



# **FY 2024 Congressional Budget Justification**

AmeriCorps

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## CEO MESSAGE

For the last 30 years, AmeriCorps has tapped the unwavering spirit of the American people to meet the country's toughest challenges through sustained, results-driven service. Working with nonprofit, faith-based, and community organizations, state and local agencies, tribal nations, and other partners, AmeriCorps programs improve lives, strengthen communities, and foster civic engagement through service and volunteering.

Time and time again our country's federal investment in national service proves to be a win-win: individuals and families benefit from expanded services in their community; organizations who host AmeriCorps members and AmeriCorps Seniors volunteers expand capacity to achieve their missions; and Americans who serve receive training and practical skills, hands-on experience, and a Segal AmeriCorps Education award for qualified educational expenses or a volunteer stipend.

A body of evidence emerging from impact evaluations suggests that AmeriCorps programs produce measurable results at a reasonable cost to taxpayers.<sup>1</sup> Notably, between 2021 and 2022 an average of 66 percent of AmeriCorps State and National programs demonstrated strong or moderate levels of evidence of impact. Research also shows that AmeriCorps is a transformative experience for AmeriCorps members. For instance, between 2016 and 2021 an average of 82 percent of alumni reported that AmeriCorps service was a defining professional experience. A study in 2016 found that 42 percent of alumni employed within six months of service found that job through a connection made during their AmeriCorps service.<sup>2</sup>

To support this mission, the President's Budget for fiscal year (FY) 2024 provides \$1.479 billion for AmeriCorps. This Budget will support AmeriCorps and its state and local partners in meeting public health, education, and other community needs; advancing racial and economic equity; creating opportunities for Americans from rural, urban, and suburban areas to develop new skills and serve their country; addressing climate change impacts; rebuilding after disaster and restoring public lands; developing civically engaged members of society; and uniting Americans to strengthen our nation's democracy. The Budget also includes a proposal to cancel \$210 million in surplus balances from the agency's National Service (NST), for a net total of \$1.269 billion.

The President's Budget allows AmeriCorps to continue investments that reflect the priorities of AmeriCorps' strategic plan.<sup>3</sup> As AmeriCorps nears the end of the historic investment of American Rescue Plan funding, the agency will maintain its focus on member and volunteer recruitment efforts, financial and operational reform, and strategic investment in human capital needs.

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<sup>1</sup>[https://americorps.gov/sites/default/files/document/FR\\_2017%20State%20of%20the%20Evidence%20Report\\_012623\\_FINAL\\_508.pdf](https://americorps.gov/sites/default/files/document/FR_2017%20State%20of%20the%20Evidence%20Report_012623_FINAL_508.pdf)

<sup>2</sup>[https://americorps.gov/sites/default/files/evidenceexchange/FR\\_AmeriCorpsAlumniOutcomesFinalTechReport\\_1.pdf](https://americorps.gov/sites/default/files/evidenceexchange/FR_AmeriCorpsAlumniOutcomesFinalTechReport_1.pdf)

<sup>3</sup> <https://americorps.gov/about/agency-overview/strategic-plan>

### **Meet Today's Challenges**

The Budget will support more than 200,000 AmeriCorps members and AmeriCorps Seniors volunteers in addressing public health needs, responding to disasters and extreme weather events, and expanding education and economic opportunity in urban and rural areas. AmeriCorps members and AmeriCorps Seniors volunteers tutor and mentor students, support independent living for elders, provide financial literacy training, build affordable housing, address hunger and homelessness, combat the opioid crisis, assist veterans and military families, and connect those who are unemployed to jobs - all of which helps alleviate poverty and advance equity. The Budget will support targeted investments in communities where the need is greatest, build the agency's evidence and evaluation capabilities, enhance AmeriCorps' efforts to recruit a diverse corps that reflects the communities they serve, and continue to improve agency financial management and operations by investing in systems, technology, and staff.

### **Enhance the Service Experience**

The Budget will support the agency's goal of improving the experience of AmeriCorps members and AmeriCorps Seniors volunteers by strengthening pathways to education and employment, removing barriers to service, and providing increases to the member living allowance and volunteer stipend so that service is a viable opportunity open to Americans of all backgrounds. Additionally, the Budget's proposed two-year funding authority for AmeriCorps NCCC and VISTA will ensure continuity of service in these programs across fiscal years and reduce disruption to members and their sponsor organizations.

### **Build Bridges Between Americans**

The impact of AmeriCorps service extends beyond direct beneficiaries, the host organization, and service participants. By bringing people from different backgrounds together to meet local needs, service unites Americans which strengthens our democracy. This is particularly crucial in times of crisis. Whether they are responding to historic wildfires in rural New Mexico, clearing debris and rebuilding homes in the wake of Hurricane Ian in Florida, or organizing vaccination efforts in rural communities, AmeriCorps members and AmeriCorps Seniors volunteers are creating connection, building bridges, and bringing our country together.

The Budget provides key resources to strengthen the nation's volunteer sector, elevate awareness of service, support governor-supported State Service Commissions, and build the capacity of voluntary organizations to recruit and retain volunteers to increase their reach and impact.

### **Strengthen Financial Management and Address Audit Findings**

The Budget will provide support for ongoing efforts to strengthen the agency's financial management controls and processes and more effectively steward federal resources. The Budget will authorize a nonrecurring expenses fund from unused, unexpired appropriations that will be available for information technology (IT) investments, such as the replacement of legacy systems that support grantmaking and member and volunteer management to remediate long-standing audit findings. AmeriCorps will continue its aggressive focus on improving mission support operations by implementing corrective actions to address root

causes, such as ineffective internal controls, inadequate staff capacity, and antiquated systems, which have challenged the agency for many years and predate the current administration. AmeriCorps' executive leadership will also continue to make progress on remediating audit findings to ensure the agency is using taxpayer funds in the most effective and efficient manner.

### **Strengthen AmeriCorps' Workforce**

Building and retaining a diverse and high-performing workforce is important to ensuring AmeriCorps can continue to maximize impact in communities where the agency has a long-standing presence and expand to communities that have historically been underserved and under supported. The Budget supports this goal by increasing funding for additional staff capacity; strengthening workforce diversity, equity, inclusion, and accessibility; and investing in leadership training and development. These resources will help make AmeriCorps one of the best and most equitable places to work in the federal government.

Our Nation is facing unprecedented challenges, including more frequent and intense storms and fires, widening opportunity gaps exacerbated by the COVID-19 pandemic, shortages of teachers and public health workers, and increased social isolation and polarization. With the resources provided in this budget, and in partnership with state, local, and tribal partners, AmeriCorps will continue to build a culture of national service that tackles these challenges head-on while opening doors to opportunity, strengthening communities, and building unity across our Nation.

In service,



Michael D. Smith  
Chief Executive Officer

## AGENCY OVERVIEW

For three decades and working with thousands of local partners, AmeriCorps has leveraged the nation's greatest resource - the American people - to improve lives, strengthen communities, and foster civic engagement through national service and volunteering. Each year, AmeriCorps engages more than 200,000 AmeriCorps members and AmeriCorps Seniors volunteers of all backgrounds in 36,000 locations across the country to address the nation's pressing challenges; and empowers millions more to serve as long-term, short-term, or one-time volunteers.

This year marks AmeriCorps' 30th anniversary. Since the National and Community Service Trust Act was signed into law in 1993, national service has produced extraordinary results, including helping students succeed in school; supporting veterans transitioning back to civilian life; aiding communities recovering after disasters; improving public health; preserving public lands and addressing the impacts of climate change; and assisting those who are rebuilding their lives after addiction, homelessness, or job loss. Service through AmeriCorps transforms those who serve into lifelong civic leaders, builds the capacity of our nation's service organizations, and unites the country through service.

AmeriCorps offers individuals and organizations flexible ways to make a local impact through the agency's programs: AmeriCorps State and National, AmeriCorps VISTA, AmeriCorps NCCC, AmeriCorps Seniors, and the Volunteer Generation Fund, in addition to the September 11th National Day of Service and Remembrance and Martin Luther King, Jr., National Day of Service.

As the federal agency for national service and volunteering, AmeriCorps brings leadership, resources, coordination, focus, and scale to America's voluntary and service sector. AmeriCorps programs unite the passion, commitment, and talent of volunteers with the assets of community organizations and funding from public and private sectors to enable communities to identify and solve local problems.

National service is built on a set of smart, common-sense principles:

- Sustained Service Commitment: AmeriCorps members and AmeriCorps Seniors volunteers make a commitment to service, often a year or more. Given their sustained commitment, they can take on complex assignments, assume leadership roles, and deliver results that help nonprofit organizations and public agencies increase their reach and impact.
- State and Local Control: Governors play a key role in deciding where national service resources go in their own state, with three-fourths of AmeriCorps grant funding overseen by Governor-appointed State Service Commissions that identify local needs, monitor grantees, carry out Governors' priorities, and lead citizen service efforts. Organizations selected for AmeriCorps or AmeriCorps Seniors funding are responsible for recruiting, selecting, and supervising their participants. AmeriCorps works closely with city, county, and tribal leaders to identify needs and deploy resources positioning national service as a valued partner to state and local officials.
- Public-Private Partnership: National service programs annually generate approximately \$1 billion in external resources from businesses, foundations, public agencies, and other

sources – and thousands of small businesses, community foundations, and local agencies invest in national service through match or in-kind support. This investment provides a return on taxpayer dollars, making national service a cost-effective strategy to meet local needs.

- **Impact-Driven and Evidence-Based:** AmeriCorps uses data and evidence in grantmaking decisions and maximizes the return on public investment by using competition to drive funds to the highest quality and value programs. Organizations compete for funding and must demonstrate program results through performance measures.

**A Powerful Return on Investment:** AmeriCorps provides cost-effective and locally appropriate solutions to American communities. For every dollar invested by AmeriCorps, more than \$17 is returned to the federal government, members serving, or society.<sup>4</sup> When trained and dedicated national service members provide service through local organizations focused on outcomes the recipients of service, those who serve, their host organizations, and the larger community and nation all win.

**Improves Lives and Communities:** AmeriCorps members and AmeriCorps Seniors volunteers help communities tackle their most pressing challenges, many of which were exacerbated by the COVID-19 pandemic.

- *Strengthening Student Success:* Each year, AmeriCorps members and AmeriCorps Seniors volunteers support more than one million students, helping them stay in school, improve academic performance, and graduate prepared for college and careers. Rigorous independent evaluations have demonstrated the positive impact of national service on early childhood education and literacy, college access, and other measures of educational success.
- *Ensuring Healthy Futures:* Members and volunteers address public health challenges, fight hunger and homelessness, combat the opioid epidemic, and help homebound seniors live independently.
- *Expanding Economic Opportunity:* By building affordable housing, providing financial literacy training, connecting returning veterans to jobs, preventing elder fraud, reducing recidivism, and building capacity of job training programs, national service helps alleviate poverty, increase equity, and expand economic opportunity and self-sufficiency.
- *Addressing Environmental and Climate Challenges:* National service members and volunteers restore parks and public lands, protect watersheds, support wildland fire mitigation, conduct energy audits, weatherize homes, install renewable energy, and help communities become more climate resilient.
- *Responding to Natural Disasters:* National service members and volunteers provide support after floods, fires, hurricanes, and other natural and human-made disasters including with staffing emergency shelters, debris removal, muck and gut operations, damage assessments, volunteer and donation management, and disaster survivor assistance.
- *Supporting Veterans and Military Families:* National service members and volunteers provide employment services, benefits counseling, transportation, and other support to

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<sup>4</sup> Dominic Modicamore, and Alix Naugler. July 2020. "AmeriCorps and Senior Corps: Quantifying the Impact Cost-Benefit Analysis and Return on Investment of AmeriCorps and Senior Corps." [https://voicesforservice.org/wp-content/uploads/2020/07/ICF\\_AmeriCorps-and-Senior-Corps\\_Quantifying-the-Impact\\_FINAL.pdf](https://voicesforservice.org/wp-content/uploads/2020/07/ICF_AmeriCorps-and-Senior-Corps_Quantifying-the-Impact_FINAL.pdf)

245,000 veterans and military families each year<sup>5</sup>. Approximately 15,000 veterans serve in AmeriCorps programs, applying the leadership skills and training they gained in the military to tackle problems on the home front.

**Expanding Opportunity for Those Who Serve:** While serving others, AmeriCorps members and AmeriCorps Seniors volunteers benefit as well, gaining valuable workforce skills<sup>6</sup>, education support, improved health, and other benefits.

