



**AmeriCorps**  
Washington

# AMERICORPS PROGRAM HANDBOOK

A Resource for State Program Directors

*August 2023*



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# Chapter 1: Introduction

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- ✓ Purpose of Handbook
- ✓ Key Websites
- ✓ Laws, Regulations, Grant Terms and Conditions

## Purpose of Handbook

The Serve Washington AmeriCorps Program Handbook (The Handbook) has been specifically designed by Serve Washington as a guide for those who administer AmeriCorps programs in Washington State. The Handbook has been developed to help those who are newcomers to their positions to gain a general understanding of the management functions for overseeing AmeriCorps programs/sites and work collaboratively with Serve Washington to make AmeriCorps programs more successful.

It is intended to:

- Provide a roadmap for AmeriCorps subgrantee/site management
- Lay out a typical administrator's general workload
- Illustrate legal requirements
- Show 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 managing an AmeriCorps grant. It does not constitute AmeriCorps, the Federal Agency's 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 federal regulations issued under the Act (45 C.F.R. § 2500.1 et seq.), the Terms and Conditions for AmeriCorps State and National Grants, the General Grant Terms and Conditions, AmeriCorps State and National Policy FAQs, Serve Washington Special Terms and Conditions, and relevant state law.

It is important that subgrantees become familiar with all the information contained in this handbook. The Handbook will be revised as needed. Notice of revisions will be sent to each Washington AmeriCorps Program Director and posted on Serve Washington's website.

## Key Websites

The following websites contain an abundance of information. For your convenience, individual page links have been imbedded throughout The Handbook for easy reference.

### [AmeriCorps the Federal Agency](#)

- [State Subgrantees](#)
- [Manage Your Grant](#)
- [AmeriCorps Strategic Plan](#)
- [AmeriCorps Equity Action Plan](#)
- [Litmos](#) (AmeriCorps Online Courses and Learning Paths)

### [Serve Washington](#)

- [Subgrantee Resources](#)
- [State Service Plan](#)

Let's get social! We encourage you to follow us on:

[Facebook](#)

[Twitter](#)

[You Tube](#)

## Laws, Regulations, Grant Conditions, and Special Terms

In the event there is an inconsistency in The Handbook, precedence is given in the following order:

- National and Community Service Act of 1990 ([42 U.S.C. § 12501 et seq.](#))
- Code of Federal Regulations ([45 C.F.R. § 2500.1 et seq.](#)) ([2 C.F.R. § 200/2200 et seq.](#))
- Terms and Conditions for AmeriCorps State and National Grants
- General Grant and Cooperative Agreement Terms and Conditions
- Serve Washington Special Terms and Conditions

The National and Community Service Act of 1990 has been amended several times since its original passage in 1990, including by the National and Community Service Trust Act of 1993, and most recently by the Edward M. Kennedy Serve America Act of 2009. The Statute (or law) authorizes federal funding for AmeriCorps.

The Code of Federal Regulations (CFRs) are interpretations of the law.

AmeriCorps Terms and Conditions are additional requirements. These are issued annually. Serve Washington has its own set of Special Terms and Conditions to define requirements for subgrantees of Serve Washington. These are also issued annually.

The first five items listed above can all be accessed on the AmeriCorps website via the [State Subgrantees](#) landing page and then by filtering to view “governing authorities and guidance” and “terms and conditions.” Be sure to select the correct document by grant type and grant year. Subgrantees can search by key words in each individual document or conduct a larger search by key words using the compiled statute and regulations document. These documents along with the [Serve Washington Special Terms and Conditions](#) can also be accessed on the [Serve Washington website](#). Many of these documents are also included as hard copies in the subgrantee contract.

The AmeriCorps Notice of Funding Opportunity (NOFO)/Notice of Funding Availability (NOFA) and/or the Serve Washington Request for Grant Applications (RFGA) for which your grant was awarded also contains important information. You will find it a helpful reference even after receiving an award. Programs should consult the NOFO/NOFA/RFGA to which they applied.

Note: AmeriCorps is the operating name for the Corporation for National and Community Service also known as CNCS. The dba AmeriCorps is frequently seen and referenced as the primary name for the federal agency; however, much of the statute and regulations still refer to the Corporation or CNCS. AmeriCorps, AmeriCorps the Federal Agency, the Corporation, and CNCS are all interchangeable. The Handbook leans towards the use of AmeriCorps or AmeriCorps the Federal Agency depending on context but leaves the Corporation and CNCS when directly quoting or citing a statute/regulation.

# Chapter 2: National Service and Washington State

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- ✓ **History of National Service in Washington State**
- ✓ **Serve Washington Mission and Vision**
- ✓ **AmeriCorps and Serve Washington Collaboration**
- ✓ **National Days of Service**
- ✓ **Special Initiatives and Events**
- ✓ **Training and Technical Assistance**

## History of National Service in Washington State

National service is not new in Washington State. The Civilian Conservation Corps was the most popular of President Franklin D. Roosevelt's New Deal programs during the Great Depression in the 1930's that put thousands of unemployed men to work throughout our state building trails and parks from Olympic National Park to the Spokane Indian Reservation. In 1964, President Lyndon Johnson helped create Volunteers in Service to America (VISTA) to help fight the war on poverty in the U.S., and continued a long history of successful national service programs in our state. The 1970's saw the creation of the ACTION agency that oversaw Senior Service, Peace Corps and VISTA, and the passage of the Domestic Volunteer Service Act creating the Retired Senior Volunteer Program (RSVP), Foster Grandparent, and Senior Companion Programs. During this time, Washington State was selected as a pilot for programs under the ACTION agency. Also in the 1970's, Washington Congressman Lloyd Meeds and Washington Senator Henry M. Jackson played prominent roles in the legislation and passage of the Youth Conservation Corps (YCC). In the wake of the YCC movement, the 1980's saw state and local leaders create the Washington Conservation Corps and Washington Service Corps, both of which would later become AmeriCorps programs and remain active today. By 1990, President George H. W. Bush helped sign the first National and Community Service Act.

The National and Community Service Trust Act of 1993 paved the way for AmeriCorps State and National programs to be developed across the nation. This Act put all streams of service – excluding the Peace Corps – under one federal agency, the Corporation for National and Community Service (dba AmeriCorps). This included the National Civilian Community Corps (NCCC), VISTA, Senior Corps (dba AmeriCorps Seniors), and the newly created AmeriCorps program. For states to be in the position of applying for and managing new AmeriCorps State programs, part of the Act called for the creation of State Commissions.

On February 16, 1994, Governor Mike Lowry announced the creation of the Washington Commission for National and Community Service by Executive Order #94-03, along with 25-Commissioner positions to be appointed by the Governor. Most recently, Governor Jay Inslee signed Executive Order #14-06 which changed the name of the Washington Commission for National and Community Service to Serve Washington.

For a more detailed history of national service in our state, please visit our [website](#).

## Serve Washington Mission and Vision

### Mission Statement

Serve Washington advances national service, volunteerism and civic engagement to improve lives; expands opportunity to meet the local critical needs of residents of Washington; and strengthens community capacity while creating healthy and resilient communities.

### Vision Statement

National service, volunteerism, and civic engagement are the foundation for caring communities and a thriving Washington.

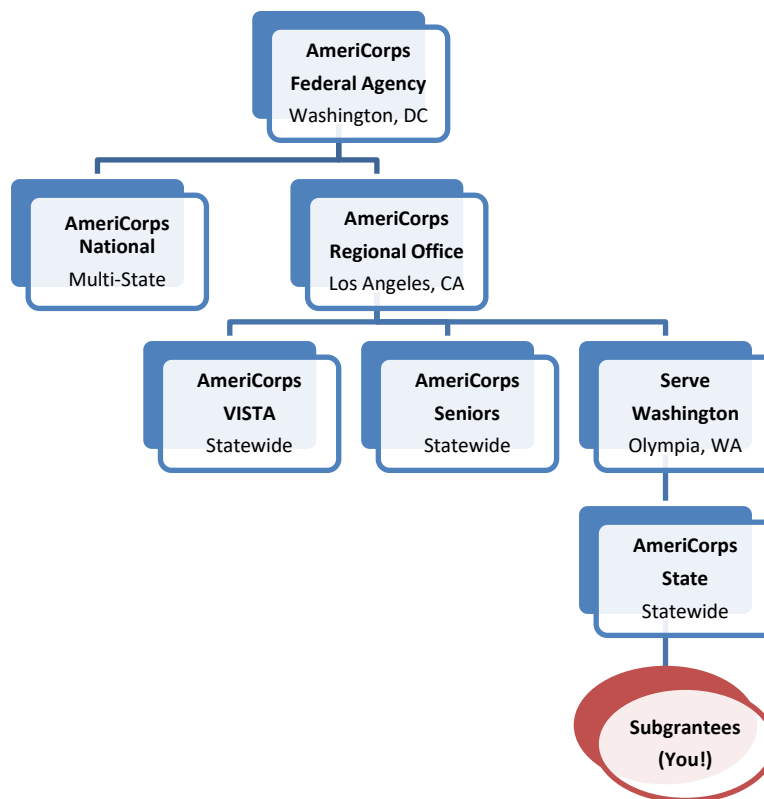
## AmeriCorps and Serve Washington Collaboration

Serve Washington has partnered with AmeriCorps since 1994. While Serve Washington oversees AmeriCorps State programs, AmeriCorps the Federal Agency oversees AmeriCorps National programs, AmeriCorps VISTA programs and AmeriCorps Senior programs in Washington. The AmeriCorps regional office is located in Los Angeles and AmeriCorps headquarters are located in Washington, DC. Even though our agencies oversee different streams of national service, we share the goal of expanding national opportunities for all Washington State residents, as well as promoting volunteerism and service as a means to addressing vital community needs in the communities that need this support the most.

