

# Guide to Member Recruitment

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## *I. Definition of Recruitment*

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Recruitment is a critical aspect of program management. A strategic recruitment process is one that connects your Program with the right candidates — those who can bring their skills to help accomplish program goals and can grow personally in doing so. Since Members are in the community performing direct service, they become the face of your Program – so the success of a program is directly tied to its ability to effectively recruit qualified individuals. Your Program should strive to find, place, and retain the best applicants for your available positions while ensuring a rewarding experience for all stakeholders including Members, staff, partners and especially those served by your Program.

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## *II. Beginning Process to Identify Your Recruitment Needs*

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Before you get started, it is very important that you know what the basic requirements are for an individual to become a Member, as defined by the Corporation for National and Community Service (CNCS). **Members must:**

- ☑ Be at least 17 years of age (or 17 years of age with parental consent).
- ☑ Be a U.S. Citizen or a Lawful Permanent Resident.
- ☑ Have a High School diploma or GED; or have a plan in place to earn it before the completion of their service.
- ☑ Successfully clear all applicable background check protocol.

This does not exclude or take the place of any additional basic skills/aptitude required in order to recruit a successful Member in this position.

Understanding what you expect your Members to be able to do, what they will get out of the position, and effectively communicating what you have to offer will help you find and evaluate candidates. Start by identifying:

- ➔ The number of Members needed.
- ➔ The role of each Member.
- ➔ Service dates for each Member.
- ➔ The skills, knowledge, attitudes and aptitudes needed for each position.
- ➔ The opportunities and benefits a Member will get through the assignment (selling point for recruitment).

Use this information to create a position description that clearly identifies the tasks and responsibilities of the Member.

It is also beneficial for your organization to determine if there is a targeted audience that encompasses the attributes you are looking for in a Member. In viewing attributes of the ideal Member serving for your organization, also look at how the public views your organization and the services it provides. I.e., what type of business do they think you are involved? How much interest or awareness do your services generate among them? Do they know who you are as an AmeriCorps Program? Marketing your program is vital to attracting prospective applicants who will meet the needs of your organization.

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### ***III. Develop a Recruitment Plan***

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Build in time to develop and document the processes you will use to identify the best candidates - before you market your position.

- **Application Acceptance Process:** gather the materials required to complete an application and set-up processing procedures and deadlines. The application should include questions that identify those key elements you are looking for in a potential Member. However, it should not be so prescriptive that you are not selecting individuals with a diverse background that could enhance service to your program and its beneficiaries. Also, how long is the application? If you have a lengthy application, you must determine if the information requested in the application is necessary at this point in the process. Lengthy applications can sometimes be a deterrent for some candidates and leave them wondering if it is worth the effort. It can also be used as a mechanism to “weed out” candidates if you have received a high volume of applications.
  
- **Interviewing Process:** schedule times for screening applications and conducting interviews. Create forms to document these activities to be maintained in your filing system. When you are conducting the interviews, have you developed questions that not only focus on the candidate’s ability to execute the position description requirements but also the personality, incentive, willingness, and other behavioral indicators that he/she is a good fit for your program.
  - ***Individual interview-*** conduct in-person (*if local*) or by phone (*if out-of-town*) interviews. Video conferencing can provide you with insight on how an individual may interact with the population you serve as well. Be sure to develop open-ended interview questions that allow a reasonable assessment of the applicant’s skills and experience.
  
  - ***Group interview-*** this method allows the use of team-building activities to gauge how well applicants work with others and their ability to be creative and solve problems.

- **Selection strategy:** decide the criteria for accepting a candidate, who will make the final decisions, and if there are any other people (staff, site supervisors, or program partners) who need to have input on the final decision. Make sure you build in time to check references.
  - *Reference checks-* a minimum of two (2) references are required. It is strongly recommended that you ask the candidate and check the eGrants system to verify if the candidate previously served with an AmeriCorps Program. Verification should then prompt you to have an open dialogue with the other agency to acquire feedback from that program. Depending on agency policy, some programs may be limited to the type of information they can release. However, you can at least discover whether or not an applicant honored their commitment to a previous term of service. Checking eGrants will also help you early on in the process to determine if the candidate is eligible to serve another term of service.
  - *Criminal record checks-* inform candidates that they are required to undergo a records check process which screens their criminal history. Explain clearly that they must not only successfully complete the process but pass the requirements in order to become a Member.