- Pathway to Careers: AmeriCorps members gain valuable workforce skills and hands-on experience to prepare them for jobs and careers. These skills are both specific to their programs (such as teaching, conservation, firefighting) and general (such as leadership, teamwork, project management, and problem-solving), all of which are skills that employers seek.
  - In a study published in 2016, eight out of 10 alumni said AmeriCorps benefitted their career path and nine out of 10 alumni reported their experience improved their ability to solve problems.
  - Additionally, at least 80 percent of respondents indicated AmeriCorps helped them be able to come up with new ideas to make work more efficient or more effective, analyze input from others to inform decision meeting, develop plans and agendas, collaborate on projects as a team member to achieve a shared goal, and set priorities for multiple tasks.
  - Moreover, AmeriCorps VISTA alumni receive non-competitive eligibility for 12 months after their service when applying for federal jobs.<sup>7</sup>
- Expanding Post-Secondary Education Access and Affordability: At a time of rising college costs and student debt, AmeriCorps helps Americans pursue and pay for postsecondary education. Since 1994, 1.28 million individuals have served through AmeriCorps, and AmeriCorps members have earned more than \$4.5 billion in Segal AmeriCorps Education Awards to pay for college or repay student loans. Members can postpone loan payments and have loan interest covered while they serve, and AmeriCorps alumni may qualify for national loan forgiveness programs or repayment plans.
- Improving Health and Well-Being: After two years of service in the AmeriCorps Seniors Foster Grandparent Program and Senior Companion Program, a longitudinal study found that 32 percent of volunteers who reported good health at baseline reported improved health at the two-year follow up, and 55 percent of volunteers who reported good health at baseline continued to report good health at the two-year follow-up. In addition, a grantee of AmeriCorps' Office of Research and Evaluation found that national service programs improve community-level subjective well-being and that there is an

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<sup>5</sup> Data on veterans and military families served is pulled from AmeriCorps State and National Annual Progress Reports, AmeriCorps VISTA and AmeriCorps Seniors Progress Report Supplements, and NCCC Project Completion Reports.

<sup>6</sup> <https://americorps.gov/evidence-exchange/AmeriCorps-Alumni-Outcomes-Study>

<sup>7</sup> <https://americorps.gov/sites/default/files/document/ameri-corps-vista-alumni-nce.pdf>



interdependent relationship between national service programs and subjective well-being.<sup>8</sup>

**Strengthening the Nation’s Nonprofit and Voluntary Sector:** AmeriCorps bolsters nonprofit, faith-based, and neighborhood organizations that contribute to the nation’s economic and social well-being by providing grants, volunteers, and training to help them better achieve their mission. AmeriCorps members and AmeriCorps Seniors volunteers serve in schools, health clinics, food banks, homeless shelters, youth centers, and veteran facilities – building organizations’ capacity and impact at a time of growing demand for services. Through the Volunteer Generation Fund, State Service Commissions help nonprofit and voluntary organizations broaden their volunteer base, more effectively recruit and retain volunteers, and increase their impact on community challenges. Additionally, a study published in 2016 found that 79 percent of AmeriCorps alumni are, or plan to become, actively involved in their community after service, compared to 47 percent prior to service.<sup>9</sup>

### **Progress on Priorities**

Today, America faces a series of unprecedented and interlocking challenges that require a renewed commitment to service and civic engagement. These challenges include an ongoing public health crisis, major upheavals in the economy, a national reckoning on racial inequity centuries in the making, continued tragedies from hate-fueled violence, an increase in the frequency and intensity of weather events and wildfires, and deepening isolation and divides that weaken democratic institutions.

The Biden-Harris Administration believes America has an opportunity to not just return to the way things were before, but to build a better, stronger, and more inclusive future. As the federal agency for service and volunteering, AmeriCorps shares in this commitment and released its own equity action plan in 2022.<sup>10</sup> For three decades, AmeriCorps has strengthened America’s culture of service, meeting the moments of both crisis and opportunity in communities across the country.

The agency’s five-year strategic plan, released in April 2022 provides a framework for addressing challenges and lays out specific strategies to meet the agency’s goals.<sup>11</sup> Below are highlights of recent progress and accomplishments in alignment with the agency’s strategic plan. Further details on AmeriCorps’ performance goals and progress related to the strategic plan are contained in the Addendum and Appendix 1, the Agency Annual Performance Plan and Report.

### **GOAL 1: Partner with communities to alleviate poverty and advance racial equity**

- 1.1: Mitigate the impacts of the COVID-19 pandemic and other public health crises
- 1.2: Reduce greenhouse gas emissions, conserve lands and waters, and adapt to the changing climate

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<sup>8</sup> Velasco, K., Paxton, P., Ressler, R. W., Weiss, I., & Pivnick, L. (2019). Do National Service Programs Improve Subjective Well-Being in Communities? *The American Review of Public Administration*, 49(3), 275-291. <https://doi.org/10.1177/0275074018814883>

<sup>9</sup> <https://americorps.gov/evidence-exchange/AmeriCorps-Alumni-Outcomes-Study>

<sup>10</sup> <https://americorps.gov/about/agency-overview/equity-action-plan>

<sup>11</sup> <https://americorps.gov/about/agency-overview/strategic-plan>

1.3: Expand educational and economic opportunity

1.4: Prioritize investment in the most underserved individuals and communities

1.5: Recruit a diverse corps of members and volunteers who reflect those we are serving

- In response to the pandemic, AmeriCorps members and AmeriCorps Seniors volunteers across all 50 states and U.S. territories provided pandemic assistance to more than 12.5 million Americans from March 2020 through March 2022 – supporting vaccination, contact tracing, testing, wellness checks, food banks and meal delivery programs, and helping students stay on track in school. After an extensive outreach effort in partnership with the Centers for Disease Control and Prevention, AmeriCorps awarded the first round of Public Health AmeriCorps grants, totaling \$71.1 million to support more than 3,000 new AmeriCorps members.<sup>12</sup> With a \$400 million investment over five years from the Centers for Disease Control and Prevention, Public Health AmeriCorps was launched in 2022 to provide much-needed surge capacity to meet state and local public health needs while also developing workforce pathways for a new generation of public health leaders.
- In 2022, AmeriCorps members were as – or more – racially and ethnically diverse than the nation. More than 22 percent of AmeriCorps members in 2022 identify as African American, 21 percent identify as Hispanic/Latina/o, and 6 percent identify as Asian Pacific Islander. Among AmeriCorps Seniors volunteers serving in the Foster Grandparent Program and Senior Companion Program programs, 47 percent identify as African American.

## **GOAL 2: Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers**

2.1: Empower AmeriCorps members to thrive and complete their term of service, and empower AmeriCorps Seniors volunteers to continue their service

2.2: Simplify the applicant journey and update AmeriCorps' member technology system

2.3: Strengthen pathways to education, employment, and other opportunities

- To address an ongoing barrier to service, AmeriCorps raised the living allowance for members in the AmeriCorps State and National and VISTA programs, as well as the stipend for volunteers in the AmeriCorps Seniors Foster Grandparent and Senior Companion programs and the member compensation package for members in the NCCC program (see more in Appendix 1). This Budget provides a significant increase to the living allowance, aligning with the agency's commitment to continue to keep pace with economic demands, advance the agency's equity goals, and address recruitment and retention challenges. At the United We Stand summit, the President called on Congress to increase the member living allowance to make national service an accessible pathway to success for Americans of all backgrounds.
- In FY 2022, 720 employers were Employers of National Service<sup>13</sup> and 307 schools were Schools of National Service,<sup>14</sup> committing to recruit AmeriCorps alumni to their teams and institutions.

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<sup>12</sup> <https://americorps.gov/about/what-we-do/public-health-ameri-corps>

<sup>13</sup> <https://americorps.gov/partner/partnerships/employers-national-service>

<sup>14</sup> <https://americorps.gov/partner/partnerships/schools-national-service-search>

### **GOAL 3: Unite Americans by bringing them together in service**

3.1: Increase awareness of AmeriCorps and favorability toward national service among the American public

3.2: Increase the number of AmeriCorps member and AmeriCorps Seniors volunteer service opportunities through partnerships and philanthropy

3.3: Create a stronger, universal identity for AmeriCorps among members and volunteers

3.4: Grow volunteering in America

- Service brings people from different backgrounds together to pursue common goals. This shared civic experience can foster purpose, constructive action, civic participation, and belonging - helping bridge differences and renew a sense of community. At the United We Stand summit in 2022, AmeriCorps launched the United We Serve campaign to amplify President Biden's call for Americans to unite through national service and volunteerism to counter the corrosive effects of hate-fueled violence on our nation's democracy.<sup>15</sup>
- AmeriCorps' latest Volunteering and Civic Life in America research shows that Americans continued to help each other informally even as organizational engagement declined during the pandemic.<sup>16</sup> Between September 2020 and 2021, nearly 51 percent of Americans informally helped their neighbors at least once and more than 23 percent of Americans formally volunteered with an organization. Formal volunteers gave more than 4.1 billion hours of service with an estimated economic value of \$122.9 billion. The agency continues to support growing volunteering through Days of Service, the Volunteer Generation Fund, support to State Commissions, volunteer research, and more.

### **GOAL 4: Effectively steward federal resources**

4.1: Simplify AmeriCorps' application and administration procedures for grants and projects

4.2: Modernize AmeriCorps' grant management technology

4.3: Ensure responsible management of financial resources

- AmeriCorps continued to effectively and accountably implement the historic nearly \$1 billion investment through the American Rescue Plan Act to expand service opportunities, increase grantee sustainability, increase living allowances, and reach underserved communities and individuals.
- The agency implemented reforms to optimize key financial management systems and processes within a shared services platform to enhance accountability and standardize business processes, a hired key financial management staff, and completed corrective action plan milestones.
- The agency competed and was selected in August 2022 by the General Services Administration for AmeriCorps' eGrants legacy system replacement to be a Technology Modernization Fund project. AmeriCorps received a \$14 million investment, with technical assistance to improve team capability, troubleshoot issues, and support successful execution of this effort. The agency's priority is to adopt modernized systems that will better meet its business needs, reduce administrative burdens to prospective grantees, and enhance the experience of AmeriCorps' workforce and the public stakeholders that use the agency's systems. With a modern

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<sup>15</sup> <https://americorps.gov/about/what-we-do/united-we-serve>

<sup>16</sup> <https://americorps.gov/about/our-impact/volunteering-civic-life>

system, AmeriCorps and grantee organizations will be able to manage grants more quickly and efficiently to react as new and pressing community and national challenges arise.

**GOAL 5: Make AmeriCorps one of the best and most equitable places to work in the federal government**

5.1: Foster employee well-being and productivity

5.2: Strengthen the foundation of diversity, equity, inclusion, and accessibility in the workplace

5.3: Build a workplace culture that enables all AmeriCorps employees to thrive

5.4: Invest in leadership development

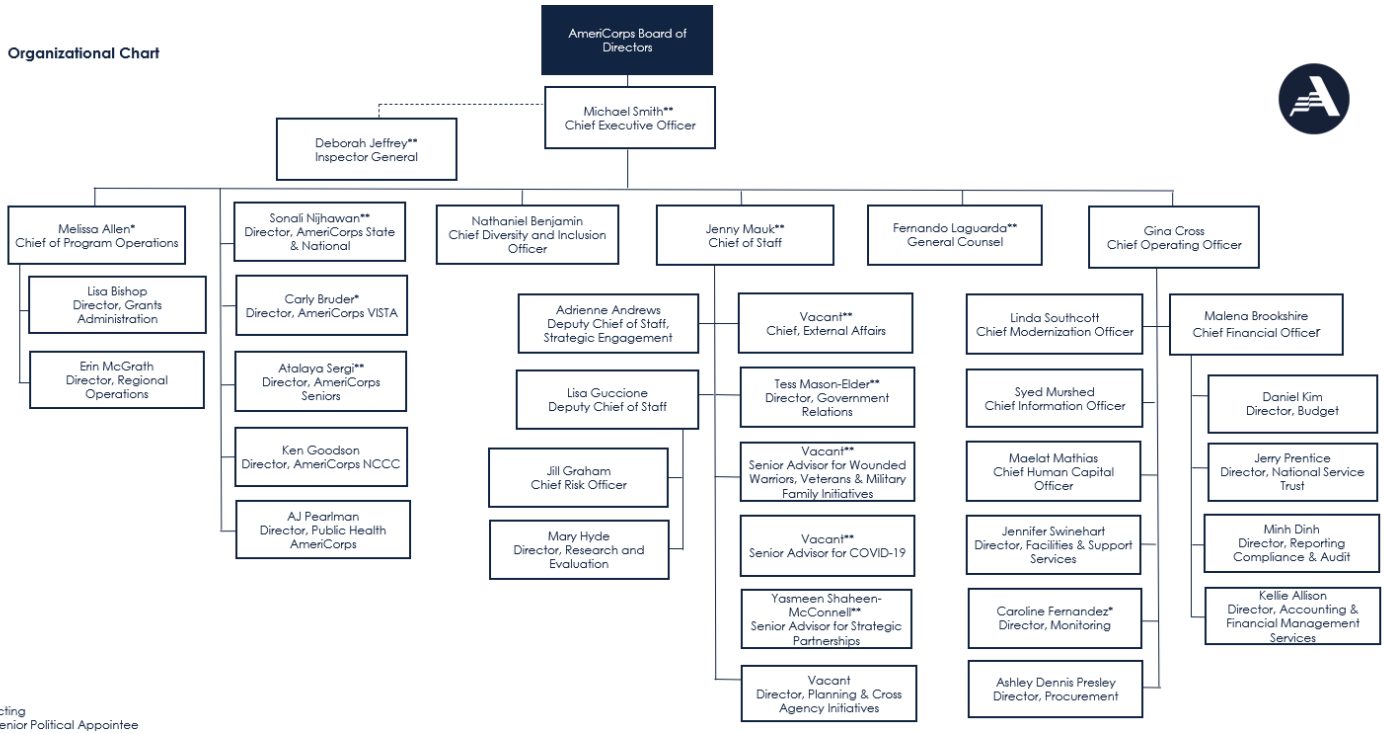
- AmeriCorps released an equity action plan in April 2022, reinforcing its commitment to advancing diversity, equity, inclusion, and accessibility and embedding it into the fabric of the agency.<sup>17</sup> AmeriCorps established an Office of Diversity, Equity, Inclusion, and Accessibility (DEIA), hired the agency's first Chief Diversity and Inclusion Officer, and continued to invest in supporting underserved communities.
- The agency finalized a set of core values to give both supervisors and employees a clear and foundational understanding of behavioral expectations and strengthen the agency's workplace culture. These include respect, empowerment, accountability, collaboration, and transparency.

