stratified sampling methodology as follows: 10% sample based on the number of slots awarded. A minimum of two files must be reviewed. Reviews will be capped based on risk assessment level at 5 for low risk, 10 for medium risk, and 20 for high risk. Additional reviews may be conducted based on findings.

Ideally, sampling will be conducted early in the program year to limit potential disallowance findings. Because the sample may not include exited AmeriCorps members, an additional sample may be pulled from the previous grant year to monitor exit requirements only. This additional sample will consist of enough AmeriCorps members to meet the sample size identified above.

Programs will be notified of an upcoming desk review by email approximately one week in advance.

The Member File Check guidelines and template can be found on the [AmeriCorps Program Directors Resources](#) page under Monitoring Tools. It is recommended that the Program reviews these documents regularly and references them when preparing for an upcoming AmeriCorps member file check.

After the review, the Program will receive their Member File Check results by email with a deadline to make all necessary corrective actions resulting from the review. Deadlines are set at ten calendar days unless the corrective action is expected to take a longer period of time. Programs will be notified if an expansion of scope is required and additional verification will then be requested.

### **Reimbursement Request Reviews**

UServeUtah conducts routine desk reviews of previously submitted reimbursement requests. In the event of a desk review, UServeUtah will request all relevant source documentation to verify the Section I and II costs that have been submitted for reimbursement. Programs are expected to provide all requested source documentation within ten calendar days of receiving the request (please refer to record retention).

Examples of the source documentation that may be requested include:

- Documentation of match (both cash and in-kind)
- Staff timesheets and payroll registers
- Mileage documentation and travel vouchers
- AmeriCorps member payroll list and healthcare roster (if applicable)
- Copies of canceled checks
- All paid invoices, receipts, agendas, etc.
- Receipts of member service gear and supplies

UServeUtah reviews submitted documentation to ensure that costs are:

- Reasonable, allocable, and allowable
- Spent according to contractual limitations
- Treated consistently
- Determined in accordance with Generally Accepted Accounting Principles (GAAP) and the applicable OMB cost principles (2 CFR 200 Subpart E)

Findings or concerns that arise based on a routine desk review of a reimbursement request may result in additional training, corrective action, or loss of funds.

## Programmatic Monitoring Site Visits

Program site visits are conducted for two purposes:

1. To provide assistance for Program development and implementation issues; and
2. Ensure compliance with AmeriCorps rules and regulations.

All Programs should anticipate programmatic site visits. Programs in their first three years of funding typically require more assistance than Programs that have been operating for four or more years. When necessary additional staff focus may be dedicated to visiting and providing assistance to new Programs.

Programs may however, request assistance or additional site visits to focus on specific program issues at any time. UServeUtah will accommodate these requests whenever possible.

In addition, all Programs designated as high risk may receive additional visits from UServeUtah. The purpose of these visits is to improve Program policies and procedures, reduce the risk of fraud, waste, and abuse, and increase compliance with AmeriCorps rules and regulations.

## Notice and Preparation

All visits will be scheduled 30 days in advance. UServeUtah will contact the Program to schedule your monitoring visit(s). At least one week prior to the site visit, a copy of the instruments to be used will be sent. To prepare properly for a site visit, the Program should:

- Review the Programmatic Monitoring Guide provided by UServeUtah and be prepared to present any pertinent or requested documentation. The monitoring tool is available on the [Program Director Resources Page](#).
- Be prepared to work with UServeUtah to schedule the monitoring visit when appropriate people will be available for meetings.
- Verify that AmeriCorps member time sheets and files are up to date prior to the meeting.

## Procedure

Programmatic Monitoring Activities:	Individuals Involved:
Document and Policy Review	Program Director (required)/Site Supervisor (if applicable)
AmeriCorps member File Checks	Program Director (required)/Site Supervisor (if applicable)
On-Site Observation of AmeriCorps member Activities	AmeriCorps members
Field Interviews	At least 1 site supervisor (if applicable)/ least 2 AmeriCorps members

Once on-site, UServeUtah will review the Program's written policies, procedures, and documentation relating to: Recruitment, selection, eligibility and enrollment including NSCHC requirements, tracking AmeriCorps member hours, exiting AmeriCorps members, developing and implementing AmeriCorps member training, AmeriCorps member supervision, data tracking/recording, progress reporting, subsite management, and continuous improvement strategy.

The visit may also include a visit to one or more of the Program's Service Sites. Interviews may be conducted with AmeriCorps members and Site Supervisors to gauge understanding of AmeriCorps rules and regulations to ensure no prohibited activities are occurring. UServeUtah will arrange this with the Program when the Programmatic Monitoring Site Visit is scheduled.

## **Exit Conference and Follow-Up Monitoring Letter**

The results of the visit and any associated AmeriCorps member file checks will be reviewed with the Program at the end of the day. Subsequent feedback sent to the Program will address only those issues discussed during the visit.

Within six weeks of the site visit, UServeUtah will email a follow-up monitoring letter to the Program. This monitoring letter will convey UServeUtah's conclusions from the site visit regarding exemplary or adequate performance, need for technical assistance and/or additional training, or findings that require corrective action. The Program must address any corrective action items and provide a written response to UServeUtah within 30 days, if Programs need more time to complete corrective action items, they must request an extension prior to the due date. UServeUtah will review the response and provide any additional guidance required.

