

Identity and Citizenship Verification Process FAQs

What is the purpose of this new agreement and process?

With the signing of this agreement, upon an individual accepting an AmeriCorps position (or in regards to many AmeriCorps State and National positions, when the organization enrolls the individual), the individual's information will be automatically reviewed by the Social Security Administration within 3 business days for identity and citizenship. If the individual's information is verified, the AmeriCorps grantee or sponsor will not need to do anything. As such, the purpose is to reduce the burden on AmeriCorps programs that in the past have had to manually review and maintain documentation on an individual's identity and citizenship. The individual's status will appear as "Verified" in their My AmeriCorps account and in eGrants for your records.

What about individuals who are currently serving on or finished service prior to February 27th, 2012?

Individuals who are currently serving on or finished service prior to February 27th, 2012 will show a status of "Previously Served" in eGrants and My AmeriCorps. Any individual who is currently serving on or finished service prior to February 27th, 2012 will not have their identity and citizenship verified through this new process with one exception. If the individual wants to update their name, date of birth, social security number, or gender, then their information will be sent to the Social Security Administration once the individual faxes in the needed documentation to make such a change to the National Service Hotline.

We are an AmeriCorps State and National program, do we still need to complete other items such as criminal history checks?

Yes, AmeriCorps State and National programs will still need to complete other items such as criminal history checks. This new automated process only verifies identity and citizenship.

Our organization has started receiving emails regarding an issue with the individual's verification, what do we do?

If the individual's information cannot be automatically verified by the Social Security Administration, AmeriCorps State and National grantees will receive an email regarding the issue and what needs to be done. AmeriCorps VISTA sponsors will be contacted by the state office regarding next steps. For both grantees and sponsors in this scenario, the grantee or sponsor will need to verify and maintain the individual's documentation and provide copies of it to the National Service Hotline for processing. Directions for what information is needed and

how to provide it will be in the email. For AmeriCorps State and National grantees, the email is automatically sent to the grantee administrator for the program and to the grantee staff member who selected (or offered the service position to) the individual to serve via eGrants.

How quickly does our organization need to follow up on these emails?

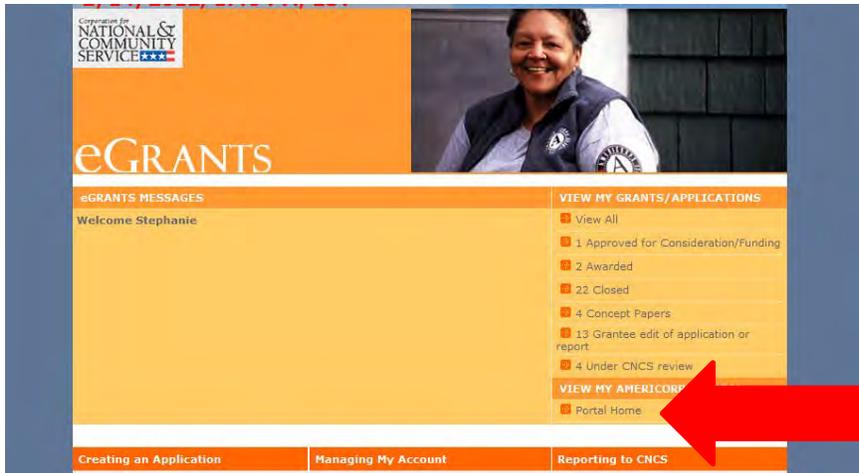
The Corporation recommends you work with the individual, obtain the needed documentation, review it, and send copies to the National Service Hotline as quickly as possible. For AmeriCorps VISTA sponsors, a hold up in this verification process may prevent the individual from serving with your organization. For AmeriCorps State and National grantees, you will be given 30 days from the date of notice to provide the requested documentation. If it is discovered that the individual is not eligible to serve and 30 days have lapsed, your organization may be responsible for any grant costs associated with the individual. Your organization will receive a reminder email 25 days from the date of first notice to provide the requested documentation.

The email is requesting that we fax in a copy of a birth certificate or a social security card. We don't have access to a fax machine, what can we do?