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<sup>17</sup> <https://americorps.gov/about/agency-overview/equity-action-plan>

# Organizational Chart<sup>18</sup>

Organizational Chart



\* Acting  
\*\* Senior Political Appointee

<sup>18</sup> The positions noted in this chart represent AmeriCorps' senior leadership team.

## FY 2024 PRESIDENT'S BUDGET<sup>19</sup>

### Budget Summary (in thousands)<sup>20</sup>

	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Diff (\$)
	\$1,150,636	\$1,312,806	\$1,478,624	\$165,818
<b>Operating Expenses</b>	<b>\$865,409</b>	<b>\$975,525</b>	<b>\$1,138,618</b>	<b>\$163,093</b>
<b>State and National</b>	<b>\$466,749</b>	<b>\$557,094</b>	<b>\$650,834</b>	<b>\$93,740</b>
<b>VISTA</b>	<b>\$100,285</b>	<b>\$103,285</b>	<b>\$141,626</b>	<b>\$38,341</b>
<b>NCCC</b>	<b>\$34,505</b>	<b>\$37,735</b>	<b>\$43,300</b>	<b>\$5,565</b>
<b>State Commission Support</b>	<b>\$19,094</b>	<b>\$19,538</b>	<b>\$19,538</b>	<b>\$0</b>
<b>Seniors</b>	<b>\$230,768</b>	<b>\$236,917</b>	<b>\$262,364</b>	<b>\$25,447</b>
Foster Grandparents Program (FGP)	\$122,363	\$125,363	\$143,450	\$18,087
Senior Companion Program (SCP)	\$54,449	\$56,449	\$63,809	\$7,360
Retired Senior Volunteer Program (RSVP)	\$53,956	\$55,105	\$55,105	\$0
<b>Innovation and Demonstration</b>	<b>\$9,888</b>	<b>\$14,706</b>	<b>\$14,706</b>	<b>\$0</b>
Innovation, Demonstration, & Other	\$3,330	\$6,148	\$6,148	\$0
Volunteer Generation Fund	\$6,558	\$8,558	\$8,558	\$0
<b>Evaluation</b>	<b>\$4,120</b>	<b>\$6,250</b>	<b>\$6,250</b>	<b>\$0</b>
<b>National Service Trust (NST)</b>	<b>\$190,550</b>	<b>\$230,000</b>	<b>\$213,000</b>	<b>-\$17,000</b>
<b>Salaries and Expenses (S&amp;E)</b>	<b>\$88,082</b>	<b>\$99,686</b>	<b>\$118,434</b>	<b>\$18,748</b>
<i>S&amp;E- Civilian Climate Corps (non-add)</i>			\$20,000	\$20,000
<b>OIG</b>	<b>\$6,595</b>	<b>\$7,595</b>	<b>\$8,572</b>	<b>\$977</b>
<b>NST Cancellation</b>			<b>-\$210,000</b>	
<b>Total Agency less NST Cancellation</b>			<b>\$1,268,624</b>	

The President's Budget for Fiscal Year (FY) 2024 provides \$1.479 billion for AmeriCorps. The Budget will support more than 200,000 AmeriCorps members and AmeriCorps Seniors volunteers in meeting important issues of our time - addressing public health needs, responding to disasters and extreme weather events, and expanding education and economic opportunity in urban and rural areas. The Budget also includes a proposal to cancel \$210 million in surplus balances from the agency's National Service Trust (NST), for a net total of \$1.269 billion.

These funds, which are aligned to the President's Management Agenda<sup>21</sup>, will allow AmeriCorps to make the following priority investments in 2024.

- o Increase member support, including the living allowances to the equivalent of \$13 per hour for the AmeriCorps State and National, VISTA, and NCCC programs; and

<sup>19</sup> AmeriCorps' performance plan and report is presented as an addendum to this section at the end of this Budget.

<sup>20</sup> As presented below and throughout, AmeriCorps presents budget amounts as thousands in tables, and billions or millions as applicable in supporting narrative.

<sup>21</sup> <https://www.performance.gov/pma/>

- Increase the AmeriCorps Seniors stipend to \$4.50 per hour.
- Manage targeted information technology (IT) and financial reforms such as replacing antiquated information technology systems and procuring additional expertise to strengthen the agency's accounting processes.
- Strengthen the federal workforce by hiring skilled employees and creating an environment for them to be successful through mentoring, training, and other opportunities.

## BILL LANGUAGE AND ANALYSIS

### OPERATING EXPENSES

For necessary expenses for the Corporation for National and Community Service (referred to in this title as "CNCS") to carry out the Domestic Volunteer Service Act of 1973 (referred to in this title as "1973 Act") and the National and Community Service Act of 1990 (referred to in this title as "1990 Act"), [\$975,525,000], *\$1,138,618,000* notwithstanding sections 198B(b)(3), 198S(g), 501(a)(4)(C), and 501(a)(4)(F) of the 1990 Act: *Provided*, That of the amounts provided under this heading: (1) up to 1 percent of program grant funds may be used to defray the costs of conducting grant application reviews, including the use of outside peer reviewers and electronic management of the grants cycle; (2) \$19,538,000 shall be available to provide assistance to State commissions on national and community service, under section 126(a) of the 1990 Act and notwithstanding section 501(a)(5)(B) of the 1990 Act; (3) [\$37,735,000], *\$43,300,000 to remain available until September 30, 2025*, shall be available to carry out subtitle E of the 1990 Act; (4) \$8,558,000 shall be available for expenses authorized under section 501(a)(4)(F) of the 1990 Act, which, notwithstanding the provisions of section 198P shall be awarded by CNCS on a competitive basis; and (5) *\$141,626,000, to remain available until September 30, 2025, shall be available for expenses authorized under Title I of the 1973 Act: Provided further*, That for the purposes of carrying out the 1990 Act, satisfying the requirements in section 122(c)(1)(D) may include a determination of need by the local community.

### NATIONAL SERVICE TRUST

(INCLUDING TRANSFER OF FUNDS)

*For expenses of the National Service Trust established under subtitle D of title I of the 1990 Act, \$213,000,000, to remain available until expended, of which \$150,000,000 shall be derived from the National Service Trust and \$63,000,000 shall be derived from the General Fund of the Treasury: Provided, That CNCS may transfer additional funds from the amount provided within "Operating Expenses" allocated to grants under subtitle C of title I of the 1990 Act to the National Service Trust upon determination that such transfer is necessary to support the activities of national service participants and after notice is transmitted to the Committees on Appropriations of the House of Representatives and the Senate: Provided further, That amounts appropriated for or transferred to the National Service Trust may be invested under section 145(b) of the 1990 Act without regard to the requirement to apportion funds under 31 U.S.C. 1513(b): Provided further, That of the discretionary unobligated balances from amounts made available in prior appropriations Acts to the National Service Trust, \$210,000,000 are hereby permanently cancelled, except that no amounts may be cancelled from amounts that were previously designated by the Congress as being for an emergency requirement pursuant to a concurrent resolution on the budget or the Balanced Budget and Emergency Deficit Control Act of 1985.*

### SALARIES AND EXPENSES

For necessary expenses of administration as provided under section 501(a)(5) of the 1990 Act and under section 504(a) of the 1973 Act, including payment of salaries, authorized travel, hire of passenger motor vehicles, the rental of conference rooms in the District of Columbia, the employment of experts and consultants authorized under 5 U.S.C. 3109, and not to



exceed \$2,500 for official reception and representation expenses, [\$99,686,000] \$118,434,000.

### **OFFICE OF INSPECTOR GENERAL**

For necessary expenses of the Office of Inspector General in carrying out the Inspector General Act of 1978, [\$7,595,000] \$8,121,000.

### **ADMINISTRATIVE PROVISIONS**

SEC. 401. CNCS shall make any significant changes to program requirements, service delivery or policy only through public notice and comment rulemaking. For fiscal year [2023] 2024, during any grant selection process, an officer or employee of CNCS shall not knowingly disclose any covered grant selection information regarding such selection, directly or indirectly, to any person other than an officer or employee of CNCS that is authorized by CNCS to receive such information.

SEC. 402. AmeriCorps programs receiving grants under the National Service Trust program shall meet an overall minimum share requirement of 24 percent for the first 3 years that they receive AmeriCorps funding, and thereafter shall meet the overall minimum share requirement as provided in section 2521.60 of title 45, Code of Federal Regulations, without regard to the operating costs match requirement in section 121(e) or the member support Federal share limitations in section 140 of the 1990 Act, and subject to partial waiver consistent with section 2521.70 of title 45, Code of Federal Regulations.

SEC. 403. Donations made to CNCS under section 196 of the 1990 Act for the purposes of financing programs and operations under titles I and II of the 1973 Act or subtitle B, C, D, or E of title I of the 1990 Act shall be used to supplement and not supplant current programs and operations.

SEC. 404. In addition to the requirements in section 146(a) of the 1990 Act, use of an educational award for the purpose described in section 148(a)(4) shall be limited to individuals who are veterans as defined under section 101 of the Act.

SEC. 405. For the purpose of carrying out section 189D of the 1990 Act—  
(1) entities described in paragraph (a) of such section shall be considered "qualified entities" under section 3 of the National Child Protection Act of 1993 ("NCPA");  
(2) individuals described in such section shall be considered "volunteers" under section 3 of NCPA; and  
(3) State Commissions on National and Community Service established pursuant to section 178 of the 1990 Act, are authorized to receive criminal history record information, consistent with Public Law 92-544.

SEC. 406. Notwithstanding sections 139(b), 146 and 147 of the 1990 Act, an individual who successfully completes a term of service of not less than 1,200 hours during a period of not more than one year may receive a national service education award having a value of 70 percent of the value of a national service education award determined under section 147(a) of the Act.

SEC. 407. Section 148(f)(2)(A)(i) of the 1990 Act shall be applied by substituting "an approved national service position" for "a national service program that receives grants under subtitle C".

*SEC. 408.*

*(a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2024 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*

*(b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2024 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*

*(c) Notwithstanding sections 141 and 146 of the 1990 Act, or any other provision of law, a participant in a national service program carried out under the authority of the 1973 Act shall be eligible for the national service educational award described in subtitle D of title I of the 1990 Act if the participant—*

*(1) meets the criteria specified in paragraphs (1) through (4) of subsection (a) of section 137 of the 1990 Act; and*

*(2) is a citizen or national of the United States or lawful permanent resident alien of the United States, is able to provide evidence from the Department of Homeland Security that he or she is in the United States for other than a temporary purpose with the intention of becoming a citizen or permanent resident, or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*

*SEC. 409. (a) There is hereby established in the Treasury of the United States a fund to be known as the "AmeriCorps Nonrecurring Expenses Fund" (the Fund).*

*(b) The unobligated balances of expired discretionary funds appropriated for this or any succeeding fiscal year from the General Fund of the Treasury to the Corporation for National and Community Service under the headings "Operating Expenses" and "Salaries and Expenses" in this or any other Act may be transferred (not later than the end of the fifth fiscal year after the last fiscal year for which such funds are available for the purposes for which appropriated) into the Fund.*

*(c) Amounts deposited in the Fund shall be available until expended, and in addition to such other funds as may be available for such purposes, for information technology system modernization and facilities infrastructure improvements, including nonrecurring maintenance, necessary for the operation of the Corporation, subject to approval by the Office of Management and Budget.*

*(d) Amounts in the Fund may be obligated only after the Committees on Appropriations of the House and Senate are notified at least 15 days in advance of the planned use of funds.*

## Bill Language and Analysis - Changes

The following table describes new or modified appropriations act language AmeriCorps seeks to advance the Strategic Plan. AmeriCorps views each of these proposals as equally essential to achieving the goals and objectives described throughout the Budget Justification.