Federal AmeriCorps staff work closely with our State Commission and are a key participant and advisor on the direction of AmeriCorps service in our state. AmeriCorps, VISTA, NCCC, and AmeriCorps Seniors stakeholders often come together to plan and coordinate projects in various regions of our state. Our partners often work together on our State Service Plan, which is a three-year blueprint on the direction of volunteerism and national service initiatives in our state.



## Flowchart of National Service in Washington State:



## National Days of Service

Each year AmeriCorps the Federal Agency encourages AmeriCorps programs to participate in national days of service with specific focus on [Martin Luther King Jr. Day of Service](#) and [9/11 Day of Service and Remembrance](#). National days of service present programs with a special opportunity to address unmet community needs, collaborate with other AmeriCorps programs, build AmeriCorps member morale and teamwork, promote volunteerism and service in local communities, and highlight the difference AmeriCorps members make across the nation.



### What additional guidance does Serve Washington have?

Serve Washington requires all programs to participate in three service projects or special events, and at least one of those must be a national day of service. Programs should develop days of service that allow the participation of community volunteers, Serve Washington Commissioners, and invited elected officials. Consult your Program Officer to discuss further.

## Special Initiatives and Events

In addition to the national days of service, there are many special initiatives and events each year. Serve Washington often collaborates with the AmeriCorps Regional Office for these event and initiatives. Programs are highly encouraged to participate in these as well.

Notable events include:

- Washington State AmeriCorps Swearing-In Ceremony and Launch (October)
- Leader Corps (February and May)
- [AmeriCorps Week](#) (Second Full Week of March)
- Volunteer Week (April)
  - Volunteer Service Awards (April)
  - Seattle Mariners Salute to Volunteers Night (April)



### **What additional guidance does Serve Washington have?**

Dates are subject to change. Serve Washington will promote all initiatives and events as they occur.

Another notable initiative that is encouraged, promoted and lead at the program level is around “Life After AmeriCorps.” Programs frame this is different ways; events, webinars, and/or materials. Either way, it’s important to think through how programs will prepare members for life after service. The [Life After AmeriCorps Guide](#) may be of use.

## Training and Technical Assistance

Beyond The Handbook, Serve Washington provides many opportunities for ongoing training and technical assistance. Each program is also assigned a Serve Washington Program Officer.

Notable opportunities include:

- Pre-Award Consultation or Planning Grants (Varies)
- New Program Orientation (Varies)
- Quarterly Subgrantee Meetings (Required - Virtual - January, April, October)
- Optional Monthly Training Series (4<sup>th</sup> Thursday of each month)
- Leadership Forum for National Services Executives (June – In State)
- Annual Subgrantee Meeting (July – In State)
- National Service Training Conference (Varies – Out of State)
- Basecamp (Online Peer Network)

There are a number of good resources available to programs online, too. Online resources commonly used are imbedded in The Handbook where applicable.



### **What additional guidance does Serve Washington have?**

Program participation is expected for all Quarterly Subgrantee Meetings, the annual in-state Subgrantee Meeting, and the annual out-of-state National Service Training Conference. Serve Washington expects programs to plan and budget accordingly. Consult your Program Officer for additional information or special requests.

Please also visit our [Calendar of Events](#) web page located on the Serve Washington website.

# Chapter 3: Program and Member Management – Start-Up

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- ✓ Prime Grantee vs. Subgrantee
- ✓ NOFO/NOFA vs. RFGA
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- ✓ Affiliation with AmeriCorps: Using the AmeriCorps Brand

## Prime Grantee vs. Subgrantee

Serve Washington is the prime grantee of AmeriCorps the Federal Agency for AmeriCorps State programs in Washington State. Your program is therefore referred to as a subgrantee of Serve Washington. It is important to know and understand each assigned number for financial and program reporting. Though it can be confusing, different circumstances require the use of different identification numbers.

## Grant Identification Numbers

Serve Washington prime grants have a 10-character format. For example, 13ESHWA001. Subgrantee grants have a 14-character format. Subgrantee grant numbers don't always coincide with prime grant numbers. For example, 10ESHWA0010003.

## Application Identification Number

Subgrantees are also assigned an application identification number at the time of application. Application numbers have a 10-character format. Once approved, application numbers can change when a revision or modification is done to an application in eGrants. For example, 15ES166920 and 15ES178712.

## Contract Numbers

Subgrantee awards also have Washington State assigned contracts numbers. Contract numbers have a 4-character format and begin with the letter "K." For example, K1566.

## NOFO/NOFA vs RFGA

### NOFO/NOFA

The Notice of Funding Opportunity and the Notice of Funding Availability, better known as NOFO and NOFA, are the means by which the federal government announces grant opportunities. This is also the notice that Serve Washington applies to, as the prime grantee, on behalf of AmeriCorps State programs in Washington. This is an important document that guides the framework for the award period.

### RFGA

The Request for Grant Applications, better known as RFGA, is the means by which Serve Washington announces grant opportunities for subgrantees. Applicants applying to Serve Washington must follow the RFGA for all AmeriCorps State grant opportunities. The RFGA may reference the federal NOFO/NOFA, but applicants should carefully review the RFGA as the primary means in which to apply for an AmeriCorps State program in Washington. This is an important document that guides the framework for the award period.

## Competitive vs. Formula Subgrantees

Serve Washington is the prime grantee for two types of AmeriCorps subgrants, *Competitive* grants and *Formula* grants. A program's grant type is determined upon application.

### Competitive Subgrantees

Occurring in the fall each year, competitive grants are AmeriCorps program proposals that are put into a pool of applicants from across the country for a national grant review process.

### Formula Subgrantees

Occurring in the spring each year, formula grants are AmeriCorps program proposals that are put into a pool of applicants at the state commission level for a decision on funding made by the state's commissioners.

## Member Positions vs. MSY vs. Slot Types

Member positions vary based on program design. Member positions are often referred to in terms such as a Member Service Year, or MSY, and/or as a slot type. An MSY is similar to an FTE in the employment word, it is simply a reflection of the unit of time. Similarly, a slot type, is also a reflection of the type of member position and MSY. MSYs and slot types also govern two important details; the maximum cost per MSY and member benefits. The maximum cost per MSY is the associated dollar amount applicants can request for federal funding. Member benefits, such as, living allowance and education awards, are determined by slot type. The maximum cost per MSY and member benefits vary year to year and are defined in the NOFO/NOFA/RFGA that the award was funded out of.

Slot Type	MSY Value	Minimum Hours	General Term If Serving Full-Time	Maximum Term If Serving Less than Full-Time
Full-Time (FT)	1.00000000	1700	10-12 months	-
Three Quarter-Time (TQT)	0.70000000	1200	8-9 months	12 months
Half-Time (HT)	0.50000000	900	6-7 months	12 months
Reduced Half-Time (RHT)	0.38095240	675	5 months	12 months
Quarter-Time (QT)	0.26455027	450	3-4 months	12 months
Minimum-Time (MT)	0.21164022	300	2-3 months	12 months
Abbreviated Time (AT)	0.05627705	100	1-2 months	12 months

## Cost-Reimbursement vs. Fixed-Amount Subgrantees

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

### Cost-Reimbursement Subgrantees

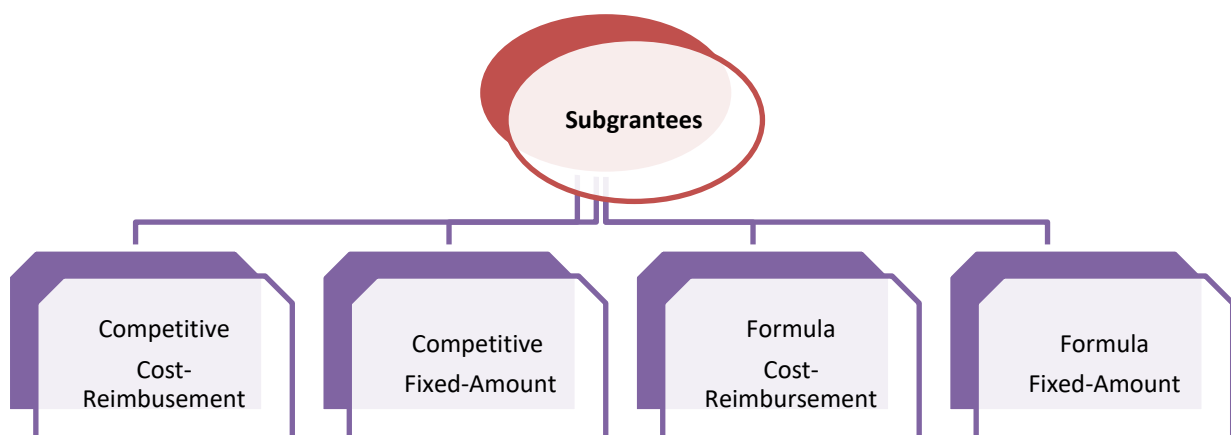
Recipients of cost-reimbursement grants have a minimum match requirement and must maintain documentation of all grant expenses. Under a cost-reimbursement grant, the grantee can access and retain all funds for legitimate and allowable costs.

### Fixed-Amount Subgrantees

Recipients of fixed-amount grants do not have minimum match requirements, are 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. Under a fixed-amount grant, grantees may receive funds based on the enrollment of members for Education Award Program (EAP) grants or for the enrollment and hours served for stipended full-time and Professional Corps fixed-amount grants.

See [Chapter 5](#) for details on fiscal reporting requirements.

#### Grant Types:



## Financial Management

Under AmeriCorps regulations, grantees must maintain financial management systems that provide accurate, complete, and current disclosure of AmeriCorps grant finances. Subgrantees must adhere to the [Office of Management and Budget \(OMB\) Guidance](#) (2 CFR 200).