This monitoring letter and any formal response from the Program should be entered into grant records and retained for three years.

## **Fiscal Monitoring**

Programs should anticipate one or more fiscal monitoring visits every three year grant cycle. New programs and those who have been assessed as high risk will receive additional visits as necessary. For efficiency, UServeUtah may combine a fiscal and programmatic monitoring visit into one trip as needed. Some fiscal monitoring may also be conducted virtually.

## **Notice and Preparation**

All site visits will be scheduled at least 30 days in advance and may be conducted simultaneously with a programmatic monitoring visit for efficiency. At least one week prior to the site visit, a copy of the instruments to be used will be sent to the Program. The Program is expected to ensure that all key financial staff and any other requested personnel are present and available during the scheduled time. The Program is also expected to reserve necessary space for the visit to take place and to prepare all requested documentation in advance.

## Procedure

<b>Fiscal Monitoring Activities:</b>	<b>Staff Involved:</b>
Interview	Program Director/key financial staff
Document Review	Financial staff should be available to answer questions, but no staff is required in the review itself

The site visit will be broken down into two main portions: an interview with fiscal and program staff and a documentation review. UServeUtah staff will conduct interviews with financial and other program staff to review policies and procedures relating to: internal controls, financial reporting, matching contributions, accounting systems, timekeeping, payroll, cash management, oversight/monitoring, and record keeping. Additionally, staff will conduct a review of a previously submitted request for reimbursement and all relevant source documentation, similar to the desk review as described previously within this chapter/above.

After each site visit, a copy of the completed monitoring tool and corrective action letter will be e-mailed to the Program. This will occur within six weeks. The Program must address any corrective action requests and provide a written response to UServeUtah within the timeframe allowed. UServeUtah will review the response and provide any additional guidance required.

### Exit Conference and Follow-Up Monitoring Letter

At the end of the visit, preliminary results will be reviewed with the Program to clear up possible misconceptions, and to secure any information needed.

Within six weeks of the site visit, UServeUtah will email a follow-up monitoring letter to the Program. This monitoring letter will convey UServeUtah's conclusions from the site visit regarding exemplary or adequate performance, need for technical assistance and/or additional training, or findings that require corrective action. This monitoring letter and any formal response from the Program should be entered into grant records and retained for three years.

## Monitoring Checklist

In general, it is expected that the Program will monitor Service Sites to examine the following:

### AmeriCorps member Documentation

- No visible social security numbers on IPT
- AmeriCorps member and emergency contact information on IPT
- Application Form
- National Service Criminal History Checks
- Eligibility and Enrollment Verification Form
- Retention Statistics (end of term/exit, change of status/term, terms of release)
- Hours Compliance and service hour records (timesheets)
  - AmeriCorps members do not serve until the EEV and MSA are signed
  - AmeriCorps members do not serve until NSCHC is complete by one day.
- Training Provided
- Benefit forms (child care, health care, etc.)
- AmeriCorps member Service Agreement
  - Position description for the AmeriCorps member
  - Minimum number of hours and other requirements necessary for a post-service education award
  - Start and end dates of the AmeriCorps member's term of service
  - Amount of the living allowance
  - How the AmeriCorps member will be paid
  - Description of the other benefits available to the AmeriCorps member
  - Rules of conduct and Disciplinary Actions
  - Prohibited activities
  - Requirements under the Drug-Free Workplace Act
  - Termination and suspension policy and procedure (including the specific circumstances under which an AmeriCorps member can be released for cause)
  - Any other program-specific requirements
  - Signatures of both the AmeriCorps member and the Program Director
- Performance Evaluations
  - Mid-term evaluations are required for AmeriCorps members serving 900 hours or more.

- End of year evaluations are required for all AmeriCorps members and must include the following:
  - Whether the AmeriCorps member has completed the required number of hours.
  - Whether the AmeriCorps member completed assignments satisfactorily.
  - Whether the AmeriCorps member met the performance criteria that were clearly communicated at the beginning of the term of service.
- Exit in eGrants

## Program Procedures Documentation

- Grievance Procedures
- Prohibited Activities
- Staff Time keeping
- Progress Toward Meeting Performance Measure Targets
- Measurement Tools
- AmeriCorps branding (signage, uniforms, published materials)
- Mechanism for Community Input and Collaboration
- Subcontracts or Subsite Agreements (if applicable)

## AmeriCorps Member Orientation

- See AmeriCorps member Orientation in Chapter 3

## Financial Documentation

- Match (where applicable)
- Receipts for Grant Expenditures
- Internal Controls Systems
- Accounting Systems
- Payroll System
- A-133 Audit (if applicable)

## Monitoring Review Tools and Documents

All monitoring tools and guides are available on the [Program Directors Resources](#) page. It is recommended that the Program is familiar with these documents and seeks to ensure

that the Program operates in a manner consistent with AmeriCorps rules and regulation as well as UServeUtah's policies and procedures.