

Guide to Member Record Management

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I. Member Enrollment

Once the Program has selected candidates to serve as AmeriCorps Members, the Program must enroll them in the on-line reporting system called **MyAmeriCorps Portal** (eGrants). An individual is presumed to be an AmeriCorps Member as of the start date reflected in the portal. **An enrollment can be recorded up to 8 days after the Member's start date.**



System of Record

Programs are responsible for ensuring the data values they enter via the MyAmeriCorps Portal are accurate and submitted within the required timeframes. CNCS relies on the information entered by Programs via MyAmeriCorps Portal. The Member's start of service date indicated on the Member Service Agreement/Contract must agree with the date entered in the MyAmeriCorps Portal.

AmeriCorps Programs must verify that individuals are eligible to serve based on the requirements specified in 45 CFR § 2522.200. The system is set up so that:

1. An individual may not start service until CNCS has automatically or manually verified an individual's Social Security Number and citizenship eligibility.

2. An individual may not start service until:

- The Program certifies that it has conducted and adjudicated the results of the nationwide NSOPW.gov check.
- The Program certifies that it has initiated any required state and FBI criminal history checks, as appropriate for the individual's level of access to vulnerable populations.
- If the Member is not eligible for the full education award due to prior service, the Member has completed the Member acknowledgement for reduced or no award.

3. After the completion of steps 1 and 2, above, Programs must enter the Member's start date, assignment and term of service to complete the Member enrollment in the National Service Trust through the MyAmeriCorps Portal **no more than (8) eight days after the individual starts their term of service.**

Member Right to Appeal Ineligibility

Any Member deemed ineligible because their Social Security Number or citizenship could not be verified has an absolute right to appeal to CNCS. (See *Requesting Administrative Review* below).

Correcting Errors that Require CNCS Review

Changes to an individual's start date after the (8) eight-day enrollment period ends require CNCS review and approval. Grantees and AmeriCorps Members have 30-days from the effective date of enrollment to request an Administrative Review to modify an enrollment record.

CNCS will consider changes to the Member start date if:

1. The Member or Program can document a failure of CNCS's technology platform that prevented the Member or Program staff from completing the enrollment within the required timeframe; or

2. The Member or Program can demonstrate other circumstances that prevent a Program from making a timely enrollment to the MyAmeriCorps Portal, such as a natural disaster.

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

Members or Grantee organizations may request an Administrative Review in writing to ASNAdministrativeReviews@cns.gov. The request for an Administrative Review must include all information and supporting documentation needed for CNCS to make a decision on changing the start date or reconsidering eligibility. At a minimum, the information must include:

1. Member Name
2. NSPID
3. Grantee Organization
4. Program Name
5. Program Code
6. Program Year
7. Desired Data Correction(s) (e.g., enrollment start date, service hours, other)
8. Justification for Making the Requested Change(s)
9. Requestor's Contact Information

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

FAQs (Member Enrollment in the MyAmeriCorps Portal)

Q: *Is there a way to send reminders to invitees (applicants accepted to serve) to log on and complete Part 1 of the online enrollment form?*

MyAmeriCorps **does not** send invitation reminders. You can call the Member or send them an e-mail yourself to determine if there are any issues with the Member logging onto MyAmeriCorps to complete their portion of the enrollment form. Understand that you have the option of completing the Member's portion of the enrollment form on the

Member's behalf if you have a copy of the signed enrollment form. As a last resort, you can delete the invitation and submit a new application.

Q: *When you see a Member's name listed under the "Pending Enrollments" tab in the S&N Workbasket, what does that mean?*

If a Program needs to enroll a Member who didn't apply via MyAmeriCorps, you need to use "Invite Member" function from your MyAmeriCorps Portal page. When you click the link, it will allow you to enter the specific information about the Member. When you click on "Save" it will send an invitation to the Member providing a link for that individual to register and to complete the Member's portion of the enrollment form. When you send an invitation to an individual using the "Invite Member" function, that person will be listed under the "Pending Invitations" tab in the S&N Workbasket until you or the Member complete the Member's part of the enrollment form.