Components of a financial management system include:

- Adequate practices that address regulatory requirements
- Written policies and procedures
- Documentation of expenses
- Cash management systems
- An efficient accounting system
- Budget controls
- Time AND activity documentation
- Documentation of matching requirements AND in-kind contributions
- Timely, complete, and accurate reporting
- Internal controls

The following are several important financial management facts for new subgrantees:

- Each AmeriCorps grant must be tracked separately from other grants and programs.
- Staff identified on the AmeriCorps grant budget – whether paid with federal funds or match (called “Grantee Share” in the eGrants budget), must maintain timesheets that document the actual amount of time spent on the AmeriCorps grant and on other activities.
- If a subgrantee is found to be out of compliance with grant requirements, AmeriCorps the Federal Agency and Serve Washington will hold the subgrantee liable for disallowed costs.

Please note that there are companies that offer training on federal grants management. Such courses would be especially helpful for subgrantee organizations that have no or minimal experience with federal grants management. While these trainings do not focus on the specifics of managing finances for an AmeriCorps program, they provide general guidance on federal requirements and setting up sound accounting practices. It is the subgrantee’s responsibility to ensure that adequate financial systems and well-trained staff are in place to manage the AmeriCorps resources. Each program is also assigned a Serve Washington Grants Officer who can provide training and technical assistance around fiscal grants management topics.



A Key Concepts of Financial Grants Management eCourse can be found online via the [Learning Management System](#) (Litmos). Staff identified as having a role or responsibility in fiscal grants management must complete this training **annually**. Serve Washington highly encourages program directors to take this course in addition to fiscal staff. Certificates will be reviewed during annual monitoring.

## Program Policies and Procedures

During the start-up period, you should develop and document policies and procedures that lay the framework for how your program will be managed. A well-written and comprehensive set of policies and procedures will help your program run more efficiently and effectively, while also ensuring compliance with regulatory requirements. Some policies are mandated by grant requirements, but you will want to create other policies as well that are tailored to your program and your organization.

Your program policies must ensure compliance with grant requirements, including, but not limited to:

- Non-Discrimination
- Prohibited Activities
- Reasonable Accommodation
- Drug-free Workplace
- Grievance procedures
- National Service Criminal History Checks
- Breach of Personally Identifiable Information (PII)
- Data collection
- Site selection criteria, process, and oversight
- Recordkeeping
- Member eligibility documentation

Other key policies and procedures may include:

- Member leave
- Member selection, performance, and termination
- Standards of member conduct, attendance requirements, and dress codes
- Member teleservice
- AmeriCorps member safety “safeguards”
- Requirements of sites for progress reporting, raising and documenting match and promoting AmeriCorps identity

- Additional member benefits

The above-mentioned policies that you develop will serve as the basis for your site and member agreements, which will be discussed later in this document. These policies should be included in any program manual or handbook that you distribute to sites and members. Throughout the life of your program, it is a good idea to continue to develop and refine policies and procedures that guide your program implementation.

## AmeriCorps Members vs. Employees

### AmeriCorps Members

[AmeriCorps members are NOT employees.](#) By law, an AmeriCorps member is defined as a “participant” in an approved national service position. By rule, “a participant shall not be considered to be an employee of the organization receiving assistance under the national service laws through which the participant is engaging in service.” (42 USC 12511 30B) Furthermore, the US Department of Labor has clarified that an AmeriCorps participant is not an employee of the program for purposes of the Fair Labor Standards Act and is ineligible for unemployment insurance.

### Non-Duplication and Non-Displacement

AmeriCorps is not intended to duplicate activities already available in the locality of a program, may not supplant state or local funds, and may not displace an employee or volunteer position with an AmeriCorps member position.

See the federal regulation in its entirety: [45 CFR 2540.100.](#)



### What additional guidance does Serve Washington have?

Programs should refrain from using terms such as “work” or “working” in a “job” when referring to AmeriCorps or AmeriCorps members. Instead, AmeriCorps members “serve” or “perform service” in a “national service position.”

## Prohibited Activities

The Corporation 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 AmeriCorps programs and their members do not appear to be taking sides religiously or politically. Consequently, a number of limitations on the activities that AmeriCorps programs can support and in which members can engage while earning service hours, or when otherwise, representing AmeriCorps must be imposed.

Due to the importance of this regulation, we have cited the language in its entirety. See also: [45 CFR 2520.65](#).

While charging time to the AmeriCorps program, members accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities, and the grantee may not use grant funds to support the following activities.

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. 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;
- g. 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;
- h. Providing a direct benefit to—
  - i. A business organized for profit;
  - ii. A labor union;
  - iii. A partisan political organization;
  - iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these 9 provisions shall be

- construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
- v. An organization engaged in the religious activities described in paragraph (g.) above, unless Corporation assistance is not used to support those religious activities;
  - i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
  - j. Providing abortion services or referrals for receipt of such services; and
  - k. Such other activities as the Corporation may prohibit.

In addition to the above activities, the below activities are additionally prohibited:

**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.

**Election and Polling Activities.** AmeriCorps member may not provide services for election or polling locations or in support of such activities.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while engaging in any of the above activities on their personal time.

All locations where members serve should post a list of the prohibited activities, when possible.

## Allowable Activities

After reading the list of prohibited activities there may be questions about allowable service activities.

The most important piece of information to relay is that at least 70% of member time must be spent doing direct service. A maximum of 20% of program time can be dedicated to

education/training and a maximum of 10% of each member's time can be dedicated to fundraising.

Direct service addresses human need or the environment in one form or another. It is engaging directly with people to support change or performing service that is involved in creating community impact. Administrative tasks necessary to perform direct service are inherent. However, programs should caution against excessive administrative tasks or administrative tasks unrelated to direct service. Direct service that members perform must be outlined in an awarded grant and further defined in member Position Descriptions.

Indirect service, defined as education/training and fundraising, is limited.

See the federal regulations on education/training in its entirety: [45 CFR 2520.50](#).

See the federal regulations on fundraising in its entirety: [45 CFR 2520.40](#) and [2520.45](#).



### **What additional guidance does Serve Washington have?**

All AmeriCorps service activities will take place within the State of Washington only, unless otherwise approved. If you have questions about prohibited or allowable activities contact your Program Officer.

## **Tutoring Requirements**

Any program whose primary goal is to increase academic achievement in reading or other core subjects through planned, consistent, one-to-one or small-group sessions and activities that build on the academic strengths of students in kindergarten through 12th grade and target their academic needs must comply with tutoring requirements.

See the federal regulations on tutoring in its entirety: [45 CFR 2522.900](#), [2522.910](#), [2522.920](#) and [2522.940](#).

Any program focusing on supplemental academic support other than tutoring (as defined) is not subject to such requirements.

See the federal regulation on academic support activities in its entirety: [45 CFR 2522.950](#).

## **Position Descriptions**

Every AmeriCorps member must have a Position Description. The Position Description is developed at the program level and is either imbedded into the Member Service Agreement or maintained as an independent document referenced in the Member Service Agreement.

Single-focused programs in which AmeriCorps members all have the same Position Description find it easiest to place the Position Description directly in the Member Service Agreement. While multi-focused programs in which AmeriCorps members have differing Position Descriptions find it easiest to maintain individual Position Descriptions referenced as addendums in Member Service Agreements.

In either case, a Position Description should include the following:

- Organization/Program
- Operating Site (if different than the program)
- Supervisor
- Position Title
- Days/Hours of Service
- Program/Site Overview
- Description of Position
- Responsibilities and Related Tasks
- Required/Desired Qualifications
- Reference to AmeriCorps Prohibited Activities

Additionally:

- Include AmeriCorps and organization/program logos
- Use “serve” instead of “work” and “position” instead of “job”
- Avoid language such as “other duties as assigned” (all Position Descriptions should be specific, removing any perception of prohibited activities)

*A Position Description template can be found in The Handbook [Appendix](#).*

## **Non-Discrimination and Non-Harassment**

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. By legislation or design, some programs are tailored to particular age groups.

AmeriCorps has zero tolerance for the harassment of any individual or group of individuals for any reason.

See the [General Grant and Cooperative Agreement Terms and Conditions](#), section III.M., page 10, and the AmeriCorps policy attachment, last page of the General Grant and Cooperative Agreement Terms and Conditions. In addition, here is the AmeriCorps [Member Safety and Security](#) resource page.

## Inclusion

AmeriCorps is committed to promoting inclusion of people of all abilities in National Service Programs. For [Disability Inclusion](#) resources consult the AmeriCorps website.

## Reasonable Accommodation

Programs and activities must be accessible to persons with disabilities, and the subgrantee 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.

## Accommodation Requests

The vast majority of accommodations are inexpensive. For those cases where reasonable accommodations are more costly, there is a limited amount of money available through AmeriCorps. Contact your Program Officer for instructions on requesting disability accommodation funds.

## Member Eligibility

An AmeriCorps member must:

- Be at least 17 years of age at the commencement of service; or under special circumstances be an out-of-school youth 16 years of age at the commencement of service.
- Have a high school diploma or GED or agree to obtain prior to using the education award; or under special circumstances obtain a waiver.
- Be a citizen, national, or lawful permanent resident of the United States.

- Satisfy the National Service Criminal History Check eligibility criteria.

See the federal regulation in its entirety: [45 CFR 2522.200](#).

### **How does a program document age?**

Passports, government issued birth certificates, and driver's licenses, are the most common examples of documents that confirm a member is old enough to serve. For members under age 18, parental consent is required.

### **How does a program document educational attainment?**

Enrolling in the My AmeriCorps portal requires members to certify their high school status. Such certification fulfills the subgrantee's verification requirement.