New Bill Language and Analysis	Explanation
<p><b>Operating Expenses</b></p> <p><i>...Provided, ... (3) [\$37,735,000], \$43,300,000 to remain available until September 30, 2025, shall be available to carry out subtitle E of the 1990 Act; (4) \$6,700,000 shall be available for expenses authorized under section 501(a)(4)(F) of the 1990 Act, which, notwithstanding the provisions of section 198P shall be awarded by CNCS on a competitive basis; and (5) \$141,626,000, to remain available until September 30, 2025, shall be used for expenses authorized under Title I of the 1973 Act...</i></p>	<p>Provides two-year budget authority to AmeriCorps NCCC and VISTA to ensure that serving members are supported across fiscal years. 98 percent of full-time AmeriCorps VISTA members and 76 percent of AmeriCorps NCCC members serve across fiscal years. Previous appropriations lapses have impacted the timely provision of living allowances, member travel, logistical support, and member availability for service projects. Providing two-year authority to AmeriCorps NCCC and VISTA will ensure continuity of service in these programs across fiscal years, as Congress provides for the Peace Corps and many other grant and service programs, and as Congress authorized for AmeriCorps VISTA in the Domestic Volunteer Service Act of 1973 (42 U.S.C. 5081(d)).</p>
<p><b>National Service Trust (NST)</b></p> <p><i>For expenses of the National Service Trust established under subtitle D of title I of the 1990 Act, \$213,000,000, to remain available until expended, of which \$150,000,000 shall be derived from the National Service Trust and \$63,000,000 shall be derived from the General Fund of the Treasury: Provided, That CNCS may transfer additional funds from the amount provided within "Operating Expenses" allocated to grants under subtitle C of title I of the 1990 Act to the National Service Trust upon determination that such transfer is necessary to support the activities of national service participants and after notice is transmitted to the Committees on Appropriations of the House of Representatives and the Senate: Provided further, That amounts appropriated for or transferred to the National Service Trust may be invested under section 145(b) of the</i></p>	<p>\$150 million of the National Service Trust appropriation shall be derived from balances in the Trust temporarily rescinded in section 526 of Title V of Division B of the Department of Defense and Labor, Health and Human Services, and Education Appropriations Act, 2019 and Continuing Appropriations Act, 2019 (Public Law 115-245) and currently unavailable for obligation. \$63 million shall be derived from the General Fund of the Treasury. The Budget includes a proposal to cancel \$210 million in surplus balances available within the NST. This level of appropriations and remaining unobligated balances are sufficient to support the Budget's proposed national service participant levels and Pell Grant amount.</p>

## New Bill Language and Analysis

## Explanation

*1990 Act without regard to the requirement to apportion funds under 31 U.S.C. 1513(b): Provided further, That of the discretionary unobligated balances from amounts made available in prior appropriations Acts to the National Service Trust, \$210,000,000 are hereby permanently cancelled, except that no amounts may be cancelled from amounts that were previously designated by the Congress as being for an emergency requirement pursuant to a concurrent resolution on the budget or the Balanced Budget and Emergency Deficit Control Act of 1985.*

### **Add Sec. 408**

- (a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2024 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*
- (b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2024 as if the following were inserted before the period: ", or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*
- (c) Notwithstanding sections 141 and 146 of the 1990 Act, or any other provision of law, a participant in a national service program carried out under the authority of the 1973 Act shall be eligible for the national service*

Allows individuals with Deferred Action of Childhood Arrivals (DACA) status who successfully serve a term in AmeriCorps State and National, NCCC or VISTA, to be eligible for an Education Award.

## New Bill Language and Analysis

## Explanation

*educational award described in subtitle D of title I of the 1990 Act if the participant–*

- (1) meets the criteria specified in paragraphs (1) through (4) of subsection (a) of section 137 of the 1990 Act; and*
- (2) is a citizen or national of the United States or lawful permanent resident alien of the United States, is able to provide evidence from the Department of Homeland Security that he or she is in the United States for other than a temporary purpose with the intention of becoming a citizen or permanent resident, or has submitted a request for administrative relief pursuant to the policy established in the memorandum of the Secretary of Homeland Security dated June 15, 2012, and entitled 'Exercising Discretion with Respect to Individuals Who Came to the United States as Children' (Deferred Action for Childhood Arrivals)".*

### **Add Sec. 409**

- (a) There is hereby established in the Treasury a fund to be known as the "AmeriCorps Nonrecurring Expenses Fund" (the Fund).*
- (b) The unobligated balances of expired discretionary funds appropriated for this or any succeeding fiscal year from the General Fund of the Treasury to the Corporation for National and Community Service under the headings "Operating Expenses" and "Salaries and Expenses" in this or any other Act may be transferred (not later than the end of the fifth fiscal year after the last fiscal year for which such funds are available for the purposes for which appropriated) into the Fund.*
- (c) Amounts deposited in the Fund shall be available until expended, and in addition to*

Makes unobligated, expiring Operating Expenses and Salaries and Expenses appropriations available for information technology modernization investments that will support agency grantee support, fiscal stewardship, and audit readiness. This budget authority would advance Congressional and Administration support for improving agency internal controls, data quality, process automation, grant monitoring, risk reduction, and other compliance activities. This bill language is similar to FY 2022 enacted appropriations act administrative provisions that established a nonrecurring expenses fund at the Department of Homeland Security.

**New Bill Language and Analysis****Explanation**

*such other funds as may be available for such purposes, for information technology system modernization and facilities infrastructure improvements, including nonrecurring maintenance, necessary for the operation of CNCS, subject to approval by the Office of Management and Budget.*

- (d) *Amounts in the Fund may be obligated only after the Committees on Appropriations of the House and Senate are notified at least 15 days in advance of the planned use of funds.*

## LEGISLATIVE PROPOSALS TO STRENGTHEN NATIONAL SERVICE

AmeriCorps is submitting a legislative program to the Congress to amend select provisions in the Domestic Volunteer Service Act of 1973 (DVSA) and the National and Community Service Act of 1990 (NCSA). These proposals will enable AmeriCorps to better meet community needs, recruit volunteers and members, and more efficiently steward its financial resources.

### **Strategic Plan Goal 1: Partner with communities to alleviate poverty and advance racial equity**

AmeriCorps proposes legislative adjustments to the NCCC program to increase the program's responsiveness to disaster mitigation and climate resiliency needs, and to enable the recruitment of a more diverse corps of members:

- Permanently authorize the AmeriCorps NCCC "Season of Service" to better respond to community needs and make AmeriCorps NCCC service accessible to those unable to commit to a full-year term
- Authorize AmeriCorps NCCC term extensions to facilitate disaster response and other surges
- Change the maximum AmeriCorps NCCC age to 26 to make service more accessible

### **Strategic Plan Goal 2: Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers**

Amendments to the DVSA and NCSA will empower members to complete their terms of service and to strengthen pathways to education and employment:

- Permanently authorize AmeriCorps members in the VISTA and NCCC programs to elect to transfer Education Awards, as AmeriCorps members in the State and National program currently can do
- Remove the drug conviction bar on disbursing an Education Award, consistent with recent reforms to federal student aid eligibility enacted into law in 2021 and going into effect in 2024
- Eliminate the taxation of Education Awards to allow members to realize the full benefit of their award without current out-of-pocket tax liability
- Extend existing noncompetitive civil service eligibility afforded to Peace Corps and AmeriCorps VISTA members to all AmeriCorps members serving an annual term

### **Strategic Plan Goal 4: Effectively steward federal resources**

To improve AmeriCorps' efficiency, reduce program disruption, and implement audit recommendations, AmeriCorps seeks the following legislative amendments:

- Authorize the expenditure of interest earnings in the National Service Trust
- Establish five-year Board of Directors terms regardless of when appointed

## AMERICORPS STATE AND NATIONAL

(National and Community Service Act of 1990, Title I, Subtitle C)

### Program Summary

Authorized in the National and Community Service Act of 1990, AmeriCorps State and National program has been serving the American people for 33 years. AmeriCorps State and National (ASN) awards grants to organizations to support AmeriCorps members that make a difference in their communities in the areas of disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families. In FY 2021, approximately 50,536 AmeriCorps members served through AmeriCorps State and National.

### ASN Budget Summary (in thousands)

Items	2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
Competitive Grants	\$277,695	\$326,629	\$385,762	\$59,133
Formula Grants	\$156,342	\$183,892	\$217,183	\$33,291
Grants to Tribes	\$4,428	\$5,209	\$6,152	\$943
Grants to Territories	\$4,428	\$5,209	\$6,152	\$943
<i>Subtotal Grants</i>	<i>\$442,893</i>	<i>\$520,939</i>	<i>\$615,249</i>	<i>\$94,310</i>
Program Support	\$23,854	\$36,155	\$35,585	-\$570
<b>Total</b>	<b>\$466,747</b>	<b>\$557,094</b>	<b>\$650,834</b>	<b>\$93,740</b>

In order to accomplish its mission, AmeriCorps State and National administers the following grant programs:

- State Formula grants are awarded to governor-appointed State Service Commissions (Commissions) utilizing a population-based formula. The Commissions, in turn, fund programs within their states that address local needs. These grants represent 35.3 percent of program funds available for grant making.
- Competitive grants are awarded to organizations that provide services within a state and to organizations that provide services within two or more states that have successfully competed in a national selection process administered by AmeriCorps. Grants are either cost-reimbursement or fixed priced. Fixed-amount basis and others are cost-reimbursable grants.
- Grants are awarded to federally recognized Indian tribes that have successfully competed in a national selection process. One percent of program funds available for grant making is allocated by statute to Indian tribes.
- US Territories grants are awarded to governor-appointed Territory Service Commissions using a population-based formula. The Commissions, in turn, fund programs within their territories on a competitive basis that are addressing local needs. In the event US Territories do not have a Service Commission, AmeriCorps awards the funds directly to organizations serving in the territory. One percent of program funds available for grant making is allocated by statute to territories.



### **Budget Request and Objectives**

The Budget provides \$650.834 million to AmeriCorps State and National, an increase of \$93.740 million above the FY 2023 Enacted level to fund an increase in the minimum full-time member living allowance to \$13 an hour for approximately 47,000 members. The agency is investing in a positive and meaningful member experience while reducing barriers to service by increasing the living allowance and cost per member service year.

The funding will support the agency’s strategic plan goals 1-3 with a focus on the following objectives:

- Prioritize investments in the most underserved individuals and communities (Objective 1.4)
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5);
- Increase awareness of AmeriCorps (Objective 3.1);
- Increase the number of AmeriCorps member service opportunities (Objective 3.2); and
- Grow volunteering in America (Objective 3.4).

### **Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

<b>ASN Results</b>	<b>FY 2021 Actuals</b>	<b>FY 2022 Estimated</b>	<b>FY 2023 Target</b>	<b>FY 2024 Target</b>
Percentage funding to projects with moderate or strong evidence	68%	68%	65%	66%
Member fill rate	60%	65%	69%	73%
Member retention rate	81%	83%	84%	85%

### **Discussion of Performance Results**

AmeriCorps State and National continues to invest in projects with growing evidence of impact. The anticipated dip in percentage of funding is due to the influx of ARP funds which allows the agency to fund further down the applicant list that is organized by score.

Recent enrollment data and retention data show that rates are lower than estimated. Therefore, the estimates and targets are based on this updated information.

### **Evidence/Research**

AmeriCorps State and National invests in evidence-based interventions. Data collected is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation. Below is a selection of supporting studies.

- A 2021 randomized control trial of the Washington State Department of Ecology's Washington Conservation Corps AmeriCorps program assessed the effectiveness of different Washington Conservation Corps restoration methods spanning a four-year period.<sup>22</sup> The study uses a design with randomized control to ascertain correlations between site treatments and plant survival. The site treatments applied to native plant live stake are Plantskydd® deer repellent application, blue tube installation, and a reference (control). The assessment showed statistically significant high native plant survival and low string trimmer damage for the blue tube treatment.
- The goal of a 2021 quasi-experimental evaluation of College Possible's College-Fit Initiative was to assess the impacts of College Possible's College-Fit program on students' academic outcomes and understanding of personal fit of post-secondary institutions during two academic years (2018-2019 and 2019-2020).<sup>23</sup> College Possible is a national nonprofit organization that makes college admission and success more likely for low-income students through a curriculum of coaching and support; College Possible utilizes AmeriCorps members as coaches to provide near-peer coaching to students. The evaluation found that in year one, students who participated in College Possible had statistically significant and positive increases in attendance and were On-Track to On-Time graduation (OTI). In year two, students continued to experience positive growth for On-Track to On-Time graduation and an increase in college-going knowledge.

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<sup>22</sup> <https://www.americorps.gov/evidence-exchange/impact-evaluation-report-2021-washington-conservation-corps-restoration-methods>

<sup>23</sup> <https://www.americorps.gov/evidence-exchange/evaluation-college-possibles-college-fit-initiative-2018-2020>

## AMERICORPS VISTA

(Domestic Volunteer Service Act of 1973, Title I, Part A)

### Program Summary

Established and authorized in 1964 as Volunteers in Service to America, AmeriCorps VISTA was created to support efforts to address poverty throughout the country. The program became part of the AmeriCorps network of programs in 1993. AmeriCorps VISTA provides opportunities for Americans, 18 years of age and older, from a diverse range of backgrounds, to dedicate a year of full-time service with a sponsoring organization (“sponsor”) on a project that will create or expand programs designed to empower individuals and communities in poverty. In FY 2021, 7,707 Americans served in the AmeriCorps VISTA program. Members serve across all 50 states and territories with 700 sponsor organizations and 3,000 sites. Individuals serving with AmeriCorps VISTA are a diverse cross section of the American public. Just over half of those members had a four-year degree (or higher). Seventy nine percent served from their home community joining the effort to combat poverty in their own community. The AmeriCorps VISTA program operates with four core principles that emerge from statute and drive program design and implementation:

- **Anti-Poverty Focus:** The statutory purpose of AmeriCorps VISTA is to strengthen and support efforts to alleviate poverty and poverty-caused problems in the US. AmeriCorps VISTA’s activities are shaped by multiple factors, including the actual conditions of poverty, the expressed needs of the local community, and the sponsor and members’ perspective on what is necessary and feasible. Solutions reflect input from project beneficiaries, community leaders, sponsoring organization and partners, and the member.
- **Community Empowerment:** Prospective and current AmeriCorps VISTA project sponsors engage people of the communities affected by the project in planning, developing, implementing, and evaluating the project. Each project is responsive and relevant to the lives of community residents and must tap into inherent community assets, strengths, and resources.
- **Sustainable Solutions:** AmeriCorps VISTA projects make a lasting difference through the commitment, energy, and initiative that AmeriCorps members bring to the community; involvement of the sponsoring agency in supervising the project, supporting the AmeriCorps members, and assessing the progress of the project toward meeting its goals; participation of the project beneficiaries in all phases of project development and implementation; and the continued involvement of community members by providing needed resources such as volunteers, material and financial resources, and expertise.
- **Capacity Building:** AmeriCorps VISTA service members create systems that remain long after their term of service ends. Many communities, organizations, and networks striving to tackle our country’s toughest challenges do so without all the resources they need. AmeriCorps members in the VISTA program strengthen sponsors’ efforts by expanding community partnerships, securing cash and in-kind resources, recruiting, and managing volunteers, and addressing specific local needs, with all activities focused on creating pathways out of poverty for low-income communities. AmeriCorps VISTA projects expand the scale, impact, and resource-leveraging ability of specific anti-poverty initiatives.