If you need to complete the Member's part of the enrollment form on behalf of the Member (using a signed paper copy from the Member), you could do so by clicking on the Member's name from the "Pending Invitations." Once you or the Member completes the Member's part, the Member will get listed under "Pending Enrollments" allowing you to enroll the Member. Applicants who applied and were accepted via MyAmeriCorps and who have completed the Member portion of the Member enrollment also show up in the Pending Enrollment tab of the S&N Workbasket.

Q: *Can the enrollment period for an Operating Site overlap with the enrollment period for another program year in the same 3-year grant cycle?*

No. MyAmeriCorps treats enrollment periods no differently than previous systems. The enrollment period cannot overlap with the previous year's enrollment period in the same three year grant.

Q: *Can I enroll my 2020 Members even though I still have some 2019 Members serving?*

The system will allow you to enroll 2020 Members as long as you are within the Member enrollment period for the 2020 program year and you have available slots. Remember that the enrollment period is simply defined as the period in which a program may enroll Members. It does not have anything to do with whether Members from a previous

program year have been exited. If a program's 2020-2021 enrollment period is 9/1/20-8/31/21, the system will allow a program to enroll 2020 Members on 9/1/20 regardless of whether the 2019-2020 Members have been exited yet. Please be sure to follow the policies of your State Commission or National program because they may have requirements that are more narrow than CNCS requirements and may disallow actions that MyAmeriCorps functionality permit.

Q: *I am unable to see any of the e-mail notifications that are being sent by the system. What e-mail notifications does the system send and what is the content of the e-mails?*

Initial Registration

Subject:	MyAmeriCorps Registration
Message:	<p>***PLEASE DO NOT REPLY TO THIS MESSAGE*** Thank you for registering for the MyAmeriCorps portal. We have completed your registration and you may now access the system. Please click on the access link below to create a username and password for your personalized MyAmeriCorps account.</p> <p>https://my.americorps.gov/mp/recruit/validateRegistration.do?id=xxxx</p> <p>Once you have created a username and password, you must log into your account within 72 hours to complete the registration process.</p> <p>Please do not reply to this message. If you have any questions or need further assistance please click on "Contact MyAmeriCorps" on the MyAmeriCorps website or call 1-800-942-2677.</p>

Q: *What is the definition of required completion date?*

The required completion date is the maximum amount of time Members may take to complete their terms—one year from their start date in most cases or two years from their start date for two-year part-time Members. The required completion date is not equivalent to the term end date specified in the Member Contract. *For example, for a Corps serving over a nine-month school year only, the Members could all complete their terms prior to the required completion date.*

Q: *I cannot complete enrollment for a Member because they are listed as "Pending Partial Award Acknowledgement." What should I do?*

This will occur for Members who have previously completed multiple terms of service. The system will not allow the enrollment to be completed until the Member acknowledges a partial award even if the amount is zero. The system will generate an e-mail to the Member with a guide on the acknowledgement process. Instruct Members to complete the survey. Failure to do so will prevent them from being enrolled into the program. Once a Member completes the acknowledgement, the Member will be displayed as "Partial Award Acknowledged" under the Pending Enrollments tab in the S&N Workbasket. The Program will then be able to complete the enrollment in MyAmeriCorps Portal.

II. Identity and Citizenship Verification Process

The Corporation for National and Community Service (CNCS) is pleased to announce that the process for verifying the identity and citizenship status of individuals applying to serve in AmeriCorps has been automated.

By law, to serve in an approved AmeriCorps position, an individual must be a citizen, national, or lawful permanent alien of the United States (42 U.S.C. 12602(a)(3)). To comply with this requirement prior to February 27th, 2012, AmeriCorps grantees and sponsors manually reviewed and maintained identity and citizenship documentation to ensure an applicant was eligible to service in a national service position.

With the signing of this agreement, upon an individual accepting a position (or in regards to many AmeriCorps State & National positions, when the organization enrolls the individual), the individual's information will be automatically reviewed by the Social Security Administration within 3 business days. If the individual's information is verified, the AmeriCorps grantee or sponsor will not need to do anything. The individual's status will appear as "Verified" in their MyAmeriCorps account and in eGrants for your records.

If the individual's information cannot be automatically verified by the Social Security Administration, AmeriCorps State & National grantees will receive an e-mail regarding next steps which will include a request for documentation. AmeriCorps VISTA sponsors will be contacted by the CNCS state office regarding next steps. For both grantees and sponsors in this scenario, the grantee or sponsor will need to review and verify the individual's documentation and provide copies to CNCS.