### **How does a program document citizenship/eligibility?**

Passports, government issued birth certificates, certificates of naturalization, and INS Forms I-551 are the most common examples of documents that confirm citizenship/eligibility.

### **Do individuals under Deferred Action for Childhood Arrivals (DACA) meet citizenship/eligibility requirements?**

No, not at this time.

### **Can programs use I-9 forms for eligibility?**

No. Applicants must produce the original of one of the forms listed in the regulations. I-9 forms, used to document eligibility for employment, are not sufficient to document eligibility for AmeriCorps. Organization may choose to use the I-9 for internal requirements but are not considered primary documentation for AmeriCorps compliance.



### **What additional guidance does Serve Washington have?**

#### **Government issued identification is required.**

This requirement directly pertains to performing Criminal History Checks but should be routinely collected/verified with eligibility documentation.



## **Washington State Enhanced Driver's License/Enhanced Identification Card and the USA NEXUS Card are acceptable for documenting citizenship.**

Serve Washington has written approval from AmeriCorps the Federal Agency to use the Washington State Enhanced Driver's License (EDL), the Washington State Enhanced Identification Card (EDI) and the USA NEXUS Card, as an acceptable document to prove citizenship. The EDL/EDI/NEXUS is not currently listed in the federal regulation. If a program would like to use this alternate method for proving citizenship, they should contact their Program Officer for a copy of the approval letter and retain with their records.

Programs should take caution when screening these documents. The Washington State EDL/EDI differs from a standard driver's license or identification card. A standard driver's license or identification card is NOT an eligible document proving citizenship. The NEXUS card must list USA under Citizen.

## **Copies of eligibility documentation are highly encouraged by Serve Washington.**

Serve Washington highly encourages programs to maintain copies of all eligibility documentation. However, if organizations are opposed to this, at the very least, programs must follow the AmeriCorps guidance on documenting verification. Programs should discuss with their Program Officer.

AmeriCorps the Federal Agency 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 maintains 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.
- Include the signature of the reviewer confirming the review and the date of the review.

For national service criminal history checks, Truescreen and Fieldprint do not retain records as long as required for programs. Documentation of NSCHC completion **must** be kept by the program. This must include adjudication determination and who made the determination.

## **Member Recruitment and Selection**

A successful recruitment strategy is the foundation to a thriving AmeriCorps program and the initial step necessary for programs to reach their desired community impact goals. AmeriCorps members are the face of any program; selection and placement of members is crucial to the overall health of AmeriCorps at the national, state, and local level. Being up front about both the benefits and challenges can help place members who are more likely to complete their service term.

AmeriCorps recruits for diversity. Programs must be accessible to all persons with or without reasonable accommodation. AmeriCorps embraces both a non-discrimination and non-harassment policy.

Visit the AmeriCorps [Communication Resources](#) page for more information on marketing and recruitment.

### **How do I recruit nationally? Is this required?**

Yes, AmeriCorps the Federal Agency requires all AmeriCorps programs to advertise recruitment in eGrants via the My AmeriCorps portal. Programs create “[service opportunity](#)” listings. This will connect the program to the national recruitment effort and will provide a one stop shop for programs to search for applicants (and applicants to find programs).

Additionally, Serve Washington offers access to the Service Year platform where programs can also post opportunities, access resources, and invite members to valuable retention support.

- Serve Washington [Service Year Recruitment Platform](#) (quick set-up [here](#))
  - [State-wide network](#) connecting applicants to all positions in our state
  - [Customized questions](#) can be added to the standard application
  - [Resource Hub](#) provides a searchable database of best practices
  - [Advice and answers](#) provide articles on using the system, such as setting up program profiles and creating a service listing
  - Member retention supports that are founded in research
    - [Enroll](#) and [Invite](#) Members
    - [Virtual Companion](#)
    - [Service+Tech](#)
    - [AmeriCorps Alums](#)

## How do I recruit locally? Is this required?

Most programs choose to also recruit locally outside the national system and is encouraged as a holistic approach to recruitment. Successful local recruitment may look different in each community. Here are some general suggestions:

- [Recruitment Support Project](#):
  - 9 self-paced learning modules
  - 90-page guide
  - Customizable marketing templates
- Serve Washington [You Tube](#) page:
  - Recruitment videos; including “Be The Greater Good”
  - Member testimonials from Angelica Alex, Lylianna Allala, and Korbett Mosesly
- Word of Mouth – Members and Alumni
- Social Media
- Newspapers or Online Sources such as Indeed, LinkedIn, Craigslist, etc.
- Organization’s Website
- High Schools and Colleges
- Career and Volunteer Fairs

## May I charge an application fee?

No. Charging an application fee is not allowed.



## What additional guidance does Serve Washington have?

Programs must develop their own selection process (i.e. screening and interviewing) and implement the process consistently. To document recruitment and selection, at a minimum the program should retain an application or resume.

## National Service Criminal History Checks

The [National Service Criminal History Check \(NSCHC\)](#) is a screening procedure established by law to protect the beneficiaries of national service. The agency first established its NSCHC regulation in 2007. In 2009, Congress codified NSCHC requirements in Section 189D of the National and Community Service Act of 1990 (NCSA), as amended by the Serve America Act. The agency issued regulations in 2009 and 2012 implementing the Serve America Act NSCHC

provisions. In May 2021, the agency again revised the regulations. The revisions clarified and simplified the NSCHC requirements.

NSCHC requirements are baseline screening procedures. Organizations should institute a holistic framework for safeguarding beneficiaries of service. Safeguarding beneficiaries involves more than screening for criminal history. It includes taking additional actions to ensure the health and safety of beneficiaries, such as having clear guidelines on interactions between individuals, policies and procedures on appropriate behavior and how to respond to noncompliance with those policies.

See the federal regulation in its entirety: [45 CFR 2522.205](#) and [2540.200-207](#).  
See the May 1, 2021, rule [here](#).

A NSCHC eCourse can be found online via the [Learning Management System](#) (Litmos), titled National Service Criminal History Check Required Annual e-Course. Staff identified as having a role or responsibility in conducting and documenting NSCHCs **must complete this training annually**. AmeriCorps has also published a [NSCHC Manual](#) for ongoing guidance (scroll down to NSCHC Guidance until you see NSCHC Manual).

### Who do NSCHCs apply to?

The following covered individuals who work/serve on the AmeriCorps operational grant must comply with NSCHC:

- AmeriCorps members
- If staff, individuals in positions in which they will receive a salary, directly or reflected as match, under a cost reimbursement grant

### Who do NSCHCs NOT apply to?

The following individuals by rule are NOT in covered positions and are NOT required to undergo NSCHC:

- Staff whose activity is entirely paid by indirect costs
- Staff operating a fixed-amount grant
- Staff operating an AmeriCorps planning grant
- In most cases, contractors are exempt
- Individuals under the age of 18 on the first day of work or service

Organizations are encouraged to examine their own policies and procedures to ensure standard employee processes are met, even if not required by NSCHC.

### Who is ineligible to work/serve on the AmeriCorps operational grant?

Covered individuals who:

- Refuse to consent to NSCHC
- Make a false statement in connection with NSCHC
- Are registered, or required to be registered, on a state sex offender registry or the National Sex Offender Registry
- Have been convicted of murder, as defined in 18 U.S.C 1111

Additional suitability criteria may be defined by the organization or program if clearly outlined in the policy and procedure and applied consistently to all covered positions. The suitability criteria must be consistent with state and federal Civil Rights and nondiscrimination laws. Serve Washington cautions against additional suitability criteria that, while legal, may present additional barriers or perceived barriers for otherwise eligible individuals.

### What checks are required for covered individuals?

1. A nationwide name-based check of the NSOPW-National Sex Offender Public Website, which consists of a web-based check of a centralized system which identifies individuals who are registered as sex offenders in States, territories, or with many federally recognized Tribes; **AND**
2. A name- or fingerprint-based search of the statewide criminal history registry in the individuals State of Service and State of Residence; **AND**
3. A fingerprint-based FBI check.

### When must checks be completed?

**ALL** checks must be conducted, reviewed, and adjudicated **BEFORE** the individual begins work or service. Adjudication is more than just running or performing the checks, adjudication includes reviewing each check and documenting your determination of eligibility. At minimum this means adjudication must be completed one day before work or service; however, Serve Washington highly encourages programs to use checks in collaboration with recruitment strategies when making the final selection of staff/members well before they are scheduled to begin their positions. Beginning work or service includes all hours charged to the grant, including orientation and training.

## **Once initial checks are completed, adjudicated and compliant, when must subsequent checks be done?**

The NSCHC rule does not require subsequent checks during the life of employment or service. Organizations are encouraged to examine their own policies and procedures to ensure standard processes are met, even if not required by NSCHC.

Additionally:

- If a break in employment/service within the same organization occurs which exceeds 180 days, new checks must be completed (this is most often applicable to service members whose term ends and they opt for another term with the same organization)
- If a covered individual leaves one organization and begins a covered position with a new organization, new checks must be completed (this is most often applicable to service members whose term ends in one program and they opt for another term with a new program)
- If an individual turns 18 before the start of subsequent employment/service, checks must be completed

## **What are the minimum steps necessary when performing checks and documenting checks?**

Checklists can be found in the [Truescreen and Fieldprint manual](#) beginning on page 11 (scroll down to How to Conduct NSCHC until you see Using AmeriCorps Approved Vendors Manual). Serve Washington has also developed an optional NSCHC Documentation Checklist.

## **May I charge individuals for the cost of NSCHC?**

No. The individual in a covered position that requires NSCHC may not be charged for the cost of any component of NSCHC.