## VISTA Budget Summary (in thousands)

Items	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
Subsistence	\$69,589	\$68,885	\$93,842	\$24,957
Post Service Stipend	\$2,153	\$1,700	\$1,932	\$232
Healthcare	\$3,500	\$4,000	\$4,500	\$500
Childcare	\$672	\$500	\$500	\$0
Travel	\$1,500	\$1,500	\$1,719	\$219
Training	\$3,171	\$4,000	\$7,990	\$3,990
<u>Sub-Total Direct Member Costs:</u>	<u>\$80,585</u>	<u>\$80,585</u>	<u>\$110,483</u>	<u>\$29,898</u>
Grants	\$13,500	\$14,500	\$20,000	\$5,500
Recruitment	\$1,500	\$2,500	\$4,128	\$1,628
Evaluation	\$1,000	\$1,000	\$1,400	\$400
Program Administration/Support	\$3,700	\$4,700	\$5,615	\$915
<b>Total</b>	<b>\$100,285</b>	<b>\$103,285</b>	<b>\$141,626</b>	<b>\$38,341</b>

AmeriCorps VISTA funds its activities in the following major categories:

- Total direct member support costs include subsistence allowance, post-service stipend, healthcare, childcare, travel, and training.
- Program administration and support costs include recruitment activities, member background checks, and contributions to the agency's grants and member management information systems.

### Budget Request and Objectives

The Budget provides \$141.626 million to AmeriCorps VISTA, an increase of \$38.341 million above the FY 2023 Enacted level. This will fund approximately 5,700 members at a minimum living allowance of \$13 per hour. Approximately 1,520 additional members will be funded in FY 2024 with American Rescue Plan Act funding, for a total of 7,220 members.

The funding will support the agency's strategic plan goals 1-3 with a focus on the following objectives:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); and
- Empower AmeriCorps members to thrive and complete their term of service (Objective 2.1).

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency's strategic goals. The reduction in target values from FY 2022 to FY 2023 reflects the strategic decision to increase the member living allowance to help recruit more

diverse members and reduce a barrier to service. Additional performance results will be accounted for with American Rescue Plan Act funding.

<b>VISTA Results</b>	<b>FY 2021 Actuals</b>	<b>FY 2022 Targets</b>	<b>FY 2023 Targets</b>	<b>FY 2024 Targets</b>
Community volunteers mobilized	310,371	451,000	405,900	400,000
Percent of participating organizations reporting that they gained capacity through VISTA	95%	93%	93%	93%

### **Discussion of Performance Results**

AmeriCorps VISTA focuses its investment on supporting local initiatives and organizations that address poverty. AmeriCorps VISTA will continue to carry out that support through a broad range of capacity-building activities that mobilize community members, leverage cash and in-kind resources, develop new partnerships, strengthen agencies, and help project activities become more sustainable, even after the AmeriCorps VISTA resource is gone.

### **Evidence/Research**

AmeriCorps VISTA collects evidence through community-strengthening performance measures (see previous page), qualitative surveys (member exit), and administrative data. Relevant evidence is used to inform program design and implementation decisions and coordinate research proposals with the AmeriCorps Office of Research and Evaluation. The following is a selection of relevant studies.

Researchers at the University of Texas conducted two studies involving AmeriCorps VISTA.<sup>24</sup>

- one study found that nonprofit organizations that receive AmeriCorps service members in the VISTA program show higher levels of both volunteers and donations two years later than matched nonprofits that did not receive AmeriCorps members. Researchers then followed the trajectories of AmeriCorps VISTA receiving organizations from 2010 to 2016 and found a robust relationship of AmeriCorps VISTA service to volunteering.
- A second study used longitudinal models from 2005 to 2013 to explore whether communities with national service programs exhibited greater subjective well-being. Using measures of subjective well-being in 1,347 U.S. counties, results show that, where AmeriCorps members in the VISTA program are serving, communities had improved subjective well-being, achieved primarily by mitigating threats to well-being and positively increasing engagement.

<sup>24</sup> Messamore, A., Paxton, P., & Velasco, K. (2021). Can Government Intervention Increase Volunteers and Donations? Analyzing the Influence of VISTA With a Matched Design. *Administration and Society*, 53(10), 1547-1579. <https://doi.org/10.1177/00953997211009885>

## AMERICORPS NCCC

(National and Community Service Act of 1990, Title I, Subtitle E)

### Program Summary

Since 1993, AmeriCorps NCCC has engaged Americans between the ages of 18 and 24 to address community needs in all 50 states and territories through 10 months of full-time volunteer service. AmeriCorps members in the NCCC program engage in addressing national and community priorities such as conservation, disaster response recovery and mitigation, constructing homes for low-income families, economic mobility, and locally identified needs for people power. Since its inception, over 37,000 Americans have served in AmeriCorps NCCC, collectively completing over 54 million hours of national service.

The AmeriCorps NCCC program is implemented through four regional facilities located in California, Colorado, Iowa, and Mississippi. These regional hubs of operation allow for centralized onboarding, training, member support, and facilitate NCCC's ability to serve as the AmeriCorps program with the greatest ability to respond rapidly to our nation's most pressing needs.

During summer 2022, pursuant to temporary authority provided in the Coronavirus Aid, Relief, and Economic Security Act, AmeriCorps NCCC launched a "Summer of Service" pilot, engaging Americans ages 18-26 in a short-term program focused on climate change mitigation and environmental stewardship, which proved successful in terms of recruitment, retention, impact to community partners, and advancement of Administration priorities. NCCC's work on climate projects in Summer of Service and other programming are also responsive to the agency's strategic plan goal 1.2, which addresses adapting to a changing climate.

Over its 30-year history, AmeriCorps NCCC has established and strengthened a unique national service niche in supporting response and recovery from a variety of natural disasters. AmeriCorps NCCC has teams on standby for disaster deployment and houses the agency's Disaster Services Unit, the coordinating entity which mobilizes and organizes agency assets from across all programs under federally declared disasters. Over 50 percent of the Disaster Services Unit members are historically from the AmeriCorps NCCC program.

### NCCC Budget Summary (in thousands)

Items	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
Program Support	\$20,703	\$22,641	\$25,980	\$3,339
Program Operations	\$13,802	\$15,094	\$17,320	\$2,226
<b>Total</b>	<b>\$34,505</b>	<b>\$37,735</b>	<b>\$43,300</b>	<b>\$5,565</b>

AmeriCorps NCCC funds its activities in the following major categories:

- Program support: payments to members that offset the costs of volunteering. These direct expenses include daily needs such as living allowance, meals, travel, healthcare, uniforms, personal protective equipment, and other direct support costs.

- Program operations: payroll for program staff and administrative and operations expenses such as field office leases, vehicle fleets, equipment, member recruitment, and other indirect support costs.

### **Budget Request and Objectives**

The Budget provides \$43.300 million to AmeriCorps NCCC, an increase of \$5.565 million above the FY 2023 Enacted level to fund 1,600 members in the traditional program and 400 in the AmeriCorps NCCC-FEMA Corps program. This investment will increase member compensation to the equivalent of \$13 per hour. The funding will support agency goals 1-3 with a focus on the following objectives:

- Reduce greenhouse gas emissions, conserve lands and waters, and adapt to the changing climate (Objective 1.2);
- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5);
- Empower AmeriCorps members to thrive and complete their term of service (Objective 2.1); and
- Strengthen pathways to education, employment, and other opportunities (Objective 2.3).

### **Performance Results**

The following is a selection of core metrics the AmeriCorps NCCC program has used to track its progress aligned with the agency's strategic goals. AmeriCorps members serving in the NCCC program respond to priority needs across the nation to work side-by-side with community members. At the invitation of community and organizational leaders across the nation, AmeriCorps NCCC members contribute to strengthening communities in a wide variety of ways. In addition, AmeriCorps NCCC continues to optimize its operations, to include taking steps to mitigate COVID-19 across program operations, increasing behavioral health support for members, expanding opportunities for service members with disabilities, and designing innovative partnerships to expand the impact of the AmeriCorps NCCC program for communities served and members serving.

<b>NCCC Results</b>	<b>FY 2021 Actuals</b>	<b>FY 2022 Actuals</b>	<b>FY 2023 Target</b>	<b>FY 2024 Targets</b>
People assisted in disaster areas	811,091	123,018	238,940	320,049
Number of strategic disaster response reports created for FEMA operations	80	279	123	131
Pounds of donations sorted	1,063,920	556,730	673,672	780,064
Dollars returned to communities through tax return preparation assistance	8,028,532	14,653,535	11,196,543	11,999,396
People assisted at mass care facilities	443,100	11,184	87,856	132,136
Pounds of food collected, harvested, or distributed	9,618,762	6,957,869	5,057,557	6,019,433
People with language barriers assisted with receiving public service	11,704	1,151	4,057	5,228
Number of disadvantaged youth assisted <sup>25</sup>	41,606	431	10,173	14,333
Wellness check calls with seniors initiated or conducted	45,785	313	9,157	17,169

### **Performance Results Discussion**

AmeriCorps NCCC continues to track progress toward improving outcomes. AmeriCorps NCCC will continue to expand the number of projects successfully helping communities that are aligned to agency objectives.

### **Evidence/Research**

AmeriCorps NCCC collects evidence through community strengthening performance outputs (see previous page), qualitative surveys (member onboarding, member exit, and sponsor), administrative data, and operational program research projects. Related data is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation. Below is a selection of relevant studies.

- AmeriCorps NCCC is engaged in a multi-year longitudinal study to identify the impact of the AmeriCorps NCCC program on member leadership development, member retention, and the program’s ability to strengthen communities. In collaboration with the Office of Research and Evaluation, AmeriCorps NCCC began collecting information for the study in FY 2020. The final analysis will help AmeriCorps NCCC

<sup>25</sup> Target populations defined in the Serve America Act (P.L. 111-13)



determine program effectiveness, support management decisions for program enhancement, and support messaging for recruitment efforts.

- AmeriCorps NCCC's 2022 Summer of Service pilot focused on climate change mitigation has been assessed at various stages by the Office of Research and Evaluation, in coordination with an independent researcher from the University of Maryland. From how the pilot program was envisioned and built, to assessing effectiveness of recruitment strategies deployed, partner demand for services, and the quality of the AmeriCorps NCCC Summer of Service member experience, AmeriCorps NCCC's decision to continue to leverage its Summer of Service authority is grounded in strong evidence. For example, during a time of recruitment challenges across volunteer serving organizations, the 2022 Summer of Service pilot filled at a 90 percent rate with an 89.3 percent graduation rate. Additionally, from data collected during this pilot, AmeriCorps learned that NCCC's unique programmatic strength is longer term disaster recovery, NCCC's ability to respond more quickly than other agency programs to administration and national priorities, to include COVID-19, Afghan Resettlement, and disaster response.

These analyses support strategy adjustment and increasing the return of AmeriCorps NCCC service on members and communities.

## STATE SERVICE COMMISSION SUPPORT GRANTS

(National and Community Service Act of 1990, Title I, sections 126(a) and 178)

### Program Summary

AmeriCorps State and National is partnership between AmeriCorps and states through their Governor-appointed State Service Commissions. AmeriCorps State and National provides grants based on population size to State Commissions to support the capacity of the State Service Commissions to serve as the agency's partner in grantmaking, oversight, monitoring, and technical assistance.

### State Commissions Budget Summary (in thousands)

	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
State Commission Grants	\$19,094	\$19,538	\$19,538	\$0
<b>Total</b>	<b>\$19,094</b>	<b>\$19,538</b>	<b>\$19,538</b>	<b>\$0</b>

### Budget Request and Objectives

The Budget provides \$19.538 million to AmeriCorps State Service Commissions, equal to the FY 2023 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4); and
- Ensure responsible management of financial resources (Objective 4.3).

### Performance Results

The following is a selection of core metrics the program has used to track its progress aligned with the agency's strategic goals. As State Service Commissions are independent partners from the agency, the metrics are focused on the deliverables from grants they receive from the agency. As AmeriCorps finalizes its agency-level annual performance goals, it will update the measures and targets on the following table as necessary.<sup>26</sup>

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<sup>26</sup> See the Agency Performance Plan and Report presented in this Budget's addendum.

<b>State Commissions Results</b>	<b>FY 2021 Actuals</b>	<b>FY 2022 Estimated</b>	<b>FY 2023 Targets</b>	<b>FY 2024 Targets</b>
Number of new applicants to commissions' AmeriCorps competitions	229	340	360	360
Percentage of commission subgrantees reporting improved capacity as a result of commission training, technical assistance, and monitoring	68%	72%	75%	80%

**Discussion of Performance Results**

State Service Commissions will continue to prioritize providing technical assistance and support to their subgrantees.