Within eGrants, the status of an individual's identity and citizenship review can also now be seen at any time. We strongly encourage you to review the FAQs below for where this information can be found in eGrants and other questions that will be of assistance to you in regard to the automated identity and citizenship verification process.

Q: *Who should I contact if I have any questions?*

If you have any questions, please contact the National Service Hotline at (800) 942-2677 or via web form at <https://www.nationalservice.gov/about/contact-us>.

III. Member Slots (Conversion & Refill)

Member Slot Conversion Policy

In an effort to maximize the enrollment of all awarded Member slots during a grant year (365 days of service) and to minimize the cumulative effects of what has been referred to as “rolling enrollment,” the Missouri Community Service Commission (MCSC) expects that all AmeriCorps State programs will enroll all awarded slots within the first 90 days of the budget period, with the exception of slots designated for summer programming. Any Member slot unfilled as of the 91st day of the budget period that is not designated for summer programming is subject to conversion to a lesser required service hour slot (e.g., Full-Time to Less-than-Full-Time) if the sub-grantee plans to utilize the Member slot during the grant year.

As of the 91st day, unfilled Member slots not designated for summer programming may also be forfeited for the benefit of other AmeriCorps programs within the same prime grant at the discretion of the MCSC. The MCSC will notify the Program in advance to facilitate an approved transfer of an unfilled slot to another AmeriCorps Program. Since this is a rare occurrence, AmeriCorps Programs should expect to be fully accountable for enrolling all awarded Member slots.

For filled Member slots, under no circumstance may a Program convert a filled slot to a lesser required service hour slot after the 90th day of a Member’s term of service as it will be perceived as converting a slot so a Member can receive an education award, which is unallowable.

Programs are required to complete and submit the ‘Slot Conversion Request Form’ to their assigned Program Officer for any considerations.

Slot Conversion (Filled Slots)

Circumstances may arise within a program that necessitates changing the term of service of a currently enrolled Member. Note that once a Member is exited with a partial education award, the remaining portion of that education award is not available for use.

****Compliance Notes****

- ➔ The Program must request approval from MCSC prior to converting a Member slot.
- ➔ It is **unallowable** to convert currently enrolled Full-Time Members to a less than Full-Time status simply to provide a less than full-time education award if the Member would otherwise be released for cause.

Converting Full-Time to Less-than-Full-Time

State Commissions and Parent Organizations may authorize or approve occasional changes of currently enrolled Full-Time Members to Less-than-Full-Time Members. Impact on program quality should be factored into approval of requests. *Note: The Corporation will not cover healthcare or childcare costs for Less-than-Full-Time Members.*

Converting Less-than-Full-Time to Full-Time

The change of Less-than-Full-Time Member slot to Full-Time is discouraged because it can be very difficult to manage, unless done very early in the Member's term of service. State Commissions and Parent Organizations may authorize or approve such changes provided the current budget can accommodate such changes. Keep in mind that a Member's minimum 1700 hours must be completed within 12 months of the Member's original start date.

Notice to Childcare and Healthcare Providers

The Program must notify the Corporation's designated agents immediately in writing when a Member's status changes, such that it would affect eligibility for childcare or healthcare. Examples of changes in status are converting a Full-Time Member to Less-than-Full-Time Member, terminating or releasing Members from service, and suspending Members for cause for lengthy or indefinite periods of time. Program Directors should contact the AmeriCorps childcare providers on childcare-related changes and their health insurance provider about health insurance related changes.

Slot Conversion (Unfilled Slots)

As of November 13, 2006, **this policy allows Programs to convert slot types on other than a one-to-one basis.** Programs are allowed to convert one Full-Time position to up to three (3) Quarter-time positions. All conversions will be Trust neutral, are subject to availability of funds in the Trust, and will comply with all assumptions on which Trust prudence and continued solvency are predicated. All conversions are subject to prior approval from the Executive Director of the Missouri Community Service Commission.

All conversions must:

- ☑ Be National Service Trust neutral (*i.e. not change the total education award amounts allocated to the grant*)
- ☑ Be subject to availability of funds in the National Service Trust, and
- ☑ Comply with all assumptions on which National Service Trust continued solvency is predicated.