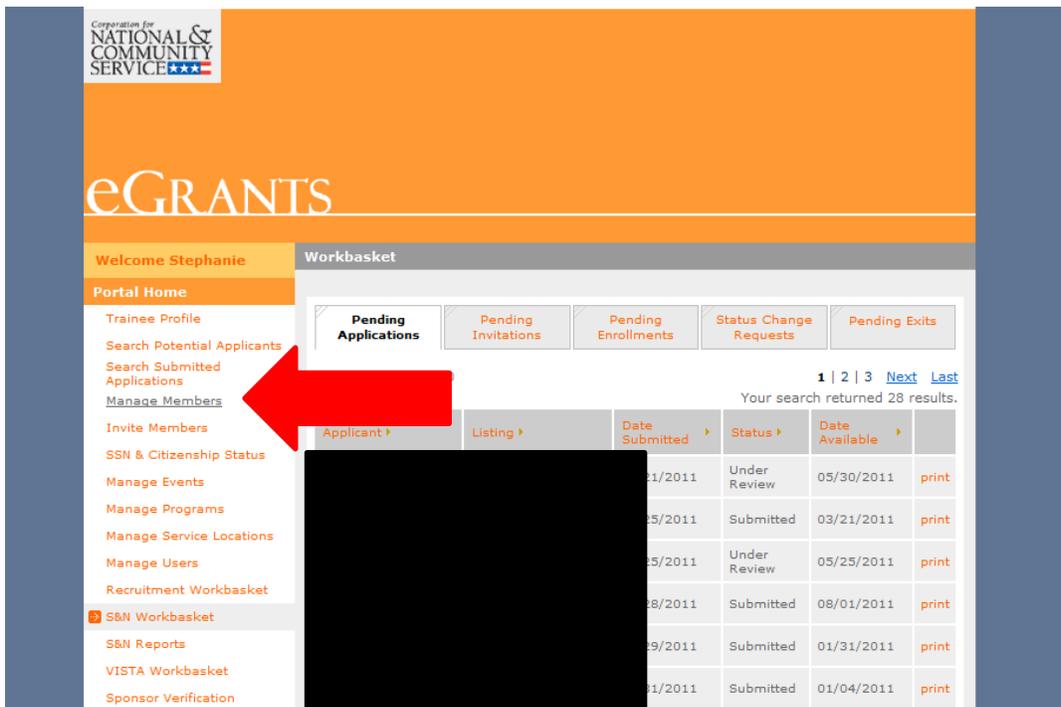
If you don't have access to a fax machine, there are multiple vendors who will fax items on your behalf for a fee. Additionally, if you have a scanner, there is software available online that will let you send scanned documents to a fax number.

Where in eGrants can I locate the status of an individual's identity and citizenship review?

Login to eGrants and select "Portal Home"



Select "Manage Members"



Enter the individual's name or ID and press "Submit"

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eGRANTS

Welcome Stephanie

Manage Members

Member Search Attributes

To search for a member use the fields below and click the search button.
Click here for help.

Program Year:

Program Name:

Service Location:

Program Code:

Member ID:

First Name:

Last Name:

Date of Birth:

(A red arrow points to the First Name and Last Name input fields.)

Click on the individual's name from the list

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Member Search Results

Member Search Results

[A] [B] [C] [D] [E] [F] [G] [H] [I] [J] [K] [L] [M] [N] [O] [P] [Q] [R] [S] [T] [U] [V] [W] [X] [Y] [Z]