## **AMERICORPS SENIORS**

(Domestic Volunteer Service Act of 1973, Title II)

AmeriCorps Seniors, originating with the Domestic Volunteer Service Act of 1973 and one of the oldest programs in the AmeriCorps portfolio of national service programs, supports older adults who commit their time and talent to addressing our nation's most pressing challenges through service. For more than five decades, volunteers ages 55 and older have been serving their communities through AmeriCorps Seniors' three signature programs: Foster Grandparent Program, RSVP, and the Senior Companion Program.

AmeriCorps Seniors harnesses the power of people across the country to address community needs and embrace the belief that every American has a role to play in combatting local challenges with local solutions, no matter their age. Through the volunteerism of older Americans, AmeriCorps Seniors addresses ageism by breaking stereotypes, prejudices, and discrimination toward older Americans and societal views toward who can create change. In addition, national service builds solidarity between generations that can lead to systemic improvements and builds bridges by demonstrating younger and older populations can serve together.

AmeriCorps Seniors evaluates grantees annually through project reports, renewal, and continuation applications. Foster Grandparent and Senior Companion grants are renewed every three years. The RSVP program has a six-year grant cycle. Current RSVP grantees are assessed through administrative renewals in FY 2022, FY 2023, and FY 2024, and in FY 2024 the RSVP program will open its competitive cycle with new awards dispersed in FY 2025.

AmeriCorps Seniors partners with communities to alleviate poverty, supporting the objectives under goal 1 of AmeriCorps' strategic plan. Those efforts include:

- AmeriCorps Seniors volunteers in the Foster Grandparent Program provide educational support that increases income potential and improved quality of life for the children served and the volunteers enrolled in the program.
- AmeriCorps Seniors volunteers in the RSVP program provide Volunteer Income Tax Assistance services to low-income families, support the outreach efforts for the Child Tax Credit program, and support efforts that provide food security such as serving at food pantries and community gardens and delivering fresh and nutritious meals to those who are homebound.
- AmeriCorps Seniors volunteers in the Senior Companion Program provide support with daily living tasks that enable older Americans to stay in their home longer and combat the effects of social isolation.
- AmeriCorps Seniors account for 90 percent of all participants engaged in hunger and food security initiatives, and beneficiaries served by AmeriCorps Seniors volunteers account for 91 percent of all beneficiaries served by the agency.

The Census forecasts that by 2030, 21 percent of the population (73 million people) will be 65 years of age or older. In 2016, that group was only 15 percent of the population. By 2055,

people over age 50 will make up 41 percent of the total population.<sup>27</sup> As our country becomes more multi-generational and Americans live longer and healthier lives, AmeriCorps Seniors grantees, volunteers, and stakeholders stands ready to harness the power and wisdom of our nation's growing older adult population through service.

#### Foster Grandparent Program

Established in the Domestic Volunteer Service Act of 1973, the Foster Grandparent Program is an intergenerational program that engages volunteers ages 55 and older in national service to provide one-on-one mentoring, tutoring, and social-emotional support to children who have special or exceptional needs or who have an academic, social, or economic disadvantage. AmeriCorps Seniors' volunteers in the Foster Grandparent Program serve an average of 20 hours per week in schools, early education and childcare centers, hospitals, juvenile correctional institutions, community centers, and other settings where children are present. Through one-on-one relationships, AmeriCorps Seniors' volunteers tutor children based on their specific needs, provide support in social-emotional development, and teach parenting skills to young parents, among other activities. AmeriCorps Seniors' volunteers commit to an ongoing relationship with the children they serve for an academic year or longer. In FY 2021, the Foster Grandparent Program reported 16,208 total volunteers and grantees reported 68,697 children and youth were served.

#### RSVP

Established in the Domestic Volunteer Service Act of 1973, RSVP is one of the largest older adult volunteer programs in the nation, engaging people ages 55 and older to address a wide range of community needs. AmeriCorps Seniors' volunteers in the RSVP program address food security, recruit and manage other volunteers, mentor and tutor children, support workforce and job readiness skill development, provide disaster preparedness and mitigation assistance, and serve veterans and military families, among other community needs. In FY 2021, the RSVP program reported 115,482 total volunteers whose service included mentoring 22,057 children, providing respite care for 2,574 caregivers, providing support to 891,952 seniors enabling them to live independent. AmeriCorps Seniors volunteers in the RSVP program also recruited 5,422 community volunteers and provided support to 9,358 family members of the US Armed Forces.

#### Senior Companion Program

Established in the Domestic Volunteer Service Act of 1973, the Senior Companion Program engages adults ages 55 and older in providing independent living support and companionship to other older adults and adults with disabilities. Through this program, older adults can age-in-place with support designed to reduce the negative physical and mental health impacts of social isolation. AmeriCorps Seniors volunteers in the Senior Companion Program serve an average of 20 hours per week, with most of the volunteer service taking place in the homes of clients. AmeriCorps Seniors volunteers perform activities, including providing companionship, assisting with transportation, and performing light chores; providing respite to family caregivers, performing basic wellness checks, and alerting

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<sup>27</sup> Vespa, Jonathan, Lauren Medina, and David M. Armstrong, "Demographic Turning Points for the United States: Population Projections for 2020 to 2060," Current Population Reports, P25-1144, U.S. Census Bureau, Washington, DC, 2020.

medical professionals if needed. In FY 2021, SCP reported 7,767 total volunteers, with 3,051 caregivers that receiving respite care and 20,312 clients being served.

### Stipend

Eligible AmeriCorps Seniors volunteers in the Foster Grandparent Program and Senior Companion Program receive a stipend of \$4.00 per hour (as of April 1, 2023). This stipend is to help cover the cost of service for volunteers who have incomes within 200 percent of the federal poverty level. Volunteers also receive accident, personal liability, and excess automobile liability insurance; assistance with the cost of transportation; recognition; and, as feasible, meals during their assignments. More than 90 percent of AmeriCorps Seniors volunteers in the Foster Grandparent program are women and approximately 50 percent are people of color, primarily African American. Approximately 87 percent of AmeriCorps Seniors volunteers in the Senior Companion Program are women and 45 percent are people of color, primarily African American.

### Special Initiatives

- **Workforce Development Efforts:** In FY 2023, AmeriCorps Seniors published a new funding opportunity focused on supporting older adults who seek to secure employment in professional or skilled labor careers. The funding opportunity focused on funding innovative service-based programs that will be a bridge and provide opportunities for older Americans to gain the skills needed to transition back into the workforce. Designed to be sustainable and replicable, these programs are intended to extend beyond the period of AmeriCorps Seniors grant funding. This funding opportunity supports AmeriCorps Seniors' commitment to funding programs that achieve sustainable change in communities and align with the Biden-Harris Administration's commitment to diversity, equity, inclusivity, and accessibility.
- **Native Nations and Indigenous Communities Support:** In FY 2023, AmeriCorps Seniors published a funding opportunity focused on supporting Native Nations and Indigenous elders to support our nation's commitment to strengthen our Nation-to-Nation relationships and investments in tribal communities. Through this funding opportunity, applicants will demonstrate how they will engage adults ages 55 and older to provide programs that encourage opportunities for elders to integrate Native language instruction and other cultural activities into educational settings, to help Native communities respond to and recover from the COVID-19 pandemic, and supports efforts to advance justice and equality in areas such as food sovereignty, climate change, and mental health.
- **Senior Demonstration Program:** The Senior Demonstration Program, enacted in 1993, is authorized in Part E of Title II of the Domestic Volunteer Act of 1973 (DVSA). The authority permits AmeriCorps to research and demonstrate new elements and approaches to improve the delivery of grants and test new program models to engage older Americans in service. In FY 2021, AmeriCorps Seniors under the Demonstration Authority awarded 85 grants using American Rescue Plan funding that are focused on supporting communities as they reopen after the COVID-19 pandemic. AmeriCorps Seniors supports approximately ten additional Demonstration awards annually that support public/private partnerships testing innovative programming partnerships.

**AmeriCorps Seniors Budget Summary** (in thousands)

Items	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
<b>Grants</b>				
RSVP	\$51,200	\$51,625	\$51,625	\$0
FGP	\$115,817	\$120,023	\$138,050	\$18,027
SCP	\$51,523	\$53,045	\$60,309	\$7,264
<i>Subtotal</i>	\$218,540	\$224,693	\$249,984	\$25,291
<b>Business Support</b>				
RSVP	\$2,756	\$3,480	\$3,480	\$0
FGP	\$6,546	\$5,340	\$5,400	\$60
SCP	\$2,926	\$3,404	\$3,500	\$96
<i>Subtotal</i>	\$12,228	\$12,224	\$12,380	\$156
<b>Total</b>	<b>\$230,768</b>	<b>\$236,917</b>	<b>\$262,364</b>	<b>\$25,447</b>

**Budget Request and Objectives: RSVP**

The Budget provides \$55.105 million to AmeriCorps Seniors RSVP, equal to the FY 2023 Enacted level and will support an estimated 123,500 volunteers. The funding will support the agency's strategic goals 1-3 with a focus on the following objectives:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5);
- Empower AmeriCorps Seniors volunteers to continue their service (Objective 2.1); and
- Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1).

**Budget Request and Objectives: Foster Grandparent Program**

The Budget provides \$143.450 million to the AmeriCorps Seniors Foster Grandparent Program, an increase of \$18.087 million above the FY 2023 Enacted level to support an estimated 14,500 volunteers. This funding will support increasing the volunteer stipend from \$4.00 to \$4.50 per hour to enable more low-income seniors to serve. The funding will support agency goals 1-3 with a focus on the following objectives:

- Expand educational and economic opportunities (Objective 1.3);
- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5);
- Empower AmeriCorps Seniors volunteers to continue their service (Objective 2.1); and
- Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1).

### **Budget Request and Objectives: Senior Companion Program**

The Budget provides \$63.809 million to the AmeriCorps Seniors Senior Companion Program, an increase of \$7.360 million above the FY 2023 Enacted level to support an estimated 7,000 volunteers. This funding will support increasing the volunteer stipend from \$4.00 to \$4.50 per hour to enable more low-income seniors to serve. The funding will support agency goals 1-3 with a focus on the following objectives:

- Mitigate the impacts of the COVID-19 pandemic and other public health crises (Objective 1.1);
- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5);
- Empower AmeriCorps Seniors volunteers to continue their service (Objective 2.1); and
- Increase awareness of AmeriCorps and favorability toward national service among the American public (Objective 3.1).

### **AmeriCorps Seniors Performance Results**

The following is a selection of core metrics the AmeriCorps Seniors programs has used to track its progress aligned with the agency's strategic goals. All AmeriCorps Seniors grantees are focused on harnessing the power of older Americans through volunteerism to address their local community needs. With approximately 1,000 grantees supporting over 140,000 volunteers who are serving through a network of more than 94,000 community organizations serving as volunteer stations nationwide to deliver essential services, AmeriCorps Seniors volunteers are the trusted community volunteers who know how to get things done for America. AmeriCorps Seniors model of awarding grants to local Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees ensures local programs have the resources needed to tackle their local community needs.



Program	AmeriCorps Seniors Results	FY 2021 Actuals	FY 2022 Estimates	FY 2023 Targets	FY 2024 Targets
<b>RSVP</b>					
	Help people mitigate the impacts of COVID-19 and other public health crises	2,311,219	1,543,813	1,590,127	1,637,831
	Help people directly by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate	120,491	59,768	61,561	63,408
	Help locations and structures by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate	4,721	3,614	3,723	3,835
	Help people expand their educational and economic opportunity	167,245	2,505,454	2,580,618	2,658,036
<b>FGP</b>					
	Help people mitigate the impacts of COVID-19 and other public health crises	1,490	649	669	689
	Help people expand their educational and economic opportunity	54,209	49,148	50,623	52,142
<b>SCP</b>					
	Help people mitigate the impacts of COVID-19 and other public health crises	24,167	17,072	17,584	18,112

### Evidence/Research

AmeriCorps Seniors programs collect evidence through performance measures, administrative data, and awardee-specific research projects such as those highlighted below.

In 2020, ICF, Inc. published *Return on Investment Study: AmeriCorps Seniors Foster Grandparent Program and Senior Companion Program* which explored and quantified the return on investment of the FGP and SCP programs.<sup>28</sup> This study estimates that:

- The AmeriCorps Seniors Foster Grandparent Program generates a return on investment of \$3.50 per funder dollar. The AmeriCorps Seniors Senior Companion Program has a return on investment of \$5.08 per funder dollar.
- AmeriCorps Seniors Foster Grandparent and Senior Companion Programs contribute to significant savings in healthcare expenditures and assisted living expenditures due to the improvement in health outcomes of participants, volunteers, and caregivers.

<sup>28</sup> <https://www.americorps.gov/evidence-exchange/return-investment-study-ameri-corps-seniors-foster-grandparent-program-senior>

In 2018, JBS International, Inc. published *Longitudinal Study of Foster Grandparent and Senior Companion Programs: Service Delivery Implications and Health Benefits to the Volunteers*.<sup>29</sup> This multi-year study found:

- AmeriCorps Seniors volunteers reported significantly higher self-rated health scores compared with older adults in similar circumstances who do not volunteer.
- After two years of volunteering with AmeriCorps Seniors, 78 percent of volunteers who reported more than five symptoms of depression at the beginning of the study reported feeling less depressed two years later.
- Eighty eight percent of those who first described a lack of companionship reported feeling less isolated after two years.

These findings are in alignment with the large body of evidence relating to the benefits of volunteering for older adults' physical health, mental health, cognitive function, and quality of life.