This policy allows AmeriCorps slots to be converted in accordance with the grant award but without regard to the limitation therein on increasing the number of slots in the program. Thus, when converting a slot to one requiring fewer hours, the Program is not limited to a one-for-one slot conversion and may increase the number of Members correspondingly. However, the total number of MSYs and education award amounts allocated to the grant may not increase as a result of the slot conversion.

Programs may also combine and convert Less than Full-Time positions to Full-Time positions as long as such changes do not increase the total MSYs or education award amounts allocated to the grant.

Any requests for changes that fall outside of the parameters set forth above must receive written approval from the Corporation and concurrence from the State Commission or Parent Organization.

Member Slot Refill

Eligible AmeriCorps State and National programs that have fully enrolled their awarded Member slots may replace any Member who has terminated service if the following conditions are met:

1. The Member is exiting prior to completing 30% of the term of service (minimum required number of hours); AND
2. The Member is not eligible for and will not receive a pro-rated education award.

If a Member is released for a compelling personal circumstance, the Program will not be able to refill the Member slot regardless of the amount of the pro-rated education award.

As a fail-safe mechanism to ensure that Corporation resources are available in the National Service Trust to finance any Member’s education award, the Corporation will suspend refilling if either:

- Total AmeriCorps enrollment reaches 97% of awarded slots.
- The number of refills reaches 5 percent of awarded slots.

Programs whose awards have special grant conditions under *45 CFR 2543.14* or *2541.120* are not eligible to refill positions. In order to be qualified to refill a slot, Programs will be evaluated based on the outcomes of Inspector General Audits, site visits, and oversight by CNCS compliance officers.

Examples of allowable conversions for Full-Time and Half-Time slots are:

Full-Time
1 RHT + 2 QT
2 HT
3QT
1 HT + 1QT + 1 MT

Half-Time
1 QT + 1 MT
1RHT
1QT
2 MT

IV. Member Terms of Service

Suspension

1. A Program must suspend the service of an individual who faces an official charge of a violent felony (e.g., rape or homicide) or sale/distribution of a controlled substance.
2. A Program must suspend the service of an individual who is convicted of possession of a controlled substance.
3. An individual may not receive a living allowance or other benefits and may not accrue hours during a period of suspension under this provision.

Reinstatement

1. A Program may reinstate an individual whose service was suspended under paragraph (c)(1) of this section if the individual is found not guilty or if the charge is dismissed.
2. A Program may reinstate an individual whose service was suspended under paragraph (c)(2) of this section only if the individual demonstrates the following:
 - a. For an individual who has been convicted of a first offense of the possession of a controlled substance, the individual must have enrolled in a drug rehabilitation program;
 - b. For an individual who has been convicted for more than one offense of the possession of a controlled substance, the individual must have successfully completed a drug rehabilitation program.

Transfer

A State Commission or Parent Organization may grant permission to transfer a Member to another AmeriCorps State and National program for compelling personal circumstances. The following procedures are required:

1. **Program A** must first determine that a compelling personal circumstance warrants a transfer.

2. Prior to initiating a transfer, **Program A** must provide written confirmation to **Program B** that a valid compelling personal circumstance supports the transfer.
3. The Member must apply to and be accepted by **Program B**, which must have an available slot in the incoming class. *(This means the Program is able to provide an entire term of Member support costs and an education award.)*
4. The Member must be able to finish his/her term of service within 12 months of their original start date.
5. **Program B** must approve the transfer in writing.
6. **No funds can be transferred from Program A to Program B.**
7. If **Program A** has already conducted the mid-term evaluation, the Program will provide it to **Program B**. If **Program A** has not yet conducted the mid-term evaluation, then **Program B** will conduct it with consultation with **Program A**.
8. The transferred Member cannot be counted twice for purposes of enrollment and/or retention.
9. The slot that remains with **Program A** will revert to new/unfilled status regardless of the length of time the Member served.

Generally, Members may not transfer across different streams of service. For example, a Member may not transfer from an AmeriCorps State & National program to an AmeriCorps VISTA position or to AmeriCorps NCCC.