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#### ***IV. Advertise and Market Your Position***

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Once you know who you are looking for, you can target your advertising and marketing efforts to reach the most qualified and diverse applicants. Keep the following tips in mind:

1. **Determine target populations.** Identify potential populations for the types of members you want. Along with target populations you identify, note that the **Serve America Act** calls for expanding service opportunities for veterans, disadvantaged youth, college students, retirees, and individuals over 55 years of age as well as continued service of national service alums.

2. **Research communication channels.** There are many ways to communicate your opportunities to potential applicants. Choose strategies and media used by your target populations.
3. **Use your partners.** Identify individuals, organizations and networks that can reach out to your target populations.
4. **Don't limit yourself.** Develop a variety of recruitment tools and introduce them over time to build momentum. At the same time, do not use so many that you cannot maintain the execution of those tools effectively.
5. **Look for opportunities to increase diversity.** Working with people from different cultural, ethnic, educational, and socio-economic backgrounds is one of the most important aspects of service. Look for ways to increase diversity to make a richer team for everyone.
6. **Make retention a recruiting goal.** Understanding the vital connection between how you recruit and the experience your Members will have helps you recruit members who embrace service for the duration of the position and beyond.

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### ***V. Strategies and Tools for Member Recruitment***

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The goal of effective Member recruitment is to increase the number of quality applications in which to choose. Your AmeriCorps Program and the services it provides are only as good as the Members who provide those services.

Recruitment involves much more than interviewing. It is also a time-intensive process. It can be difficult to set aside the time needed to carry out the process. So it is important to start recruitment early. Another option is to use phone interviews to pre-screen applicants. A timeline can help you establish outreach windows, application deadlines, interview times, and clear targets for staff members. An example of a recruitment timeline for a 6-month projection is on the next page. It is a tracking calendar that works backward from a Member orientation that begins in October. The following page is an example of

a 10-week guide to help partner sites develop a recruitment plan to recruit their own Members.

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## ***VI. Advertising Service Opportunities***

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Once you know what you are looking for, you can target your advertising of available service positions to reach a qualified and diverse applicant pool. Research all available recruitment or communication channels available to you in your community or via the Internet. Word of mouth is still a great recruitment tool so do not ignore tapping into alumni, individuals, organizations, etc. Actively seek diversity so that your Corps represents the community in which it serves. Make retention a goal in the recruitment process. One red flag is an applicant who has held several positions in a short time span that were not short-term internships or contracted/temporary work assignments.

Below are some brainstorming ideas to help you get started with advertising your Member position description for your program. Always seek ways to obtain pro bono services to reduce costs. You should market your program throughout the year. Highlighting success stories and testimonials are an effective way to educate people about the services you provide. Also, highlight the benefits of having the opportunity to serve the community; ex., making a difference, helping to solve a community problem, able to receive an education award, able to transfer an education award (targeting those who are over 55), etc.

### **Recruitment Tools**

- Flyers distributed at events, doctor offices, stores, career fairs, etc.
- Maintain a database of partners to send e-mail blasts
- Missouri on-line recruitment tools
- MOJobs –<https://jobs.mo.gov>
- My AmeriCorps - <https://my.americorps.gov/mp/login.do>
- Show-Me Heroes - <https://jobs.mo.gov/jobseeker/vets>
- CNCS <https://www.nationalservice.gov/resources/recruitment-resource-hub>

- ☑ Newsletters
- ☑ Newspaper
- ☑ Radio PSAs
- ☑ Referrals from Members who previously served
- ☑ Social media-
  - Facebook - <https://www.facebook.com>
  - Hootsuite - <https://hootsuite.com>
  - Instagram - <https://www.instagram.com>
  - LinkedIn - <https://www.linkedin.com>
  - Pinterest - <https://www.pinterest.com>
  - Snap chat – <https://www.snapchat.com>
  - Twitter - <https://twitter.com>
  - YouTube - <https://www.youtube.com>

# Sample 6-Month Recruitment Timeline

## MAY

- ▲ Finalize calendar, benchmarks, logistics
- ▲ Revise forms and systems for October/January, including work plan, timeline, forms, templates, application process, sponsor recruitment packet, database layouts
- ▲ Mail project sponsor notification with sponsor recruitment packet
- ▲ Review position descriptions and ensure they are ready to send to sponsors
- ▲ E-mail position descriptions to project sponsors (they need to review and send back suggested changes no later than May 30)

## JUNE

- ▲ Implement advertising plan for members who will start in October
- ▲ Post individual placement (IP) positions to Web site
- ▲ Check in with project sponsors about their recruitment
- ▲ Receive and process applications