Starting in FY 2023, AmeriCorps Seniors is funding a multi-year research project intended to provide AmeriCorps with a foundation for sustained analysis of older volunteers - both through AmeriCorps Seniors programs (Foster Grandparent Program, Senior Companion Program, and RSVP) and outside of AmeriCorps during COVID-19. AmeriCorps Seniors will direct research to answer the questions below:

- How has older adult volunteering changed due to the pandemic? It is anticipated that new innovative interventions - activities in which volunteer are meaningfully engaged and in which beneficiaries saw meaningful outcomes - will be identified as well as new modalities for volunteers. The research will look to identify impactful interventions that can be shared broadly with the goal of encouraging replications and expansion of effective solutions.
- What was the experience of AmeriCorps Seniors volunteers during COVID-19? Volunteering pivoted during the pandemic to safe volunteering activities. The research will look to identify how safe volunteering practices during COVID-19 impacted volunteers' health, feelings of depression, isolation, and volunteering satisfaction levels.
- How did COVID-19 change volunteerism at the volunteer station-level and what are the impacts of that change? AmeriCorps Seniors seeks to catalogue and analyze the impact of the new ways that grantees pivoted in their relationships with their community partners during COVID-19.

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<sup>29</sup> <https://www.americorps.gov/evidence-exchange/Longitudinal-Study-of-Foster-Grandparent-and-Senior-Companion-Programs%3A-Service-Delivery-Implications-and-Health-Benefits-to-the-Volunteers>

## **INNOVATION AND DEMONSTRATION**

(National and Community Service Act of 1990, Title I, Subtitle H)

### **Program Summary**

Innovation funding provides resources for AmeriCorps to bring more Americans into service, strengthen existing national service programs, and support and encourage new forms of national service and civic participation. This includes expanding the Volunteer Generation Fund and Call to Service initiatives to engage more Americans in service, including the Martin Luther King, Jr., National Day of Service and the September 11th National Day of Service and Remembrance. These activities promote national service and volunteering, disseminate effective practices, strengthen the reach and outcomes of national service programs and voluntary organizations across the country, and support objective 3.4 in the agency's strategic plan. While the pandemic caused great challenges, it also caused many organizations and individuals to step up and serve as the need was greater than ever in many areas. It also brought an opportunity for virtual volunteering, which reduced some barriers to volunteering for those who are elderly or homebound.

### Volunteer Generation Fund

Authorized by the Edward M. Kennedy Serve America Act in 2009, this grant expands the role of AmeriCorps in strengthening the nation's volunteer infrastructure. The Volunteer Generation Fund supports organizations to boost the impact of volunteers on community needs and rebuilding the volunteer infrastructure after the covid pandemic.

The Volunteer Generation Fund invests in volunteer management practices that strengthen nonprofit organizations and other entity's ability to increase recruitment and retention of volunteers. Funding for this program will support engagement of 190,000 volunteers and build the capacity of more than 6,400 organizations that are meeting community needs.

### National Days of Service

AmeriCorps' National Days of Service aim to inspire individuals across the country to take action in their community by serving together in honor of an individual or an event.

The purpose of the September 11th National Day of Service and Remembrance grant is to mobilize more Americans to engage in service activities that meet vital community needs and honor the sacrifice of those who lost their lives or family members on September 11, 2001, or who rose in service as a result of that tragedy. For the 2022 September 11th National Day of Service and Remembrance, AmeriCorps registered 65 champion organizations on Volunteer Match to connect volunteers with local projects.

The purpose of the Martin Luther King, Jr., Day of Service grant is to mobilize more Americans to observe the Martin Luther King, Jr., federal holiday as a day of service in communities, to encourage those who serve on this holiday to make a long-term commitment to community service, and to bring people together in service to others to make communities more equitable and create the Beloved Community of Dr. King's dream. Compared to the Martin Luther King, Jr., Day of Service the prior year, in 2023 there was a 106 percent increase in website users and a 11.3 percent increase in users visiting Volunteer Match to find local projects.

In FY 2021, approximately 63,972 volunteers participated in National Days of Service project to meet the needs of communities across the country. Projects during FY 2021 were virtual and in person due to the ongoing COVID-19 pandemic.

**Innovation and Demonstration Budget Summary** (in thousands)

Items	FY 2022	FY 2023	FY 2024	Diff (\$)
	Enacted	Enacted	President's Budget	
Innovation (Days of Service)	\$3,330	\$6,148	\$6,148	\$0
Volunteer Generation Fund Grants	\$6,558	\$8,558	\$8,558	\$0
<b>Total</b>	<b>\$9,888</b>	<b>\$14,706</b>	<b>\$14,706</b>	<b>\$0</b>

**Budget Request and Objectives**

The Budget provides \$14.706 million for AmeriCorps Innovation activities, equal to the FY 2023 Enacted level. The funding will support agency goals 1-3 with a focus on the following objectives:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Recruit a diverse corps of members and volunteers who reflect those we are serving (Objective 1.5); and
- Grow volunteering in America (Objective 3.4).

In addition to the objectives above, the program will utilize the National Days of Service to increase support for veterans, military members, and their families as well as families of the victims and those affected by the September 11, 2001, terrorist attacks.

**Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency's strategic goals.

Innovation and Demonstration Results	FY 2021 Actuals	FY 2022 Estimates	FY 2023 Targets	FY 2024 Targets
Volunteer Generation Fund Leveraged Volunteers	136,984	180,136	189,143	190,000
Volunteer Generation Fund Number of Organizations that received capacity building services	17,233	6,102	6,407	6,400
Volunteer Generation Fund Number of Organizations that increase their efficiency, effectiveness, and/or program reach	5,531	3,722	3,908	3,900

## **Discussion of Performance Results**

AmeriCorps continues to invest in projects that expand national service and engage Americans through the Volunteer Generation Fund and Days of Service. Below are recent examples of related success.

## **Evidence/Research**

AmeriCorps' Office of Evaluation and Research will continue to identify innovative initiatives that support and expand the knowledge base for community service.

- Members of the AmeriCorps Office of Research and Evaluation serve alongside representatives from Points of Light on the Research Team for the [Virginia Community Engagement Index](#), an innovative effort by the Virginia Service Commission that brings together dozens of stakeholders across the state's service ecosystems (including educational institutions, faith organizations, elected officials, funders, and others) to develop a holistic, comprehensive statewide indicator of how Virginians are currently engaging in civic life, how that engagement is impacting communities, and where opportunities to amplify and build capacity exist.
- The 2020 Volunteer Generation Fund evaluation and capacity building project results will inform recommendations and provide resources on volunteer management evidence-based practices on the areas of recruitment and retention strategies, engaging diverse volunteers, data collection, and challenges during the pandemic to all national service programs, including the new generation of Volunteer Generation Fund awards that align their programmatic focus with the National Partnership for Student Success.

## EVALUATION

(National and Community Service Act of 1990, Title I, section 179)

### Program Summary

Evidence building and use are essential for the agency to fulfill its mission and achieve its strategic goals. Access to credible, actionable, and timely information about entity-wide performance creates opportunities for innovation, improvement, and increased impact. Building and using evaluation evidence at the organizational, programmatic, and operational levels will help maximize agency performance. The agency's evaluation program funds are a significant resource for supporting the agency's efforts to build and use evidence and an important component of its evidence ecosystem. Evidence building activities supported by evaluation program funds are highlighted in this chapter.

In addition to the research and evaluation projects funded by evaluation program funds and described below, the agency allocates other appropriated funds to meet its legislative mandate to conduct volunteering research. AmeriCorps' volunteer research program is comprised of sponsorship of the biennial Current Population Survey "Civic Engagement and Volunteering" supplement, the National Service and Civic Engagement research grant program, and national service survey research focused on member and volunteer experiences and outcomes. The agency has developed a robust body of evidence for civic engagement and volunteering broadly and national service program participation specifically.

AmeriCorps leverages its Evaluation program funds to cultivate knowledge about what service approaches work while coordinating with service partners to incorporate evidence into service activities. To this end, under the leadership of the agency's Office of Research and Evaluation, AmeriCorps developed a Strategic Learning and Evidence Building Plan<sup>30</sup> to guide its research and evaluation initiatives. Components of this plan are highlighted in the throughout this budget and various AmeriCorps program activities. The following information focuses on the portion of the plan supported with dedicated agency evaluation funding.

### Evaluation Budget Summary (in thousands)

Items	FY 2022 Enacted	FY 2023 Enacted	FY 2024	
			President's Budget	Diff (\$)
Evaluation	\$4,120	\$6,250	\$6,250	\$0
<b>Total</b>	<b>\$4,120</b>	<b>\$6,250</b>	<b>\$6,250</b>	<b>\$0</b>

### Budget Request and Objectives

The Budget provides \$6.250 million to AmeriCorps Evaluation activities, equal to the FY 2023 Enacted level. The agency's evaluation program funds will stabilize funding for evidence building activities and support the systematic evaluation of the agency's expanding

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[https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020\\_508.pdf](https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf)

programming.<sup>31</sup> The funding will support agency goals 1-3 with a specific focus on objectives:

- Prioritize investment in the most underserved individuals and communities (Objective 1.4);
- Empower AmeriCorps members to thrive and complete their term of service, and empower AmeriCorps Seniors volunteers to continue their service (Objective 2.1);
- Strengthen pathways to education, employment, and other opportunities (Objective 2.3); and
- Grow volunteering in America (Objective 3.4).

The requested Budget will centralize and stabilize funding for the agency's volunteer research program as described above in the following ways:

- Funding for the agency's sponsorship of the biennial Current Population Survey "Civic Engagement and Volunteering" supplement would be integrated into the Evaluation budget. This survey provides nationally representative statistics on civic engagement and volunteering trends.
- Funding for the agency's National Service and Civic Engagement research program would be stabilized and centralized in the Evaluation budget. Research sponsored through this program has generated knowledge about motivations for volunteering, who is volunteering, other forms of local civic participation, economic and social outcomes associated with civic participation for both individuals and communities, and volunteer management best practices. Research findings from this program are essential for strengthening the nation's volunteer sector, strengthening existing national service programs, and encouraging new forms of national service and civic participation.
- Funding for the agency's national service survey research will facilitate the agency's ability to assess the longer-term benefits of serving in AmeriCorps programs. Following national service participants over time - either through surveys or federal administrative data sources - is important to understanding how service influences civic and career pathways over the life course. Comparing these kinds of developmental outcomes of those who serve in AmeriCorps programs to those who apply to serve, but ultimately do not, is also important to understanding the value of AmeriCorps. Comparative studies also can provide insight into potential barriers to participating in AmeriCorps programs. All these research methodologies strengthen confidence in national service outcomes and require resources.
- At this funding level, the agency will continue its investment in the evaluation of the Volunteer Generation Fund. The Volunteer Generation Fund was expanded in FY 2022 to include nonprofit organizations. Integrating these new grantees into the agency's evaluation of the Volunteer Generation Fund will provide important insights into the initiative's effectiveness in leveraging volunteers.

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<sup>31</sup> This investment supports activities outlined in the Foundations for Evidence-Based Policymaking Act of 2018 (Pub. L. No. 115-435) and OMB M-21-27, ['Evidence-Based Policymaking: Learning Agendas and Annual Evaluation Plans](#).

- Funding will also allow the agency to continue its expanded technical assistance to national service grantees who are expected to prioritize volunteer recruitment for community service projects, including providing grantees with support in implementing research-based best practices for volunteer recruitment and retention.

In addition, the requested funding level will sustain enhancements to the agency's volunteer research program made possible with American Rescue Plan Act funding. American Rescue Plan Act funding supported improvements in the agency's national service survey research focused on member and volunteer experiences and outcomes. These improvements include:

- The integration of AmeriCorps Seniors volunteers into a revised annual survey that assesses member and volunteer experiences and outcomes;
- A revised administration schedule that incorporates pre-testing as well as post-testing; and
- The addition of new questions to the AmeriCorps Participant Survey and a new AmeriCorps Partner Survey that allow the agency to systematically assess barriers to accessing AmeriCorps resources.

### **Performance Results**

AmeriCorps developed a Strategic Plan tracker and dashboard that include the agency's Strategic Learning and Evidence Building plan. These tools, along with new business processes, will facilitate assessment of progress made on specific learning and evidence building activities.

### **Discussion of Performance Results**

The agency may develop performance measures for Evaluation fund activities in the future as part of the implementation of the new strategic plan.

### **Evidence/Research**

The agency has grown the body of evidence for national service. AmeriCorps will use this body of evidence to inform agency strategies for investing in underserved communities and the individuals residing in these communities. In addition, AmeriCorps will increase its use of participatory research and evaluation approaches to ensure greater equity in its evidence building activities.

The agency also continues to make progress on its evidence building plan as highlighted in the following section.

### Strategic Learning and Evidence Building Plan<sup>32</sup>

- The AmeriCorps Office of Research and Evaluation initiated two new multi-year evaluation projects: (1) the national evaluation of Public Health AmeriCorps and (2) the AmeriCorps Seniors COVID-19 Impact studies. AmeriCorps' ORE awarded 21 National Service and Civic Engagement grants to university partners examining civic life in America. The Office of Research and Evaluation also published an analysis of the AmeriCorps Member Exit Survey questions focused on Bridging Differences in

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<sup>32</sup> Some of the investments noted below are funded with budget authority from Operating Expense accounts other than Evaluation.



support of the agency's United We Serve campaign (see Bridging Differences through AmeriCorps Service | AmeriCorps). Results for America once again recognized AmeriCorps for its leadership in implementing the Foundations for Evidence--Based Policymaking Act. The agency was awarded four additional points in September 2022, earning a consecutive silver medal.