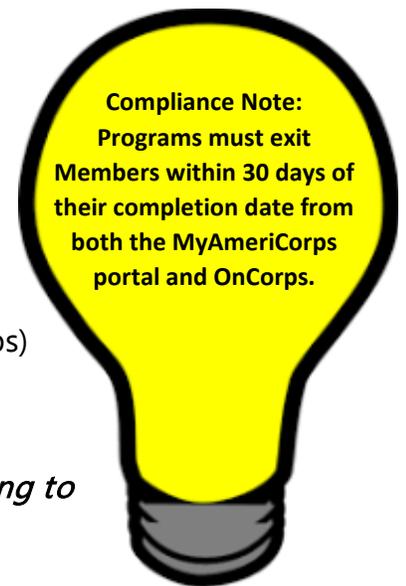
Term Limitations (45 CFR § 2522.220)

A Member may serve up to four terms of service in AmeriCorps State & National regardless of the type of terms. However, a Member may only receive the value of two full-time education awards. Terms served prior to October 1, 2009 (the effective date of the Act) do count towards the four-term limit.

The limitations for the streams of service are as follows:

- ➔ 4 terms – AmeriCorps State & National
- ➔ 5 terms – AmeriCorps VISTA (Volunteers in Service to America)
- ➔ 2 terms – AmeriCorps NCCC (National Civilian Community Corps)

>>Programs should establish criteria to ensure individuals applying to serve have not met the term limit for AmeriCorps State prior to enrollment.<<



V. Member Exit

The Program must ensure that each Member has sufficient opportunity to complete the required number of service hours to qualify for an education award. In order for a Member to receive a post-service education award from the National Service Trust, the Program must certify to the National Service Trust that the Member satisfactorily and successfully completed the term of service and is eligible to receive the education award benefit. The Program (and any individual or entity acting on behalf of the Program) is responsible for the accuracy of the information certified on the end-of-term certification.

Note: Should an AmeriCorps Program/sub-grantee not be renewed, a Member who was scheduled to continue in a term of service may either be placed with another AmeriCorps Program/sub-grantee where feasible or a Member may receive a pro-rated education award if the Member has completed at least 15% of the service hour requirement.

Incomplete Term of Service (Ref: § 2522.235)

Q: *Is there a limit on the number of terms an individual may serve in an AmeriCorps State and National program?*

General Limitation: An individual may receive benefits described in § 2522.240 through §2522.250 for no more than four terms of service in an AmeriCorps State and National program, regardless of whether those terms were served on a full-, part-, or reduced part-time basis.

Early Release: Except as provided in Paragraph(c) of this section, a term of service from which an individual is released for compelling personal circumstances or for cause counts as one of the terms of service for which an individual may receive the benefits described in § 2522.240 through §2522.250.

Release Prior to Serving 15% of the Term: If a person is released for reasons other than misconduct prior to completing 15% of a term of service, the term will not be considered one of the terms of service for which an individual may receive the benefits described in § 2522.240 through §2522.250.

Release for Cause vs. Compelling Personal Circumstance (Ref: § 2526.20)

Q: *Is an AmeriCorps participant who does not complete an originally approved term of service eligible to receive a pro-rated education award?*

Release for Cause

A participant who is released for cause prior to completing an originally-approved term of service is not eligible for any portion of an education award.

Compelling Personal Circumstances

A compelling personal circumstance is an extraordinary circumstance beyond the Member's control which cannot be accommodated by a leave of absence and which would prevent him/her from completing the term of service. Examples may include (but are not limited to) the following:

- Personal injury or critical illness
- Critical family illness and serving as the primary caretaker
- Relocation of a spouse for work and transfer to another program is not possible
- Premature closing of the AmeriCorps program

A participant in an approved AmeriCorps position who is released prior to completing an approved term of service for compelling personal circumstances in accordance with §2522.230(a) is eligible for a pro-rated education award **if the participant:**

- Performed satisfactorily prior to being granted a release for compelling personal circumstances; and
- Completed at least 15% of the originally-approved term of service.

The **Member has the primary responsibility** for demonstrating that the personal compelling circumstance(s) prevents him/her from continuing the term of service either temporarily or permanently. The **Member must provide written documentation** as the basis for any determination to be made by the Program. **Documentation may include** a letter from a health care provider, court, etc. The Program has the responsibility to follow-up and to verify any documentation provided by the Member.