## JULY

- ▲ Maintain ongoing communication with project sponsors
- ▲ Review acceptance packet information
- ▲ Receive and process applications

## AUGUST

- ▲ Enforce Member selection deadline for sponsors
- ▲ Interview and place applicants
- ▲ Set aside time for background checks
- ▲ Coordinate acceptance packet material and send to accepted Members

## SEPTEMBER

- ▲ Complete interviews and Member placements
- ▲ Create applicant waiting list

## OCTOBER

- ▲ October - Member orientation begins



# Example of Your 10-Week Guide to Successful Recruitment

## PROJECT TIMELINE – Recruiting Members

	<b>STEP 1:</b> Start Recruitment Process	<b>STEP 2:</b> Develop Materials	<b>STEP 3:</b> Distribute & Post Announcement	<b>STEP 4:</b> Continue Distribution & Update Postings	<b>STEP 5:</b> Wait for Responses
<b>Week 1</b>					
<b>Week 2</b>					
<b>Week 3</b>					
<b>Week 4</b>					
<b>Week 5</b>					
	Update your Assignment Description.	Update flyers with our position descriptions and qualifications. Print copies for distribution.	Post your position on-line. (ex. (city website, agency website, partnering websites, college/university websites, craglist.com, SocialServices.com, volunteermatch.org)	Speak at local college or community groups regarding the opportunity to serve.	Develop your on-site orientation plan.
	Approval needed for AC tasks & responsibilities.		Distribute flyers.	Attend local volunteer and career fairs.	Secure workspace and materials for Members.
			Post at senior centers, places of worship, & other places where community gather.		Increase your position announcement efforts.
			Post at school districts/offices (where parents volunteer).		

## PROJECT TIMELINE –Selecting Members

	<b>STEP 6:</b> Review Applications & Pre-Screen Candidates	<b>STEP 7:</b> Schedule Interviews	<b>STEP 8:</b> Conduct Interviews & Make Your Candidate Selection	<b>STEP 9:</b> Notify CONNECT of Selection & Conduct Clearances	<b>STEP 10:</b> Enroll Candidate
<b>Week 6</b>					
<b>Week 7</b>					
<b>Week 8</b>					
<b>Week 9</b>					
<b>Week 10</b>					
	Review all AC policies regarding schooling, outside employment/commitments, and benefits with potential candidates.	Develop your interview questions and prep your interview team.	Check and verify references.	AC Members must be fingerprinted. You may also want to consider additional background and TB screenings.	Complete enrollment for Candidate.
	Remember to make sure your candidate meets all the necessary minimum requirements for AC.	Schedule interviews with desired candidates.	Offer position and make sure they understand it is an “unofficial offer” contingent upon successful enrollment and acceptance by the national program.	Support your candidate with any information or assistance he or she might need if he or she is relocating to your area. (ex., moving &/or housing info, local services like hospitals, banks, etc.)	
	Make sure your candidate understands all position responsibilities and requirements.		Notify interviewed candidates of their status and select a back-up candidate.		

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## ***VII. Recruiting People with Disabilities***

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Recruiting Members with disabilities can be a powerful win-win arrangement. Such an individual can bring a unique perspective and life experience to your team. In return, service can boost the Member's self-esteem, provide valuable experience, and (in some cases) supplement a Social Security disability payment. Service can also be the gateway to long-term employment for people who have had difficulty breaking into the job market because of their disabilities.

**Q:** *How do I successfully recruit people with disabilities in national and community service?*

There are two basic approaches to recruitment of persons with disabilities as participants in your program. The first is to recruit persons with disabilities as part of your overall recruitment process. This will happen naturally as your program becomes increasingly accessible and inclusive. The second approach is to conduct specific outreach activities with communities of persons with disabilities and organizations that serve these communities.

**Q:** *How can I make recruitment activities inclusive?*

The first step toward inclusive recruitment is creating an inclusive service environment. An inclusive service environment is one that proactively seeks to include persons with disabilities, ensures that everyone can make a valued contribution, and weaves access and accommodations into all aspects of the program. There are several ways that you can ensure that your recruitment activities are inclusive:

- Include images of people with disabilities as service providers in your brochures, videos, and other materials.
- Make sure that any videos you produce are captioned and audio-described.
- Make a clear statement of your willingness to provide accommodations. *Example Sample Statement: Qualified individuals with disabilities who need accommodations may make arrangements by contacting (insert your Program's contact person and number/email).*