## **What additional guidance does Serve Washington have?**

**Serve Washington requires all programs use the AmeriCorps designated vendors; Truescreen and Fieldprint.** Truescreen will provide the NSOPW check, Washington State of Service check, and State of Residence check (if different from the Washington State of Service check).

Fieldprint will provide the FBI check. Both vendor platforms allow for full completion of NSCHC including electronic adjudication – the final step to a compliant check. AmeriCorps has developed a manual to assist programs in using [Truescreen and Fieldprint](#) (scroll down to How

to Conduct NSCHC until you see Using AmeriCorps Approved Vendors Manual). There is also a Learning Pathway in Litmos. *(In rare cases Serve Washington will entertain an alternate process if the program can justify the need and ensure a compliant policy/procedure. Written approval is required.)*

Serve Washington also requires all programs have a policy/procedure on Criminal History Checks, including the roles and responsibilities of staff conducting and documenting NSCHCs. A NSCHC Policy/Procedure Checklist is provided by AmeriCorps and a NSCHC Documentation Checklist is provided by Serve Washington.

Serve Washington strongly encourages programs to thoroughly read the federal register and associated documents found on the National Service Criminal History Resource page and consult with their Program Officer to ensure compliance.

**National Service Criminal History Check Resources, including FAQs:**

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

*The NSCHC Policy/Procedure Checklist and NSCHC Documentation Checklist can be found in The Handbook [Appendix](#).*

## Member Service Agreement

Member Service Agreements are a critical part of administering AmeriCorps programs. Member Service Agreements provide the legal basis or contract by which the terms, conditions and rules regarding participation are delineated. This contract between the program and member is the legal document which would be used to resolve any issues between the program and a member.

AmeriCorps outlines the minimum requirements in the [Terms and Conditions for AmeriCorps State and National Grants](#), section V.B., page 6. Programs should consult with their organization in collaboration with the requirements to fully meet the needs of the program.

To ensure members understand their rights and responsibilities, members are required to sign the agreement on or before the first day of service.

*A Member Service Agreement template can be found in The Handbook [Appendix](#).*

## Grievance Procedure

Grievance procedures are required as part of the Member Service Agreement and overall organizational policy. Specific procedures are outlined in federal regulation.

See the federal regulation in its entirety: [45 CFR 2540.230](#).

## Member Benefits

### Living Allowance

Programs must provide a living allowance to full-time members. Providing a living allowance to less than full-time members is optional. If a program opts to provide a living allowance to less than full-time members it should do so equitably for all members.

The minimum and maximum living allowance is determined in the Notice of Funding Opportunity (NOFO) or Notice of Funding Availability (NOFA) for which your grant was awarded.

Living allowances should be paid in regular increments; such as, weekly, bi-weekly, or monthly. Payments should not fluctuate and are not tied to the number of hours served in a pay period. The IRS has deemed the living allowance taxable income. Therefore, each member will receive an annual W-2 for federal filing. Washington State does not have income tax and no state filing is required.

The IRS designation also means some additional taxes may be applicable. Below is a list of applicable and non-applicable taxes as currently designated in Washington State. If you would like a determination letter for your records, please consult with your Program Officer.

Applicable:

- FICA (Social Security and Medicare)
- Worker's Compensation (required in WA via the Department of Labor and Industries)

Non-Applicable:

- Unemployment
- WA Paid Family Medical Leave (PFML)
- WA Cares Act – Long-Term Care





## **What additional guidance does Serve Washington have?**

AmeriCorps members are not employees, and no employer/employee relationship exists. As such, service is not directly tied to minimum wage requirements. Service itself has many other intentions and benefits and is an opportunity not to be confused with work or a job.

That said, programs often inquire about livable wages and average living allowances offered in Washington. Each program is unique in both the living allowance provided and additional benefits. In recent years, programs have leaned towards using a percentage based on the [livable wage](#) in the county of service. Talk with your Program Officer about the most recent trends and strategies of Washington State AmeriCorps programs.

## **Segal AmeriCorps Education Award**

The amount of the Segal AmeriCorps Education Award depends on the member's term of service as determined annually in the Notice of Funding Opportunity (NOFO) or Notice of Funding Availability (NOFA) for which your grant was awarded.

There is an abundance of information on the [Segal AmeriCorps Education Award](#) on the AmeriCorps website.

## **Student Loan Forbearance and Interest Accrual**

Individuals who are serving in a term of service in an approved AmeriCorps position may be eligible to temporarily postpone the repayment of their qualified student loans through an action called loan forbearance. Individuals who have successfully completed a term of service in AmeriCorps are also eligible to have the National Service Trust pay as much as 100% of the interest that accrued on their qualified student loan during their service. This is in addition to the Education Award.

For eligibility and instruction, please see the Member benefits page titled "[find out more](#)" on the AmeriCorps website and scroll down until you see Forbearance & Accrued Interest Payment.

## Health Care

Programs must provide or make available health care insurance to full-time members. Health care requirements are outlined annually in the [Terms and Conditions for AmeriCorps State and National Grants](#), section VIII.D, page 13. Programs are required to develop and document the enrollment and/or waiver of member health care.

*A health care enrollment/waiver template can be found in The Handbook [Appendix](#).*



### **What additional guidance does Serve Washington have?**

Serve Washington does not endorse any one provider or plan; however, over time we have discovered a majority of our subgrantees have opted to use The Corps Network plan, underwritten by CIGNA and arranged by Willis Towers Watson. Serve Washington is a member of The Corps Network and subsequently our programs are eligible to obtain health insurance through this partnership. The Corps Network plan meets minimum essential coverage and the essential health benefits as prescribed in the Affordable Care Act. For more information on The Corps Network plan, please contact:

Chris Rooney  
Director  
Willis Towers Watson  
(206) 812-7287  
[chris.rooney@willistowerswatson.com](mailto:chris.rooney@willistowerswatson.com)

AmeriCorps members interested in purchasing an individual plan should contact the [Washington Health Plan Finder](#) via the Washington Health Benefit Exchange. In Washington State, AmeriCorps is a qualifying life event for special enrollment outside qualified health plan open enrollment periods. Beginning service in (enrollment) or losing coverage through (exit) AmeriCorps can initiate the special enrollment period. This is especially important when AmeriCorps members transition away from national service.

*Washington Health Plan Finder Special Enrollment FAQs and an Example Form can be found in The Handbook [Appendix](#).*

## Child Care

The [AmeriCorps Child Care Benefit Program](#) is available for eligible, active, full-time AmeriCorps members who need the benefit to serve.

## Program Defined Member Benefits

Programs may provide other member benefits if the treatment of such benefits is equitable for all members or a defined subset of members, is defined in policy, is an allowable federal expenditure, and follows basic OMB cost principles. Program should consult with their Program Officer before determining such benefits.

Some common examples are:

- Mileage reimbursement for all members traveling to/from required events.
- Increased living allowance for returning members in leadership positions.
- Housing or technology stipends.

## Member Time Tracking and Timesheets

The subgrantee is required to ensure that time and attendance recordkeeping is conducted by the AmeriCorps program. This time and attendance record is used to document member eligibility for in-service and post-service benefits. Depending on the system used, hard copy time and attendance records must be signed and dated both by the member and supervisor, electronic time and attendance records must allow for electronic authorization by the member and supervisor, before the program counts or “certifies” the hours.

*A member timesheet template and a program time tracking tool can be found in [The Handbook Appendix](#).*



### What additional guidance does Serve Washington have?

#### Are lunch breaks counted as service time?

No. You will notice on the Position Description template a note encouraging programs to incorporate a minimum 30-minute break in the member’s service day. “Lunch breaks” are not counted as service time. Please take this into consideration when tracking member time and developing timesheets.

## Can a program use an online timesheet system?

Yes. Serve Washington does not endorse any one vendor; however, programs have found [America Learns](#) and [OnCorps](#) to offer a compliant and AmeriCorps friendly time system.

## Affiliation with AmeriCorps: Using the AmeriCorps Brand

AmeriCorps the Federal Agency outlines its policy on AmeriCorps affiliation in the [General Grant and Cooperative Agreement Terms and Conditions](#), section III.H., page 7. Serve Washington expands on this language in the [Serve Washington Special Terms and Conditions](#), section IX., page 7-8.

## Service Gear

Providing members and staff with appropriate service gear is required. Programs can opt to create their own apparel but must use the AmeriCorps Washington logo when doing so. It is expected that members are in gear for special events, service projects or when meeting with key stakeholders. AmeriCorps gear and apparel is also manufactured by two vendors: [Good Deed](#) and [National Service Gear](#).

*The AmeriCorps Washington logo(s) can be found in The Handbook [Appendix](#).*

## Marketing and Media Resources

AmeriCorps has an abundance of online information, which is currently located on the [Communication Resources](#) webpage. This page includes digital and print materials, such as Fact Sheets; social media graphics; gear/swag/signage, such as the AmeriCorps Ordering System; tips and best practices, template resources, and videos/PSAs/photos/logos.

Additionally, AmeriCorps provides a [branding guide](#). Serve Washington also has a [communications toolkit](#).

# Chapter 4: Program and Member Management - Ongoing

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- ✓ Online Member Management (eGrants/My AmeriCorps Portal)
- ✓ Member Files
- ✓ Member Pre-Enrollment, Enrollment, and Exit
- ✓ Service Locations
- ✓ Member Supervision
- ✓ Member Orientation and Training
- ✓ Member Performance Reviews
- ✓ Conditions for Early Release
- ✓ Slot Refills, Conversions, and Transfers
- ✓ Program Performance Measurement
- ✓ Program Evaluation
- ✓ Records Retention

## Online Member Management

Subgrantees are required to use an online member management system known as My AmeriCorps via [eGrants](#). A series of tutorials to train and assist programs in learning requirements and functionality have been placed on the Serve Washington [website](#). There has been significant changes to the enrollment policy; while the functionality in the tutorial is still important, subgrantees should supplement the tutorials with additional training found on the AmeriCorps website via the [State Subgrantees](#) landing page and then by filtering to view “enroll members.”