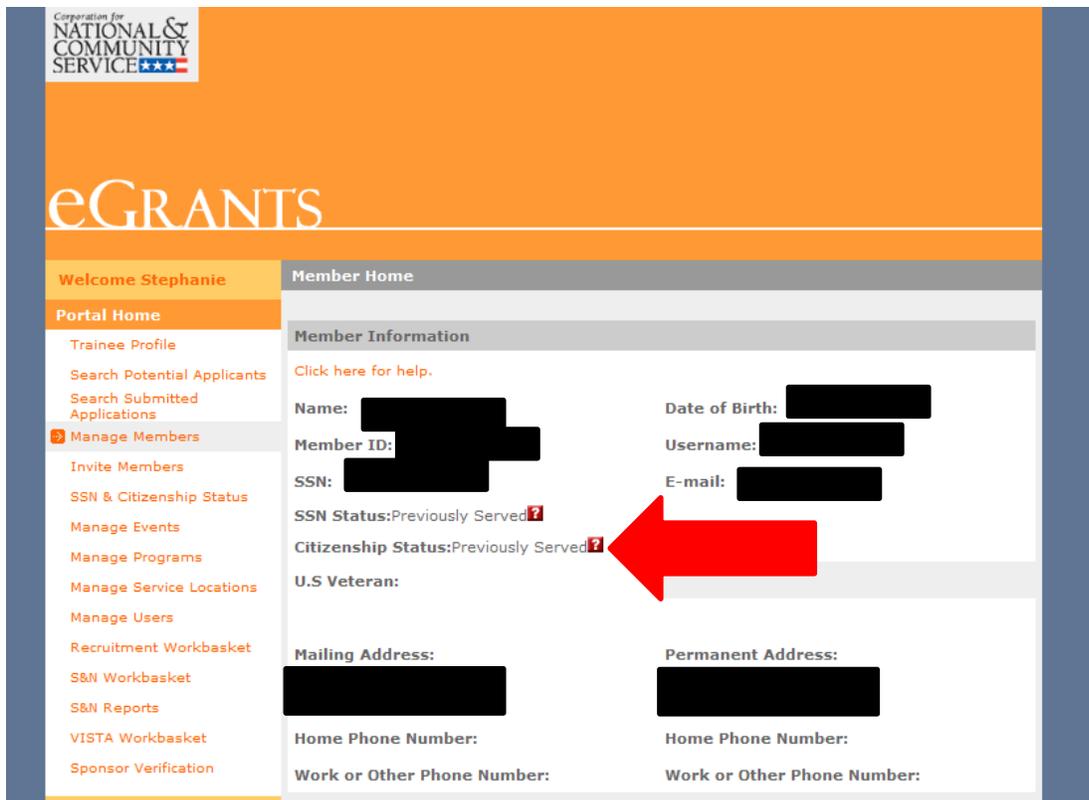
Results 1 Through 1

Your search returned 1 results.

Member Id	Name	Program Name	Program Code	Program Year	City	State	Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2011	Denver	CO	In-Service

(A red arrow points to the Name column header.)

View the individual's status. You can click on the question marks to learn what each of the statuses mean.



Besides the 25 day email notification, is there any way to see in eGrants those individuals who have had 30 days lapse from the date of first notice and are still not verified?

Yes, login to eGrants and select "Portal Home"



Select SSN & Citizenship Status

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Workbasket

Portal Home

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

Pending Applications | Pending Invitations | Pending Enrollments | Status Change Requests | Pending Exits

Results 1 Through 10 1 | 2 | 3 [Next](#) [Last](#)

Your search returned 28 results.

Listing	Date Submitted	Status	Date Available	
	1/2011	Under Review	05/30/2011	print
	5/2011	Submitted	03/21/2011	print
	5/2011	Under Review	05/25/2011	print
	8/2011	Submitted	08/01/2011	print
	9/2011	Submitted	01/31/2011	print
	1/2011	Submitted	01/04/2011	print
	2/2011	Submitted	07/31/2011	print

Select and run the report. You can choose by Program Code or run all Program Codes by leaving the Program Code as "Select" and pressing the "submit" button.

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SSN and Citizenship Status

Portal Home

- Trainee Profile
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- S&N Workbasket
- S&N Reports
- VISTA Workbasket
- Sponsor Verification

Please select a report type and appropriate criteria below. Then click 'submit' to generate the selected report. Depending on the type of report and the criteria selected, your report may take a few minutes to generate. **Please be patient and do not reload the page.**

* Select Report:

Program Code:

* Report Format:

Who should I contact if I have any questions?

If you have any questions, please contact the National Service Hotline at 1-800-942-2677 or via webform at www.nationalservice.gov/questions.