- ❑ Familiarize your staff with your state relay services or your TDD/TTY number.
- ❑ Insert a non-discrimination clause in all of your written materials.
- ❑ Proactively let the public know that you will provide materials in alternate formats.  
*Example Sample Statement: This document and others are available in alternate formats.*
- ❑ Ensure that your website is accessible (good information on how to incorporate accessibility features on your website can be found at [www.cast.org](http://www.cast.org)).
- ❑ Be sure your application forms ask no questions regarding disabilities, history of disabilities (the applicant or their family), or other medical information- unless it requests a voluntary response that is separated and filed separately and used for statistical purposes only.
- ❑ Identify organizations or individuals in your community with disability experience who can review materials to ensure that your language is appropriate.
- ❑ Hold meetings and events in locations that are barrier free, and let people know the events are accessible. *Example Sample Statement: The AmeriCorps kickoff event will be held in an accessible location. Other accommodations will be provided upon request. Please contact (insert your Program's contact person and number/email).*

**Q: [Is Outreach to Persons with Disabilities Done Differently?](#)**

People with disabilities are in every community, organization, and neighborhood. Disability crosses all demographic groups. People with disabilities are young and old, rich, poor and middle-class, highly educated and not. Some individuals with disabilities are very committed to service; while others have never been exposed to service. Some have not had a lot of experience working alongside people without disabilities; others have.

**Q: [What Should I Do Before I Get Started?](#)**

Before you begin to aggressively recruit, make sure that your staff, participants, and whoever else may be involved in recruitment are pre-pared for this initiative. It will not help your efforts to do great outreach and have staff unprepared for persons who request accommodations! Be sure to provide training to all staff and participants.

**Q:** *Where can I recruit people with disabilities?*

There are several free national recruitment resources provided either directly by the federal government or through federal grants. While they exist primarily to help persons with disabilities find employment, you may be able to use them to identify persons with disabilities who are open to service opportunities. Some provide you directly with resumes or job-related information about people with disabilities, while others work in conjunction with state and local agencies. These include the resources listed below; more complete information about them is contained on the following site. Refer to page 23:

<http://www.serviceandinclusion.org/handbook/inclusion.pdf>. All are available to you for assistance in recruiting participants for your programs.

- Employment Assistance Referral Network (EARN)
- Workforce Recruitment Program (WRP)
- State Governors' Committees on Employment of People with Disabilities
- U.S. Department of Veterans Affairs
- State and Local Vocational Rehabilitation Agencies

Another resource that allows people with disabilities to locate and contact you is the Corporation for National and Community Service recruitment web site: [www.nationalservice.org](http://www.nationalservice.org). We encourage you to post your national service positions there. There is also Job Links, a service provided by the U.S. Department of Labor's Office of Disability Employment Policy, which takes prospective job applicants to job listings on the Internet employment pages of organizations seeking to hire people with disabilities. CNCS has awarded funds to 11 agencies to conduct outreach to disability communities. These agencies are promoting national service as an option and are developing training and promotional materials. Refer to the CNCS's web page for further information on this subject.

In alignment with the Employers of National Service initiative, CNCS issues a toolkit to assist AmeriCorps alumni with disabilities with a transition plan to employment. This transition plan, along with other helpful resources in securing employment can be found at <https://www.nationalservice.gov/about-cnccs/disability-and-accessibility/employmentand-alumni-disabilities>.

There are also organizations and Programs in every community, as well as at the national level that work with people with disabilities. Many are federally operated and or funded. Some provide services to people with disabilities such as therapies or training. Others advocate in the community for increased accessibility. Some provide scholarships and awards, while others provide funding for education or job training. Some organizations serve a range of individuals with different kinds of disabilities, while others focus on one or two specific kinds of disabilities.

Depending on your Program and the organizations in your community, the following kinds of organizations may be appropriate for your recruitment efforts.

- Schools, Colleges, and Technical Schools
- Vocational Rehabilitation Offices
- Disability Organizations
- Support Groups
- Civic Groups
- Senior Organizations
- Youth Organizations with Programs for Youth with Disabilities
- State and Federally Funded Community and National Resources

**Q:** [Are there organizations in my community that can help me recruit individuals with disabilities?](#)

### **Schools, Colleges, University Centers of Excellence and Technical Schools**

Almost all post-secondary schools have an office for students with disabilities. Staff in these offices can provide information about your Program to students with a range of disabilities. Many have bulletin boards where you can post information. Some have campus-wide newsletters.

School districts have offices on special education. These offices are aware of all students identified with disabilities, including those who are fully mainstreamed in their classrooms. In addition, most schools have special education teachers who know students with disabilities well.