Q: *Under what circumstances may a Program determine that a compelling personal circumstance exists when a Member leaves service to start a job?*

In general, a job is not considered a compelling personal circumstance. If a Member decides to leave to take a job, the Member would be exited for cause and would not be eligible for the education award.

The regulations and provisions contain a narrow exception to this general rule. Compelling personal circumstances may include leaving a program to obtain employment **IF** the Member is moving from welfare to work or is enrolled in a program “that includes in its approved objectives the promotion of employment among its members.” If a Member is a welfare recipient and is able to obtain a job that will get him or her off welfare, the Program may deem his or her early departure from a program as a compelling personal circumstance.

Similarly, if a Program has an approved objective of promoting employment among its Members, the Program could consider a Member’s early departure from the program to take a job as a compelling personal circumstance. Without such an approved objective, a Member leaving to take a job must be released for cause. In all cases, it is the Program’s responsibility to make the determination and to document the decision.

Satisfactory Completion of Service (Ref: § 2526.15)

Q: *Upon what basis may an organization responsible for the supervision of a National Service participant certify that the individual successfully completed a term of service?*

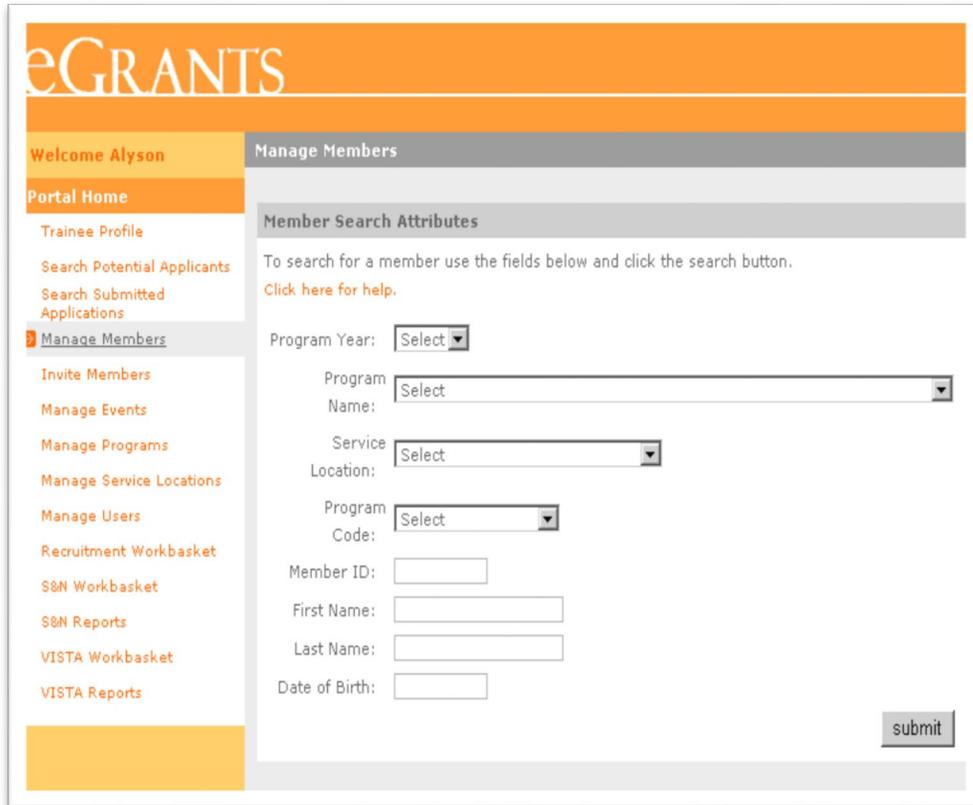
1. An organization responsible for the supervision of an individual serving in an AmeriCorps State and National position must determine whether an individual successfully completed a term of service based upon an end-of-term evaluation conducted pursuant to § 2522.220(d).
2. An organization responsible for the supervision of an individual serving in a program other than AmeriCorps State and National must determine whether an individual successfully completed a term of service based upon an end-of-term

evaluation that examines whether the individual satisfies all of the following conditions:

- Completed the required number of service hours for the term of service;
 - Satisfactorily performed on assignments, tasks, or projects; and
 - Met any performance criteria as determined by the Program and communicated to the member.
3. A certification by the organization responsible for the supervision of an individual that the individual did or did not successfully complete a term of service will be deemed to incorporate an end-of-term evaluation.