### CAUTION!

Outdated components in the eGrants PDFs/tutorials include:

- Hard copy enrollment/exit forms are no longer allowed. Everything must be done electronically.
- Programs are no longer allowed to complete the member portions of enrollment/exit. Please be sure members are completing their own information.
- Pre-Enrollment has a series of steps not covered in the tutorials.
- Enrollment is required within 8 days, not 30 days.

## Member Files

AmeriCorps member files are similar to personnel files and should be treated as secure documents. Subgrantees are required to keep individual files on all members. Member files may contain many program related documents, but at minimum are required to have the following information:

- Application Materials
- W-4 (for members receiving a living allowance)
- Government-Issued Identification (example: driver's license, passport, etc.)
- Proof of Citizenship/Eligibility and Age (example: passport, birth certificate, I-151, etc.)
- National Service Criminal History Checks (or may be kept in central filing system in lieu of member file)
- Signed Member Service Agreement
- Position Description (if separate from the member service agreement)
- Media Release (if separate from the member service agreement)
  - *AmeriCorps, Serve Washington, and the Office of Financial Management must all be cited and given permissions in the release.*
- Health Insurance Enrollment or Waiver Form
- Performance Reviews
- Signed Timesheets (or may be kept in central filing system in lieu of member file)
- Documentation of Compelling Personal Circumstances (if applicable)
- Parental Consent Form (if applicable)

While not required, Serve Washington also suggests including:

- File Checklist
- References
- Serve Washington End-of-Term Member Performance Addendum
- Program Specific Documents

*A Media Release Agreement, Member File Checklist and the Serve Washington End-of-Term Member Performance Addendum can be found in The Handbook [Appendix](#).*



**What additional guidance does Serve Washington have?**

**What if a member returns for an additional service term?**

Each year a member serves, that member should have a new and separate file. Member files are considered grant records and will be maintained with each associated grant following a records retention schedule. Programs are allowed to make copies of pertinent member documents and move them forward to create a new member file. Each member file should remain whole and compliant.

Note: National Service Criminal History Checks from the previous member service year may only be moved forward if the break in service is less than 180 days.

## Member Pre-Enrollment, Enrollment, and Exit

AmeriCorps the Federal Agency requires programs to pre-enroll, enroll and exit members electronically in eGrants/My AmeriCorps.

**Pre-enrollment** includes a series of steps required *before* the member start date. Pre-enrollment includes inviting a prospective member or selecting an applicant in the national recruitment system; the applicant accepting the position by completing their enrollment information section; automatic or manual verification of eligibility; the program certifying criminal history check verification; and the program completing the placement information section. Once these steps occur, the enrollment button will be activated.

**Enrollment** is the final step in the process. This step must be completed within **8 calendar days** of the member start date. The step of changing the status from pre-enrolled to enrolled cannot be completed until the first day of service and no later than 8 days after the first day of service.

**Exiting** a member from service must occur within **30 calendar days** after the last day of service.

Programs should regularly check the status of pre-enrollment, enrollment, and exit in order to ensure compliance with AmeriCorps timeliness standards.

*A Pre-Enrollment/Enrollment Checklist can be found in The Handbook [Appendix](#).*

## Service Locations

Assigning each member to a service location is also required upon pre-enrollment *before* the member start date. Intermediary programs that have members placed at other organizations must list the service site not the program information. If a member is serving at multiple service locations, the program must assign the one where the member serves a majority of their hours, however, all service locations must be created and listed in the portal.

## Member Supervision

Subgrantees must provide members with adequate supervision by qualified supervisors consistent with the approved grant application. The program is responsible for ensuring supervisors are aware of prohibited activities and have systems in place for training and oversight of partner host sites.

## Member Orientation and Training

Subgrantees must conduct an orientation for members. Orientation begins the on boarding process for members and ongoing training reinforces it. A Member Orientation and Training Plan provides valuable information on important requirements, pieces of information members will use throughout the service year, and other useful knowledge, skills, and abilities members will need to conduct themselves properly and have a successful year.

A good Member Orientation and Training Plan lays the foundation for providing information that will be used by the member throughout the year. At this point and time in the service year, members are trying to determine their place in the program and are developing their understanding of what this year is about. Members need to clearly understand their roles and responsibilities, prohibited activities, as well as have an understanding of national service and AmeriCorps.



### **What additional guidance does Serve Washington have?**

Serve Washington acknowledges orientation/training can lead to “information overload.” Keep in mind different learning styles and incorporate activities such as team-building exercises, small group work, teach-back sessions, and service projects. Programs report increased interaction helps to increase retention of knowledge.

General orientation topics include:

- History of National Service, History of Service in WA
- Prohibited Activities
- Review of Member Service Agreement/Position Description
- AmeriCorps Identity (elevator speeches, gear expectations, branding, use of logo, etc.)
- Time and Attendance
- Goals and Objectives/Performance Measures/Data Collection
- Program Specific Information



- Team-Building/Service Projects/Community Awareness
- Member Safety

General training topics include:

- Ongoing Topics (prohibited activities, AC identity, data, safety, wellness, etc.)
- Serve Site Specific Training
- Team Trainings/Professional Development
- Life After AmeriCorps

Serve Washington encourages programs to view professional development as a benefit of service. Increased focus on career pathways and workforce development for members being incorporated into the program design is a best practice for valuable member experiences which impacts retention.

## Member Performance Reviews

Subgrantees must conduct and keep a record of at least a mid-term and an end-of-term written review of each member's performance for Full-Time and an end-of-term written review for any term less than Full-Time. The end-of-term review should address, at a minimum, the following factors:

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



### **What additional guidance does Serve Washington have?**

#### **Does the program create the performance review tool?**

Yes. Programs should develop a tool that best suits their member development goals and program design goals.

Programs can either incorporate the required language into their tool or use the Serve Washington End-of-Term Member Performance Addendum.

## Who should sign the performance review?

Signatures are not required; however, Serve Washington believes it is best practice to have the member and supervisor sign the performance review in acknowledgement of (not necessarily agreement with) the process. If the program develops a form that contains signature lines, signatures are needed.

*The Serve Washington End-of-Term Member Performance Addendum can be found in The Handbook [Appendix](#).*

## Conditions for Early Release

Programs new to this process should consult with their Program Officer.

### Release for Compelling Personal Circumstances

A member that has performed satisfactorily, has completed at least 15% of the required term of service, and meets the conditions for compelling personal circumstances, may be awarded a pro-rated education award. A member awarded a pro-rated educational award is considered a positive exit and does not negatively affect retention rates. Programs may not refill positions that are exited with award.

Compelling personal circumstances do not include leaving a program to enroll in school or to obtain employment (other than in moving from welfare to work or in leaving a program that includes in its approved performance measures the promotion of employment among its members).

### Release for Cause

A release for cause encompasses any circumstance other than compelling personal circumstances. Members released for cause are not eligible for a pro-rated education award. However, it is possible for a member to receive a satisfactory performance review and be released for cause. A satisfactory performance review allows an individual to serve again in the future. When a member is released for cause a program's retention rate declines. Under certain circumstances, a program can refill the member position.

AmeriCorps outlines its policy on Release From Participation in the [Terms and Conditions for AmeriCorps State and National Grants](#), section VII., page 11.

See the federal regulation in its entirety: [45 CFR 2522.230](#).

## Slot Refills, Conversions, and Transfers

Programs new to this process should consult with their Program Officer.

### Slot Refills

Programs that have fully enrolled their awarded member slots are allowed to replace any member who is released for cause provided that the member was released prior to completing 30% of their term and provided that the program year still allows for adequate time to support the completion of a new service term. Programs may not refill the same slot more than once.

### Slot Conversions

Programs have the ability to convert slot types. For example, a program with one unfilled full-time position finds it no longer has enough time in the service year to support a single member serving 1700 hours. This program can, however, support two members serving 900 hours simultaneously. In this case, the program may choose to convert one full-time position into two half-time positions.

### Slot Transfers

At the discretion of Serve Washington, state commissions have the authority to transfer member positions among their subgrantees within a given prime grant in order to maximize enrollment and cost effectiveness without prior approval.

If a program is interested in initiating a slot transfer or requesting additional slots through a slot transfer, you must receive approval from Serve Washington.

### General Changes in Member Positions/Program Slots

AmeriCorps outlines the policy on Member Positions/Program Slots in the [Terms and Conditions for AmeriCorps State and National Grants](#), section VI., page 9.

## No-Cost Extensions

There may be times when a program is interested in a No-Cost Extension (NCE) of their grant award.

A No-Cost Extension (NCE) occurs when a subgrantee's contract end date is changed to an agreed upon later date without any increase to the grant budget (no additional funds are awarded). NCEs may be favorable when a disruption to member service needs extended or a program design change is warranted. Subgrantees interested in a NCE should talk with their Program Officer as soon as relevant, but no later than 60 days before the end of the contract. A request for a NCE is not a guarantee for approval. Serve Washington will make the final determination. If approved, a formal contract amendment will commence.

## Program Performance Measurement

Overall Performance Management, which includes both Performance Measurement and Program Evaluation, among other components, is complex in nature and cannot be fully captured in The Handbook. Serve Washington has purposely kept these sections short and instead has directed programs to consult directly with AmeriCorps resources. Programs can expect Serve Washington staff to help ensure these concepts are fully integrated into program operations through annual training and technical assistance, monitoring, and general communications.