### Vocational Rehabilitation Offices

Each state has an office of vocational rehabilitation that in turn has local offices. Vocational rehabilitation counselors, who assist individuals with disabilities in achieving educational and vocational goals, staff these offices. Counselors will know of individuals with disabilities who may be interested in service programs. In addition, there are instances where national and community service programs may become part of a vocational plan, in which case additional supports may be available from vocational rehabilitation programs.

### Disability Organizations

Even the smallest community has at least one or two organizations that work with people with disabilities from the very young to the very old. Here are some of the most common:

- ☑ Parent resource centers
- ☑ Self-advocacy groups
- ☑ Independent living centers
- ☑ National Mental Health Association affiliates
- ☑ UCP affiliates
- ☑ Arc affiliates
- ☑ Brain Injury Association affiliates
- ☑ National Association of the Deaf groups
- ☑ Self Help for Hard of Hearing chapters
- ☑ Lighthouses (visually disability)
- ☑ Easter Seals affiliates

### Support Groups

All communities have support or self-help groups for a variety of issues that people face in their lives. In most communities there is a "self-help clearinghouse." Often, self-help groups are listed in local papers.

## Civic Groups

Many civic groups support disability issues and may conduct fundraising activities on behalf of scholarship programs or under special circumstances. Some are:

- Civilians
- Kiwanis
- Lions
- Quota Clubs

## **Youth Organizations**

- Boy and Girl Scouts
- 4-H Clubs
- Campfire programs
- YMCA/YWCA

## **Senior Organizations**

- Senior Centers
- AARP

## **State and Federally Funded Community and National Resources**

Refer to the following website for additional resources on page 80:

<http://www.serviceandinclusion.org/handbook/inclusion.pdf>

## Acceptance versus Rejection

Once you have identified and screened your applicants, make a decision. For those who are accepted, provide them with a **written confirmation of their acceptance**. The acceptance letter congratulates applicants on their selection and provides any additional preliminary information Members may need to prepare for New Member Orientation. Also, Members should be provided with a deadline by which to accept the position in order to reserve the Member Slot. In the event that an applicant withdraws, the Program may offer the position to another candidate. *Maintain a copy of the acceptance letter in the Member File.*

If applicants are rejected, provide them with **written confirmation of the rejection**, a polite way to say, "Thank you for your interest, but this may not be the best match." It is a best practice to maintain a file of rejection letters as well. This will provide a history of who applied and why they were not selected to serve with your Program; especially in the case where there is staff turnover and the individual re-applies the following program year.



## VIII. Creating a Service Opportunity Listing (My AmeriCorps)

To create a service opportunity listing in My AmeriCorps Portal, follow the steps below:

1. Log in to eGrants (<http://egrants.cns.gov>).
2. Click "Portal Home" on the home page.
3. Click "Recruitment Workbasket" in the left-side menu.
4. Click the "Service Opportunities" tab.
5. Click "Create Opportunity Listing" and complete the applicable fields.
6. The listing will be reviewed/approved by the CNCS Recruitment Administrator.

### Screenshot #1:

5/17/2013, 01:06 PM, EDT home my account help logoff

Department of the NATIONAL & COMMUNITY SERVICE

# eGRANTS

Welcome Jerron

**Create Listing**

Enter Listing Details

Do you want to make this Listing to be available now ?  Yes  No

\*Project Name:

\*Project Type:

\*Program Code:

\*Start Date:  (mm/dd/yyyy)

\*End Date:  (mm/dd/yyyy)

\*Term of Service:  Full-Time  Part-Time  Summer

**Contact Information**

\*First Name \*Last Name:

\*Street Address1:

Street Address2:

\*City:

\*State:

\*Zip:

\*Contact Phone:

E-mail:

Fax Number:

Website: http://

**In what states will you have members?\***  
To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac).  
To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

ALABAMA  
ALASKA  
AMERICAN SAMOA  
ARIZONA  
CALIFORNIA


**In what metropolitan area will you have members?**  
To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac).  
To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

Atlanta

<https://my.americorps.gov/grantee/listing/listingPage1.do>[5/17/2013 12:06:46 PM]

**Screenshot #2:**

5/17/2013, 01:08 PM, EDT
home my account help logoff



# eGRANTS

Welcome Jerron

**Portal Home**

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- Sponsor Verification

### Create Listing

**Enter Listing Information**

Give a brief two(2) line description of the program (200 characters or less) \*:

200 characters left

Enter your program description (2000 characters or less) \*:

2000 characters left

Are you accepting applications now? \*  Yes  No

Accepting applications from:  (mm/dd/yyyy)

Application deadline:  (mm/dd/yyyy)

Do you accept AmeriCorps application? \*  Yes  No

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

Phone:

E-mail:

Website: http://

What benefits does your program offer?