MyAmeriCorps Portal (eGrants): Steps to Exit a Member

1. Log into eGrants (<http://egrants.cns.gov>).
2. Select "Portal Home" from the homepage.
3. Click "Manage Members" in the left menu.
4. Select the applicable Program Year from the dropdown menu and click Submit to view the list of active Members.



The screenshot displays the 'eGRANTS' portal interface. On the left is a navigation menu with 'Manage Members' selected. The main content area is titled 'Manage Members' and contains a 'Member Search Attributes' section. This section includes a search instruction, a help link, and several search criteria: Program Year (dropdown), Program Name (dropdown), Service Location (dropdown), Program Code (dropdown), Member ID (text input), First Name (text input), Last Name (text input), and Date of Birth (text input). A 'submit' button is located at the bottom right of the search area.

eGRANTS

Welcome Alyson

Manage Members

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members**
- Invite Members
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- VISTA Reports

Member Search Attributes

To search for a member use the fields below and click the search button.
[Click here for help.](#)

Program Year:

Program Name:

Service Location:

Program Code:

Member ID:

First Name:

Last Name:

Date of Birth:

- Click on the Member's name. In the Member Profile, select "Exit Member" from the Member Information menu.

eGRANTS

Welcome Alyson | Member Home

Portal Home

- Trainee Profile
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- Search Submitted Applications
- Manage Members**
- Invite Members
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- VISTA Reports

Member Information

Julie Woodland

- Member Home
- Suspend Member
- Transfer Member
- Change Term
- Change Service Location
- Exit Member

Member Information

[Click here for help.](#)

Name: Julie Woodland Date of Birth: 04/07/1987

Member ID: 000000 Username: Julie2009

SSN: ****0000 E-mail: test@cns.gov

Mailing Address: Permanent Address:
 Beautiful Clouds Ave. Smiling Trees Road
 Chicago, IL 60000 Washington, DC 80000

Home Phone Number: 312-000-0000 Home Phone Number: 980-000-0000

Work or Other Phone Number: Work or Other Phone Number:

[edit member info](#)

Service Information

Program	Organization	City/State	Service Start	Service End	--
STATE - AmeriCorps*State	City Year, Inc.	Boston, MA	09/02/2008	06/18/2009	view

- The Program may complete the online National Service Trust Exit Form on the Member's behalf, provided the Member has completed a hard copy National Service Trust Exit Form. (Partial screenshot below)

The screenshot shows the eGRANTS portal interface. The top navigation bar is orange with the 'eGRANTS' logo. Below it, there are two main sections: 'Welcome Alyson' and 'Exit Form'. The 'Welcome Alyson' section contains a 'Portal Home' menu with various options like 'Trainee Profile', 'Search Potential Applicants', 'Manage Members', etc. The 'Exit Form' section is titled 'Enter Exit Form Information' and contains a 'Click here for help.' link, a description of the form's purpose, and a form for entering member information. The form fields are filled with the following data: Name: Julie Woodland, Member ID: 000000, Street Address: Smiling Trees Road, City: Green City, State: MASSACHUSETTS, and Zip code: 02461. Below the form, there is a section for 'Post Service Opportunities' with a radio button option for 'Yes, I give the Corporation for National and Community Service permission to release my name, address (including e-mail), and telephone number to the following types of organizations:'.

Note: For Members who have created a "Current Member/Alum" account in the MyAmeriCorps Portal, the National Service Trust Exit Form will be made available online. If the Member completes the applicable parts of the online National Service Trust Exit Form, the Member will appear under the **Pending Exits** tab. The Program will then only need to complete the program portion of the online National Service Trust Exit Form as described in Steps 9 and 10.

- Once the certifications are completed and saved in the online National Service Trust Exit Form, the Program will be returned to the Member's profile with a confirmation that "the exit form has been saved."
- In the Member's profile, click "Exit Member" again from the Member Information menu.