AmeriCorps offers online courses via the [Learning Management System](#) (Litmos). In the content library search for Performance Measurement Core Curriculum to find the designated learning path in this area. Courses range from Performance Measurement Overview to Theory of Change to Data Collection.

## Program Evaluation

The AmeriCorps website has multiple resources in this area. Please visit the [Evaluation Resources](#) landing page for more information, guidance, and online courses.



### What additional guidance does Serve Washington have?

Evaluation requirements for Competitive programs mandate any program awarded over \$500,000 must arrange for an *independent* (also known as an *external*) program evaluation

which covers a period of at least one year. The evaluation must also meet the AmeriCorps definition of *impact* and as such must include an experimental or quasi-experimental design. Competitive programs awarded less than \$500,000 are allowed to conduct an *internal* program evaluation which covers a period of at least one year. There is no requirement for design; however, programs often choose a *process, outcome, or impact* evaluation design.

AmeriCorps the Federal Agency requires State Commissions to dictate evaluation requirements for Formula programs. Serve Washington adheres to the same general expectations for both Competitive and Formula programs unless otherwise noted in the Formula RFGA.

In either case, Competitive or Formula, external or internal evaluations, Serve Washington encourages programs to conduct the most robust evaluation possible. Serve Washington staff will work closely with programs to guide evaluation planning and adherence to requirements.

## Records Retention

For subgrantees of Serve Washington, the records retention policy is outlined in the [Serve Washington Special Terms and Conditions](#), section IV., page 5.

Subgrantees are required to retain and maintain copies of all documentation associated with the grant in accordance to Washington State Law RCW 40.14.060, which requires official public records or office files and memoranda to be retained for a period of **six years** following the formal closeout of the **prime** Serve Washington grant. Because state law is more restrictive than the federal law, subgrantees of Serve Washington must retain records for the longer period of time.

Serve Washington will provide a formal notice to each affected subgrantee when the closeout of a **prime** grant occurs. This notice will include which subgrant agreements are included and when to begin the retention period.

# Chapter 5: Program and Fiscal Reporting

- ✓ General Overview
- ✓ Quick Reference Table
- ✓ Monthly Reporting
- ✓ Periodic Reporting
- ✓ Semi-Annual Reporting
- ✓ Annual Reporting
- ✓ Budget Modifications
- ✓ Budget Reconciliation

## General Overview

Subgrantees are expected to comply with reporting requirements in order to access grant funds. Reporting requirements are outlined annually in the [Serve Washington Special Terms and Conditions](#). Programs should consult their current grant award for full reporting requirements; including how to submit monthly invoice packages, periodic reporting forms, and semi-annual reports.

## Quick Reference Table

	Fixed-Amount Grants	Cost-Reimbursement Grants
<b>Monthly:</b>		
A-19 Invoice	X	X
Periodic Expense Report (PER)		X
Invoice Tracking Sheet	X	
Timekeeping Report	X	
Member Roster	X	X
<b>Periodically:</b>		
Great Stories (5 times a year)	X	X
Member Placement Form	X	X
<b>Semi-Annually:</b>		
Program Income Report		X
Other Federal Funds Report (OFFR)		X
Semi-Annual Progress Reports	X	X
<b>Annual:</b>		
Unexpended Funds Report	when asked	when asked
Close-out Form	when asked	when asked

All reports including the [Semi-Annual Progress Report](#) and the [Great Story Form](#) are now in an online platform, [Smartsheet](#). Fiscal reporting forms will be updated annually and sent directly to programs.

## Monthly Reporting

Monthly invoice packages are **due on or before the 15<sup>th</sup> each month** for the previous month's reporting period. If this date presents a problem, an alternative frequency should be approved by your Program Officer. Submit the full invoice package by email to your Program Officer and Grants Officer.

### A-19

The A-19 invoice simply reflects the request for monthly award payments. *Submit as a signed PDF.*

## Periodic Expense Report

*Cost-Reimbursement grants only.* The Periodic Expense Report (PER) is a detailed line item budget reflecting the grant award budget, the current monthly expenditures, and the total expenditures to date. *Submit original Excel workbook.*

## Invoice Tracking Sheet

*Fixed-Amount grants only.* The invoice tracking sheet details the number of member hours served, the current monthly allowable invoice amount, and both the average and total hours and award to date. *Submit in original Excel format.*

## Timekeeping Report

*Fixed-Amount grants only.* The timekeeping report support the hours claimed on the invoice tracking sheet. This support documentation varies among program timekeeping systems. *Submit in a format that best suits the needs of the program to accurately reflect hours claimed.*

## Member Roster

All invoices packages must include a copy of the member roster found in the online member management system known as My AmeriCorps (via eGrants). *Submit as a PDF.*

## Periodic Reporting

Three Service Projects/Special Events are required each year. Subgrantees will notify their Program Officer of which projects and events they will participate in, and report back after each has occurred.

Serve Washington focuses on highlighting AmeriCorps members and their service through multiple communications. In order to do this,

Understanding programs operate off of different program years, there are **two due dates** for the member placement form around **January and April of each year**.

### Great Stories

Great Stories provides Serve Washington with impact snapshots. This information is often highlighted through multiple communications channels and sent to AmeriCorps the Federal Agency. Programs are required to submit **FIVE** great stories per program year. Three could be about the service projects/special event the program did. Pictures reflecting the AmeriCorps brand are required with each submission.

### Member Placement Form

Each service year, Serve Washington will request subgrantees submit a member placement form. The form includes all active service locations similar to the active service locations in eGrants. The form will aid in identifying the congressional and legislative district placements for AmeriCorps members serving in Washington State, as well as focus areas and types of organizations, which is not fully captured in eGrants. The member placement form is a valuable tool for Serve Washington and commissioners to use throughout the year when educating elected officials during legislative committee assembly days, legislative session, AmeriCorps Week, and hill days with members of the congressional delegation. Serve Washington will provide subgrantees with a partially completed template a month prior to the due date. *Submit as directed from staff.*

## Semi-Annual Reporting

**Due dates for semi-annual reports change annually.** Refer to the [Serve Washington Special Terms and Conditions](#).



## Semi-Annual Progress Reports

Semi-Annual Progress Reports are due in April and October. Programs that operate on a calendar year cycle will submit a final report in January as well. All programmatic reports will be submitted in our online platform, [Smartsheet](#).

New programs and/or new staff should review the Semi-Annual Progress Report template understand what the requirements of the report are and begin to implement necessary data tracking procedures well before the report is due.

The major focus areas of the Semi-Annual Progress Report are:

- Member Information
- Performance Measurement Reporting
- Program Narratives

## Program Income Report and Other Federal Funds Report

*Cost-Reimbursement grants only.* The Program Income Report outlines the subgrantee's restricted funding (in-kind and cash which is restricted to the AmeriCorps program in the current year, e.g., site fees) received to date. It documents the contribution source, source type, amount, and a brief description. The Program Income Report also includes the Other Federal Funds Report which documents the allowability to use other federal funds as grantee share (match).

## Annual Reporting

**Due dates for annual reports change annually.** Refer to the [Serve Washington Special Terms and Conditions](#).

## Unexpended Funds Report

Subgrantees shall complete an Unexpended Funds Report when requested by Serve Washington. This report occurs on an annual basis, usually during the month of April, for subgrantees who are funded out of a prime level grant in continuation. Serve Washington will notify subgrantees as applicable. *Submit as directed from staff.*

## Close-out Form

Serve Washington will notify each affected subgrantee when the closeout of a prime grant occurs and what documentation is required. *Submit as directed from staff.*

Close-Out form includes:

- Equipment Inventory
- Inventory of Residual Supplies
- Certification of Sub Grant Closeout

## Budget Modifications

*Cost-Reimbursement grants only.* Subgrantees may transfer funds among approved line items when the cumulative amount of such transfers does not exceed 10% of the total budget. Line items may reflect under-spending or over-spending as long as the budget total remains positive. Significant over-spending in any one line item requires notification to and approval from your Fiscal Grants Officer and Program Officer via email. Formal budget modifications are only required when the cumulative amount of such transfers exceeds 10% of the total budget or if you want to spend in a category previously not budgeted for. Such an occurrence is rare and should be discussed with your Fiscal Grants Officer and Program Officer.

## Budget Reconciliation

*Fixed-Amount grants only.* At the end of each month, subgrantees should request reimbursement based on a monthly report of hours served by members. During the final month, subgrantees should notify their Fiscal Grants Officer and Program Officer via email when all members have been officially exited in eGrants. At that time, your Fiscal Grants Officer will perform a reconciliation of payments based on retention of members and actual hours served to determine final payment. Once final payment is determined, this amount will be requested by the program using the same monthly invoice package process.

# Chapter 6: Program and Fiscal Monitoring

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- ✓ General Overview
- ✓ Risk-Based Assessment
- ✓ On-Site Visit – Program
- ✓ On-Site Visit – Fiscal
- ✓ Desk Review – Program
- ✓ Desk Review – Fiscal
- ✓ Random Selection Process

## General Overview

As stewards of public funding, Serve Washington has developed robust monitoring practices to ensure AmeriCorps-funded organizations comply with federal compliance requirements and seeks to improve overall operations.

Serve Washington views its management obligations as a positive force to:

- Maximize the benefits provided to communities where members serve; and
- To provide assurances that the experience of AmeriCorps members and volunteers meets or exceeds the expectations of the public and private stakeholders who support national service.

Serve Washington goals include:

- To be supportive of programs so they can achieve the highest standards of program and fiscal accountability and effectiveness;
- To identify and remedy problems before they lead to larger unallowable costs; and
- To work collaboratively with all programs to improve management systems.