Please include all benefits offered by your program, as well as those provided by the Corporation for National and Community Service. To make multiple selections, hold the Ctrl Key(PC) or the

Command Key(Mac). To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

- Childcare assistance if eligible
- Choice of Education Award or End of Service Stipend
- Education award upon successful completion of service
- Housing
- Months of service
- Living Allowance

Select the terms and conditions of member service that apply to your program?

To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac). To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

- Car recommended
- Permits attendance at school during off hours
- Permits working at another job during off hours
- Prohibits paid work outside of the sponsoring agency at any time
- Uniform provided and provided

508 Approved | Contact Help Desk  
 Last updated: Wednesday, April 24, 2013, 01:43 PM  
 Release version: 5.5.3

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**Screenshot #3:**

**5/17/2013, 01:09 PM, EDT**    home    my account    help    logoff

**Cooperation for NATIONAL & COMMUNITY SERVICE**

# eGRANTS

Welcome Jerron    **Create Listing**

**Portal Home**

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket**
- SSN Workbasket
- SSN Reports
- VISTA Workbasket
- Sponsor Verification

**Enter Listing Information**

**Minimum Age:**

**Maximum Age:**

**Desired Education Level:**

**What skills would you like potential members to possess?**  
To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac).  
To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

- Counseling
- Architectural Planning
- Business/Entrepreneur
- Communications
- Computer

**Do you have a language requirement?**  
To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac).  
To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

- Arabic
- American Sign Language
- Chinese
- Creole
- French
- Other:

**What will your AmeriCorps member(s) do? (1000 characters or less) \*:**

1000 characters left

**Define the field of service areas in which your members are serving?**  
To make multiple selections, hold the Ctrl Key(PC) or the Command Key(Mac).

[https://my.americorps.gov/grantee/listing/saveListingPageTwo.do\[5/17/2013 12:09:27 PM\]](https://my.americorps.gov/grantee/listing/saveListingPageTwo.do[5/17/2013 12:09:27 PM])

**My AmeriCorps (Grantee) - Home Page**

To deselect, hold the Ctrl Key(PC) or the Command Key(Mac) and click a selected item.

- Community and Economic Development
- Community Outreach
- Children/Youth
- Disaster Relief
- Education
- Entrepreneur/Business

**Submitted by :**

\*First Name \*Last Name:

Your phone number:

Your E-mail address:

previous    cancel    save

508 Approved | Contact Help Desk  
Last updated: Wednesday, April 24, 2013, 01:43 PM  
Release version: 5.5.3

**GLOSSARY of SSN (Social Security Number) VALIDATION STATUS TERMS**

<b>TERMINOLOGIES</b>	<b>DESCRIPTION</b>
<b>Pending</b>	The individual's information is being verified for Social Security Number (SSN) status. The status will be automatically updated within (3) three business days.
<b>Pending Manual Verification</b>	The CNCS was unable to automatically verify the applicant's SSN status based on the information provided in his/her application. If this applicant is applying to an AmeriCorps State/National program, please refer to e-mails regarding this applicant's issue that was sent to your organization regarding next steps. If this applicant was applying to an AmeriCorps VISTA project, please follow up with the State Office.
<b>Verified</b>	The individual's information has been verified on the date listed.
<b>Manually Verified</b>	The individual's information has been manually verified on the date listed. If you are an AmeriCorps State/National program, please keep a record of this individual's information in his/her file.
<b>Manually Returned</b>	The CNCS received insufficient paperwork to verify the applicant's SSN. If this applicant was applying to an AmeriCorps State/National program, please refer to e-mails about this applicant's issue sent to your organization regarding next steps. If this applicant was applying to an AmeriCorps VISTA project, please follow up with the State Office.
<b>Returned</b>	The CNCS was unable to automatically verify the applicant's social security number based on the information provided in their application. If this applicant was applying to an AmeriCorps State/National program, please refer to emails about this applicant's issue sent to your organization regarding next steps. If this applicant was applying to an AmeriCorps VISTA project, please follow up with the State CNCS Office
<b>Cannot Be Verified</b>	All possible actions have been taken to achieve verification and it is currently not possible to verify the data regarding this individual's application.
<b>Previously Served</b>	This individual has prior service and will not need his/her SSN and citizenship verified unless requested by CNCS.