9. Complete the program portion of the online National Service Trust Exit Form, including the following information:
 - a. Number of hours the Member served
 - b. The service completion date (*last official day of service*)
 - c. Education award status (*selected from the dropdown menu*)
 - i. For successful completion, select *"Eligible for entire education award."*
 - ii. For compelling personal circumstance, select *"Eligible for partial education award."*
 - iii. For unsuccessful completion or release for cause, select *"Not eligible for ed award (member did not complete service requirements)."*
 - d. Confirmation that the Member served satisfactorily (*Note: For Members released for cause, selecting "no" will make a Member ineligible to serve with AmeriCorps in the future. If the Member is released for minor disciplinary reasons, the Program should still select "Yes."Contact the State Commission with any questions."*)
 - e. Certifications of Service (*all three prompts must be checked*).

The screenshot shows a web form titled "Service Information" with the following fields: Program Name: Serving Community; Service Location: [empty]; Hours of Service: 600; Service Start Date: Sep 2, 2008; Expected End Date: Jun 18, 2009; Completion Date: [empty]; Type of Enrollment: Full Time. Below this is the "Education Award Status" section with a dropdown menu set to "Eligible for entire education award" and radio buttons for "Yes" (selected) and "No". The "Certification of Service" section contains three checked checkboxes: "To the best of my knowledge and belief, the time the above-listed member reported as AmeriCorps service hours did not include any service activities prohibited by law, regulation, or grant provision.", "I certify that the Hours of Service Performed indicated on this form for this AmeriCorps member are true and accurate.", and "I understand that a knowing and willful false statement on this form can be punished by a fine or imprisonment or both under Section 1001of Title 18, U.S.C." Buttons for "cancel" and "approve" are at the bottom right.

10. Click "Approve" to complete the Member exit.

TIP: *If the Exit Form is not visible to the Member and only displays the red Applicant Screen, instruct the Member verify if he/she registered in the MyAmeriCorps portal as "CurrentMembers/Alums". If not, the Member will unable to access the Exit Form, loan forbearance form, education award, and other important resources.*

OnCorps Reports: Steps to Exit a Member

1. Log into OnCorps (<http://mo.oncorpsreports.com>) as a Program Director.
 - a. *Note: Make sure that all Member timesheets have been reviewed and approved in OnCorps prior to exiting the Member.*
2. Under the Manage Records tab, select "Members."
3. Click "Edit" for the Member being exited.
4. In the Member's profile, update the status of the Member to "Exited – [reason]" from the dropdown menu.

Emergency Contact Information	
Emergency Contact Name:	<input type="text"/>
Emergency Contact Home Phone:	<input type="text"/>
Emergency Contact Cell Phone:	<input type="text"/>
Emergency Contact Relationship:	<input type="text"/>
Emergency Contact Work Phone:	<input type="text"/>
Account Information	
Status:	Not Enrolled <input type="text"/>
Accompaniment Required?	Not Enrolled <input type="text"/>
Hide AmeriCorps Member?:	Enrolled <input type="text"/>
* Login:	<input type="text"/>
* Password:	<input type="text"/>
* Service Start Date: (eg; 09/01/2008)	<input type="text"/> (mm/dd/yyyy)
* Expected Service End Date: (eg; 08/31/2009)	<input type="text"/> (mm/dd/yyyy)
* Slot Type:	Select One <input type="text"/>
Category:	N/A
Supported By Cost Share:	N/A
Will AmeriCorps Member Be Serving Next Year?:	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Verify Password:	<input type="text"/>
Service Mid-Year Date: (eg; 02/01/2009)	<input type="text"/> (mm/dd/yyyy)
Exit Date: (eg; 08/31/2009)	<input type="text"/> (mm/dd/yyyy)
Reason for Early Exit:	Select One <input type="text"/>
Pre-OnCorps Hours	
Pre-OnCorps Service Hours:	<input type="text"/> 0
Pre-OnCorps Fundraising Hours:	<input type="text"/> 0
Pre-OnCorps Training Hours:	<input type="text"/> 0
Suspensions	
Date Suspended #1:	<input type="text"/> (mm/dd/yyyy)
Date Reinstated #1:	<input type="text"/> (mm/dd/yyyy)

5. Enter the Exit Date (*last official day of service*).
6. Enter the reason for early exit from the dropdown menu, if applicable.
7. Confirm that outstanding Member documentation has been completed (*i.e. Exit Form, End of Term Evaluation*).
8. Click "Save" to exit the Member.