*Example monitoring tools can be found in The Handbook [Appendix](#). Tools are subject to change without notice. Tools are completed by Serve Washington staff and should not be completed by the program.*

## Risk-Based Assessment

Using a risk-based assessment, Serve Washington will conduct an annual review of all subgrantees resulting in an assigned risk level of high, medium, or low. The assessment focuses on four major areas:

- Organizational Effectiveness
- Member Management
- Program Compliance
- Financial Management

An associated program and fiscal monitoring plan is then developed based on the following risk level guidance.

### High Risk

A minimum of two programmatic or fiscal on-site visits; the first occurring within 3 months of the program start date and the second occurring 6-8 months into the program year.

### Medium Risk

A minimum of one programmatic on-site visit occurring within 6 months of the program start date. Additional visits may be conducted if warranted, including a fiscal on-site visit.

### Low Risk

A minimum of one programmatic review to be completed via desk monitoring within 8 months of the program start date. On-site visits may be conducted if warranted, including a fiscal on-site visit.



### What additional guidance does Serve Washington have?

#### How will I know my organization's level of risk and associated monitoring plan?

At the beginning of each service year, Program Officers will notify organizations of their risk level and monitoring plan.

**Will new subgrantees be treated differently?**

Yes. All new subgrantees will receive a minimum of two on-site visits during year one, and one on-site visit during years two and three, regardless of their assigned risk level.

**Will low risk subgrantees ever receive an on-site visit?**

Yes. Subgrantees in subsequent grant cycles will receive a minimum of one on-site visit in a three-year project period, even if continually rated low-risk.

**What types of results may come from program monitoring?**

At the conclusion of any monitoring, a report reflective of the work will be generated and supplied to the subgrantee. During program monitoring that report might also include any Findings, Concerns, and/or Recommendations. Findings are defined as compliance issues requiring at minimum corrective action, and depending on the severity, could also result in disallowed costs. Concerns are defined as issues that could lead to non-compliance requiring at minimum a response from the subgrantee, and depending on the severity, could also result in corrective action. Recommendations are defined as suggestions and/or best practices commonly seen amongst AmeriCorps programs (recommendations do not require a response unless requested). If there are no Findings, Concerns, and/or Recommendations the subgrantee will still receive a report of record.

**What types of results may come from fiscal monitoring?**

At the conclusion of any monitoring, a report reflective of the work will be generated and supplied to the subgrantee. During fiscal monitoring that report might also include any Disallowed Costs, Questioned Costs, and/or Corrective Action.

**[§200.1 Disallowed costs.](#)**

Disallowed costs means those charges to a Federal award that the Federal awarding agency or pass-through entity determines to be unallowable, in accordance with the applicable Federal statutes, regulations, or the terms and conditions of the Federal award.

**[§200.1 Questioned cost.](#)**

Questioned cost means a cost that is questioned by the auditor because of an audit finding: (1) Which resulted from a violation or possible violation of a statute, regulation, or the terms and conditions of a Federal award, including for funds used to match Federal funds;

- (2) Where the costs, at the time of the audit, are not supported by adequate documentation; or
- (3) Where the costs incurred appear unreasonable and do not reflect the actions a prudent person would take in the circumstances.

#### [§200.1 Corrective action.](#)

Corrective action means action taken by the auditee that:

- (1) Corrects identified deficiencies;
- (2) Produces recommended improvements; or
- (3) Demonstrates that audit findings are either invalid or do not warrant auditee action.

If there are no Disallowed Costs, Questioned Costs, and/or Corrective Action the subgrantee will still receive a report of record.

#### **Is fiscal monitoring different for fixed-amount subgrantees?**

Fixed-amount grant awards do not require fiscal monitoring. However, should a subgrantees fiscal practices become of concern, Serve Washington holds the right to perform an on-site review of financial systems.

#### **Once monitoring occurs, what happens next?**

Once the monitoring visit occurs on-site and/or the collection of documents has been submitted by the subgrantee during a desk review, Serve Washington staff have 30 days to complete the report. That report is then sent to the subgrantee with a transmittal for action, and/or if no action is required, a transmittal and resolution. Subgrantees requiring action will have 30 days to respond to the report. Once the subgrantee responds, Serve Washington staff and the subgrantee will work together until all appropriate action is complete. During this time, the subgrantee is responsible for meeting any additional deadlines set by Serve Washington as both entities work towards completion. Once complete, the subgrantee will receive final resolution.

### **On-Site Visit – Program**

Approximately one month in advance, a site-visit will be scheduled on a mutually convenient date between applicable program staff and the Serve Washington Program Officer assigned to the organization.

Once a date is established, the organization will receive formal instructions, including, but not limited to:

- Confirmation of Site-Visit Date
- Notification of Files To Be Reviewed
- Requests for Advanced Documentation
- Examples of Serve Washington Monitoring Tools for Preparation

On the day(s) of the visit, typical site visit activities include, but are not limited to:

- Member File Review
- Member Timesheet Review
- Member and Staff Criminal History Check Review
- Program Staff Interview(s)
- Service Location Visit(s)
- Observation of Member Activity/Member Interview(s)

Once the visit is complete, the program can expect to receive the following items within 30 calendar days:

- Monitoring Report (with any applicable Findings, Concerns, and/or Recommendations)
- Monitoring Tools
- Letter of Transmittal (requesting any applicable program responses)
- Letter of Resolution (once any applicable issues are resolved)



### **What additional guidance does Serve Washington have?**

#### **How should I prepare for an on-site visit?**

Follow the formal instructions provided. Be sure a mutually convenient day is scheduled that provides all applicable program staff time and availability throughout the visit. It is a good idea to review the Serve Washington monitoring tools to better prepare for what Program Officers are looking for. Be prepared to present all requested documentation, secure a quiet and adequate space for the review, pull and organize documentation ahead of time. Above all, ask questions!

## On-Site Visit – Fiscal

Approximately two weeks in advance, a site-visit will be scheduled on a mutually convenient date between applicable program staff and your Fiscal Grants Officer.

Once a date is established, the organization will receive formal instructions, including, but not limited to:

- Confirmation of Site-Visit Date
- Requests for Advanced Documentation

On the day(s) of the visit, typical site visit activities include, but are not limited to:

- Source Documentation Review
- Program Staff Interview(s)

Once the visit is complete, the program can expect to receive the following items within 30 calendar days:

- Monitoring Report (with any applicable Disallowed Costs, Questioned Costs, and/or Corrective Action)
- Monitoring Tools
- Letter of Transmittal (requesting any applicable program responses)
- Letter of Resolution (once any applicable issues are resolved)

## Desk Review – Program

Approximately two weeks in advance, the Serve Washington Program Officer assigned to the organization will send formal instruction, including, but not limited to:

- Selected Due Date (for submission of records)
- Documentation To Be Reviewed

During a desk review, Program Officers determine documentation to be reviewed and the best course of action to do so. Program Officers take into consideration previous monitoring findings, concerns, and recommendations, as well as, current knowledge of program operations and current national trends in audit findings. Typical documentation to be reviewed includes, but is not limited to:



- Member Timesheets/Program Time Tracking Tool
- Member Payroll Report
- Review of Program Successes and Challenges

Optional documentation reviewed includes, but is not limited to:

- Eligibility Documentation
- Criminal History Checks
- Data Tracking/Data Collection
- Member Position Descriptions
- Member Service Agreement
- Member Orientation/Training Plan
- Program Evaluation Plan
- Previous Year-End Closeout Documents
- Anything else deemed worthy by the Program Officer

Once the desk review is complete, the program can expect to receive the following items within 30 calendar days:

- Monitoring Report (with any applicable Findings, Concerns, and/or Recommendations)
- Monitoring Tools
- Letter of Transmittal (requesting any applicable program responses)
- Letter of Resolution (once any applicable issues are resolved)



### **What additional guidance does Serve Washington have?**

#### **How should I prepare for a desk review?**

Follow the formal instructions provided. Send documentation well-organized and only in the format requested. Above all, ask questions!

### **Desk Review – Fiscal**

The Fiscal Grants Officer reviews and tracks monthly invoice packages on an ongoing basis.

## Random Selection Process

During either a site-visit or a desk review, the number of member files and/or associated member documents to be reviewed will be determined using a random selection process of enrolled member positions.

### High Risk and/or New Programs:

- 0-30 Enrolled Slots = 100%
- 31-50 Enrolled Slots = 50%
- 51-100 Enrolled Slots = 25%
- 101-249 Enrolled Slots = 20%
- 250+ Enrolled Slots = 10%

### Medium Risk and/or Low Risk Programs:

- 0-15 Enrolled Slots = 100%
- 16-30 Enrolled Slots = 50%
- 31-60 Enrolled Slots = 25%
- 61-100 Enrolled Slots = 20%
- 101-249 Enrolled Slots = 10%
- 250+ Enrolled Slots = 5%

# Appendix

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Listed in alphabetical order. [All documents can be found online.](#)

AmeriCorps Washington Logos  
Close-Out Form  
End-of-Term Member Performance Addendum  
Health Care Enrollment/Waiver Template  
Media Release Agreement Template  
Member File Checklist  
Member Service Agreement Template  
Member Timesheet Template  
NSCHC Documentation Checklist  
NSCHC Policy & Procedure Checklist  
Position Description Template  
Pre-Enrollment/Enrollment Checklist  
Reporting Dashboard  
Serve Washington Example Monitoring Tools:  
    Fiscal Monitoring Checklist  
    Member File Review Checklist – Current Year  
    Member File Review Checklist – Prior Year  
    Member Timesheet Checklist  
    Monitoring Report Template  
    Programmatic Risk Based Assessment  
    Sample Member Interview Questions  
Time Tracking Tool Template  
WA Health Plan Finder Special Enrollment FAQs  
WA Health Plan Finder Special Enrollment Example Form