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## ***IX. CNCS Guidelines for Member Recruitment & Selection***

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Member recruitment and selection requirements are in the Corporation's regulations at 45 CFR Part 2522.210. In addition, the grantee must ensure that the following procedures are followed:

1. **Notice to the Corporation's National Service Trust.** The grantee must notify the Corporation's National Service Trust within 30 days of a Member's selection for, completion of, suspension from, or release from, a term of service. Suspension of service is defined as an extended period during which the Member is not serving, nor accumulating service hours or receiving AmeriCorps benefits.

The grantee also must notify the Trust when a change in a Member's status is approved and changed (*i.e. from full-time to less than full-time or vice versa*). Failure to report such changes within 30 days may result in sanctions to the grantee, up to and including, suspension or termination. Grantees or sub-grantees meet notification requirements when they use the appropriate electronic system to inform the Corporation within the approved time frames. Any questions regarding the Trust should be directed to the Trust Office (800) 942-2677.

*Penalties for false information: Any individual who makes a materially false statement or representation in connection with the approval or disbursement of an education award or other payment from the National Service Trust may be liable for the recovery of funds and subject to civil and criminal sanctions.*

2. **Slot Conversions for Fixed Amount Grants:** With the exception of Education Award Only grants, grantees with fixed amount grants may not convert Members to less-than full-time slots.
3. **Parental Consent.** Parental or legal guardian consent must be obtained for Members under 18 years of age before beginning a term of service. Grantees may also include an informed consent form of their own design as part of the Member Contract materials.

4. **Reasonable Accommodation.** Programs and activities must be accessible to persons with disabilities, and the grantee must provide reasonable accommodation to 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. See the Policy FAQ entitled Reasonable Accommodation for more information.

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## ***X. Frequently Asked Questions (FAQs)***

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**Q:** *May AmeriCorps program directors recruit family members to become AmeriCorps Members?*

There is nothing in the Corporation's statute, regulations, or provisions relating to the recruitment of family members. However, there may be state laws that cover this issue. If a grantee wants to disallow the recruitment of family members, it may impose requirements that are more stringent than Corporation requirements. Grantees should consult local counsel or the State Attorney General for more information.

**Q:** *May I charge an application fee to cover the administrative overhead of recruiting?*

Charging an application fee to a prospective Member to apply to serve as an AmeriCorps Member is not allowed. Programs may charge application fees to prospective Members who are applying to their educational institution or participating in their academic program if such fees are required of all applicants, but not for applying to serve as an AmeriCorps Member. This policy is in alignment with federal policy on student aid.

**Q:** *What are the requirements for a person to be eligible to serve as an AmeriCorps Member?*

The National and Community Service Act and our regulations establish eligibility requirements for AmeriCorps Members. *See 42 U.S.C. § 12591; 45 CFR § 2522.200.* To confirm citizenship status, applicants must produce the original of one of the forms of primary documentation listed in the regulations. Please note that the Form I-9, used to document eligibility for employment, is not sufficient to document citizenship. See also FAQ #020822. The Corporation does not require Programs to make and retain copies of

the actual documents used to confirm eligibility as long as the Program has a consistent practice of identifying the documents that were reviewed and maintaining a record of the review. A consistent practice for documenting eligibility should:

- ➔ Identify the specific original document reviewed;
- ➔ Identify the eligibility criterion or criteria that the document confirms;
- ➔ Include any identification number for the document reviewed; and
- ➔ Include the signature of the reviewer confirming the review and the date of the review.

Birth certificates, driver's licenses, and passports are examples of documents that confirm a Member is old enough to serve. In some cases, the same document, such as a birth certificate issued by one of the states, can be used to confirm both age and citizenship.

**Q:** *How does a Grantee obtain approval for an alternative form of documentation of citizenship status?*

The Corporation's regulations at *45 CFR 2522.200 (c)* and *(d)* include a list of documents that Programs may consider to determine citizenship, lawful permanent resident alien, or national status. If a Member wishes to use a document that is not on the list, the grantee must seek written approval from the Corporation to do so. The Office of Grants Management is responsible for determining grants compliance questions, including Member eligibility issues.

**Q:** *Is an individual granted asylum or refugee status eligible to serve in AmeriCorps?*

No. In order to be eligible to serve as an AmeriCorps Member, individuals must have citizenship or lawful permanent resident status with the appropriate documentation.

**Q:** *Must an individual be a U.S. citizen, U.S. national or lawful permanent resident alien at the time of enrollment in order to be eligible to participate in AmeriCorps?*

Yes, an individual must be a U.S. citizen, U.S. national or lawful permanent resident alien at the time of enrollment in order to become an AmeriCorps Member. It is not sufficient that the individual's application for citizenship status is pending at the time of enrollment.

If a Member's lawful permanent resident alien expires during the Member's term of service, you must obtain proof of renewal from the Member.

**Q:** *Is it allowable to use an expired U.S. passport as one of the eligibility documents checked in Member's files?*

Yes. Consistent with policy adopted by the Department of Homeland Security, Office of Citizenship and Immigration Services, a U.S. passport establishing citizenship status may be expired or unexpired.

**Q:** *May an AmeriCorps grantee use AmeriCorps grant funds to pay for copies of birth certificates for potential Members?*

Yes. Because the documentation requirements to be an AmeriCorps Member arise from the program requirements, the cost is allocable and typically would be deemed necessary, reasonable, and allowable especially if Members are low-income and affording a copy of a birth certificate is a barrier to participation.

**Q:** *How does a grantee determine and document educational attainment eligibility for membership in AmeriCorps?*

Programs may accept a self-certification from the potential Member as proof of high school graduation. Applicants do not have to produce a high school diploma or an equivalency certificate nor are Programs required to retain a copy of the high school diploma or other documents confirming education level, such as an official transcript. However, a self-certification must include the person's signature, under penalty of law, specifically certifying that he or she has completed high school or its equivalent or will obtain a high school diploma prior to using the education award.

**Q:** *May a 16 year old serve with a summer AmeriCorps Program between his/her junior and senior years in high school?*

No. The National and Community Service Act require that an AmeriCorps Member be 17 years old when the term of service begins. The statute provides an exception for 16-year olds if the 16-year old is an out-of-school youth and serving in an AmeriCorps youth corps program. An out-of-school youth is a youth who has dropped out of high-school. The definition does not include someone on summer break who is still enrolled in high school.



Reference: 42 U.S.C. 12591; 42 U.S.C. 12511(16); 45 CFR. § 2510.20; 45 CFR. § 2522.200(a)

**Q:** *The AmeriCorps grant provisions state that in order for an individual who cannot meet the educational attainment requirements to serve as an AmeriCorps Member, he or she must be “determined through an independent assessment conducted by the Program to be incapable of obtaining a high school diploma or its equivalent.” How is this independent assessment conducted?*

It is up to the sub-grantee of a State Commission or the National Direct parent organization to identify the independent expert who will make the assessment. The expert(s) conducting the assessment must have legitimate expertise to make a reliable and independent determination of why an individual cannot get a high school diploma or a GED. Examples of such individuals include education specialists, psychologist, doctors, etc. The expert’s independent assessment must identify valid reason(s), such as a learning disability, that explains why the individual cannot obtain a high school diploma or GED.

**Q:** *How can an AmeriCorps Program document that an applicant satisfies the Member eligibility requirements related to educational attainment if the applicant has been homeschooled?*

The AmeriCorps regulations (*45 CFR § 2522.200*) state that self-certification of high school diploma or its equivalent is sufficient. The Program need not require any further documentation as long as the Member certifies under penalty of law that he or she has a high school diploma or its equivalent, or agrees to obtain their high school diploma before using the education award.

**Q:** *If an applicant for a position as an AmeriCorps Member was adjudicated or held responsible as a juvenile offender of a criminal offense under a state law, but the state expunged the juvenile’s record so that it was as if it never happened, can the applicant mark “No” on an application which asks if the applicant has ever been adjudicated or held responsible as a juvenile offender of any criminal offense by a civilian court or by authorities?*

If under state law, the expungement of the record means that it’s as if the offense never happened, and the applicant could under state law answer “No,” then the applicant may answer “No” on the AmeriCorps application.

**Q:** *Can a person apply to an organization if the Program has not posted a specific service opportunity in My AmeriCorps Portal yet?*

Applicants can only apply to service opportunity listings that have been approved by the CNCS Recruitment Administrator. However, you can invite the Member through the invitation process even if the service opportunity listing has not been created or approved. Once the Member receives the email, he or she will be able to log onto My AmeriCorps to complete Part 1 of the enrollment form. Then you will be able to complete your portion of the enrollment form and activate the Member's term.

**Q:** *Can a Program inform a candidate who is registered in My AmeriCorps about a specific service opportunity listing if that candidate has not applied to that specific service opportunity listing?*

Yes, you can use the "potential applicant" search function to find potential candidates. Once you find a candidate, you can open their profile and send an email notifying about your specific service opportunity listing.