- The agency further demonstrated its commitment to evidence-building by supporting implementation of the Evidence Act and investing 64 percent of its funding in grantees with strong or moderate evidence. The agency also released a SCALER toolkit in 2021 to help organizations and grantees successfully scale effective interventions while ensuring they can produce meaningful outcomes.<sup>33</sup>

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<sup>33</sup> <https://americorps.gov/grantees-sponsors/evaluation-resources/scaler>

## SALARIES AND EXPENSES

(National and Community Service Act of 1990, Section 501(a)(5); Domestic Volunteer Service Act of 1973, Section 504(a))

### Program Summary

The AmeriCorps Salaries and Expenses account provides resources for the federal administration of all agency programs. Administrative categories include personnel, contracts, rent, and communications. These activities provide the operational foundation to help the agency meet its mission.

### Salaries and Expenses Budget Summary (in thousands)

	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Difference (\$)
Salaries	\$40,054	\$46,855	\$54,067	\$7,212
Benefits	\$14,047	\$15,901	\$21,238	\$5,337
<u>Other Compensation</u>	<u>\$848</u>	<u>\$848</u>	<u>\$848</u>	<u>\$0</u>
Subtotal Compensation	\$54,949	\$63,604	\$76,153	\$12,549
Contracts	\$22,805	\$26,447	\$30,991	\$4,544
Rental Payment	\$7,800	\$5,526	\$6,475	\$949
Travel	\$778	\$1,787	\$2,094	\$307
Communications	\$1,550	\$855	\$1,002	\$147
Supplies and Materials	\$200	\$1,467	\$1,719	\$252
<b>Total</b>	<b>\$88,082</b>	<b>\$99,686</b>	<b>\$118,434</b>	<b>\$18,748</b>
<b>FTE</b>	<b>412</b>	<b>442</b>	<b>511</b>	<b>69</b>

### Budget Request and Objectives

The Budget provides \$118.434 million to AmeriCorps, an increase of \$18.748 million above the FY 2023 Enacted level. The funding will support operations that contribute to all agency goals, with a particular focus on the following strategic objectives:

- Simplify the applicant journey and update AmeriCorps' member and volunteer technology system (Objective 2.2)
- Simplify AmeriCorps' application and administration procedures for grants and projects (Objective 4.1);
- Modernize AmeriCorps' grant management technology (Objective 4.2);
- Ensure responsible management and of financial resources (Objective 4.3);
- Foster employee well-being and productivity (Objective 5.1);
- Strengthen the foundation of diversity, equity, inclusion, and accessibility in the workplace (Objective 5.2);
- Build a workplace culture that enables all AmeriCorps employees to thrive (Objective 5.3); and
- Invest in leadership development (Objective 5.4).

AmeriCorps is committed to improving staff capacity and capabilities to effectively manage its core business operations; modernizing its legacy systems for better grantee, member, and

financial management; and addressing the impacts of the agency's financial statement audit. To make progress on the previously highlighted objectives, AmeriCorps will make the following specific investments:

- Expand and strengthen AmeriCorps' workforce by hiring staff for high priority business functions such as financial management, human capital, grants management, and member and volunteer management. The Budget level also provides for the estimated 5.2 percent Cost of Living Adjustment.
- AmeriCorps will maintain focus on financial and operational reform activities to support financial audit remediation and preparedness after the American Rescue Plan Act investments expire at the end of FY 2025. Accordingly, the agency will conduct a position management analysis to: determine which positions to convert from term positions to permanent positions, identify a strategy to fill those positions with skilled and qualified staff; maintain investments in member recruitment efforts; and focus on recruiting and retaining employees. These investments reflect AmeriCorps' prioritization of strategic plan goals 4 and 5.
- AmeriCorps will use funding provided to support Local and Wide Area Network, Cloud, Data, Telecom, as well as Audio/Video Network distribution systems. These network services and activities are the foundation on which the agency will modernize its grants and member management electronic systems by allowing these new technologies to connect with one another. Moreover, these services form the backbone of the connections between AmeriCorps' electronic systems that enable staff to perform basic daily tasks such as phone calls, email, etc. and supports agency telework.
- One of the agency's largest information technology undertakings for FY 2024 will be to implement the Information Technology Managed Services (ITMS) contract. Formerly known as eITS, this service will provide effective operational and management solutions to facilitate the sustainability and administration of AmeriCorps Information Technology systems. ITMS, along with other contracts and Interagency Agreements, will cover a broad range of services and solutions under various contract types to fulfill AmeriCorps' Office of Information Technology's needs. AmeriCorps will utilize the funding for maturing Enterprise Data Management to increase the line of sight across organizational boundaries to derive insight and inform decision making.
- Using funding requested in this budget, AmeriCorps will deliver and maintain information security programs that safeguard electronic information resources against unauthorized use, disclosure, modification, damage, or loss and improve cybersecurity posture to ultimately protect and preserve the confidentiality, integrity, and availability of information to AmeriCorps.
- Continue to support AmeriCorps' Chief Diversity and Inclusion Officer, who will identify and lead initiatives that help employees flourish in a diverse and inclusive agency culture. The agency will share more detail on these initiatives as appropriate in future reports.<sup>34</sup>

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<sup>34</sup> Through AmeriCorps' Office of Diversity, Equity, Inclusion, and Accessibility, the agency's CDIO leads diversity and inclusion efforts across all of the organization's activities, to include promoting diversity in awards and services.

- AmeriCorps will continue to invest in workforce planning strategies, systems, and staff to foster an equitable, engaging, and supportive workplace, informed by the workforce analysis completed by Serco at the end of FY 2022. This work will continue with investments initiated in FY 2023.
- Continue to provide performance pay to employees who provide outstanding value to the agency.
- Continue to strengthen and empower the federal workforce by pursuing lease cost savings to reinvest in recruitment, retention, and hiring.

### **Performance Results**

See Performance Plan Addendum Goals 4 and 5, along with related objectives.

### **Evidence/Research**

In FY 2022, AmeriCorps conducted a comprehensive workforce analysis. Preliminary findings include:

- Many operational areas across the agency would benefit from new or updated procedures, workflows, policies, and training and in some cases, the implementation of tailored software (financial management, auditing, AmeriCorps member portal, award-making)
- Implementing a Customer Relationship Management (CRM) system to manage engagements with external organizations would minimize role uncertainty and performance challenges in this area
- Increased growth coupled with high-turnover rates creates a significant need for training. More robust templates, processes, and expertise would help address widespread training challenges
- Strengthening communication flow across programs would strengthen accountability and clarify uncertainty in roles and responsibilities

AmeriCorps will continue to assess findings and develop related strategies in alignment with Strategic Goal 5. Related strategies and results will be reported in future agency Performance Reports.

## NATIONAL SERVICE TRUST

(National and Community Service Act of 1990, Title 1, Subtitle D)

### Program Summary

The National Service Trust (NST) was established by the National and Community Service Trust Act of 1993 to provide funds for Segal AmeriCorps Education Awards for eligible participants who complete AmeriCorps service. Funding for the Trust comes from appropriations, investment proceeds, recoveries of improperly paid educational awards, and any gifts and donations the Trust receives.

With the exception of investment proceeds, funds are available to:

- Repay qualified student loans
- Pay education expenses at a qualified institution of higher education; or
- Repay eligible interest expenses.

The amount of an education award depends on the length of service performed by an AmeriCorps member, which varies between full-time and partial-time levels, and is based on the value of the full Federal Pell Grant amount set by the Congress. A member generally has seven years to use an education award.<sup>35</sup>

### NST Budget Summary (in thousands)

Item	FY 2022 Enacted	FY 2023 Enacted	FY 2024 President's Budget	Diff (\$)
National Service Trust	\$190,550	\$230,000	\$213,000	-\$17,000
<i>NST Cancellation</i>			-\$210,000	-\$210,000
<b>Total</b>	<b>\$190,550</b>	<b>\$230,000</b>	<b>\$213,000</b>	<b>-\$17,000</b>

### Budget Request and Objectives

The Budget provides \$213 million, \$17 million less than the FY 2023 Enacted level, to fund corresponding Segal AmeriCorps Education Awards for the number of national service positions proposed in this Budget and reflecting the FY 2024 Pell Grant value of \$7,895. The Budget also proposes to cancel \$210 million in surplus balances from the National Service Trust. These funds will support the agency's strategic goals 1 and 4 with a focus on the following objectives:

- Expand educational and economic opportunity (Objective 1.3)
- Ensure the responsible management of financial resources (Objective 4.3)

<sup>35</sup> For additional details on the National Service Trust, education awards, and related financial methodologies, please see AmeriCorps Annual Management Report located at <https://americorps.gov/about/agency-overview/budget-performance-plans>.

The Budget also includes a legislative proposal to amend Title 42, U.S. Code, to restore authority to expend Trust investment earnings. The Edward M. Kennedy Serve America Act of 2009, Public Law 111-13, 123 Stat. 1460, which reauthorized the National and Community Service Act of 1990 and the Domestic Volunteer Service Act of 1973, excluded investment proceeds from available balances in the National Service Trust. Although there is no impact on present or budget year AmeriCorps program levels, AmeriCorps looks forward to working with the Congress to restore the authority to obligate interest proceeds accrued since 2009.

**Performance Results**

The following is a selection of core metrics the program has used to track its progress aligned with the agency’s strategic goals.

<b>NST Results</b>	<b>PY 2021 Actual</b>	<b>PY 2022 Estimate</b>	<b>PY 2023 Target</b>	<b>PY 2024 Target</b>
Percent of Members Who Earned Award <sup>36</sup>	80%	80%	80%	80%

**Discussion of Performance Results**

The prior year earned award numbers will increase as grantees complete their reporting. Historically, the portion of enrolled members earning education awards has been approximately 80 percent. AmeriCorps will continue to explore opportunities to increase the percent of members earning and using educational awards.

For additional information about the National Service Trust and related education award data, including breakouts by program, please see AmeriCorps’ Annual Management Report located on the agency’s website.

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<sup>36</sup> AmeriCorps education awards are earned by Program Year (PY). Please see AmeriCorps’ Annual Management Report for additional information: [https://www.americorps.gov/sites/default/files/document/AmeriCorps-FY22-Annual-Management-Report\\_508.pdf](https://www.americorps.gov/sites/default/files/document/AmeriCorps-FY22-Annual-Management-Report_508.pdf) Please see this report for additional member award data.

## THE OFFICE OF INSPECTOR GENERAL

### Program and Mission Summary

Protecting the public’s investment in national service is the mission of AmeriCorps’ Office of Inspector General (OIG). Independent oversight promotes efficiency and effectiveness in agency programs, holds agency officials and grantees accountable for misconduct, safeguards the integrity of national service, and protects the rights of whistleblowers. The OIG oversees AmeriCorps programs and operations by conducting audits and reviews to curb wasteful spending and mismanagement, investigating fraud and wrongdoing, recommending effective policies and best practices, and taking steps necessary to prevent and detect fraud, waste, and inefficiencies. Investing in oversight strengthens national service and improves stewardship of taxpayer resources.

The OIG’s oversight extends to over 2,600 grants (plus thousands of subrecipient organizations, members, and volunteers) throughout the United States, the Territories, and the Indian Tribes. Recent changes within the agency—including a major reorganization and restructuring of all grant operations—and legacy weakness in financial management require heightened oversight to ensure the agency is effectively managing its grant programs and satisfactorily executing its core business functions. Other risks include frequent turnover of staff, a complex grant risk assessment model, limited and under-resourced grant monitoring, a high-risk acquisition and development plan to replace an outdated grants and member management system, and cybersecurity vulnerabilities. AmeriCorps’ leadership team recognizes these challenges and has welcomed the OIG’s active engagement.

### Fiscal Year 2024 Budget Request Summary

The Budget provides \$8,572,000 to the AmeriCorps OIG to conduct operations and meaningful oversight.

### OIG Budget Summary (in thousands)

	FY 2022 Enacted Budget	FY 2023 Enacted Budget	FY 2024 President’s Budget	Difference (FY23-FY24)
Audit	\$2,093	\$2,344	\$2,719	\$375
Investigation	\$2,125	\$2,183	\$2,479	\$296
Counsel	\$595	\$670	\$838	\$168
Information Technology	\$602	\$993	\$1,107	\$114
Mission Support	\$1,100	\$1,279	\$1,295	\$16
Training	\$50	\$95	\$98	\$3
CIGIE	\$30	\$31	\$36	\$5
<b>Totals</b>	<b>\$6,595</b>	<b>\$7,595</b>	<b>\$8,572</b>	<b>977</b>

The OIG’s work is divided into two operating units, the Offices of Investigation and Audit, with support from the Offices of Information Technology, Counsel, and Mission Support,

including the Inspector General's Immediate Office. Below are highlights from each of these areas.

### **Investigation Outcomes and Strategic Focus**

The OIG's Office of Investigation pursues criminal, civil, and administrative wrongdoing related to AmeriCorps programs and operations, including by entities that receive AmeriCorps funds, as well as whistleblower reprisal investigations. Its goal is to identify and prosecute fraud schemes, helping AmeriCorps and its grantees develop strong internal controls that deter and prevent additional fraud in the future. Collaborative relationships with United States Attorneys' offices across the nation serve as a force multiplier in this mission. OIG investigations ensure that those who misuse AmeriCorps funds are held accountable, which serves as a meaningful deterrent to fraud and other misconduct.

Since FY 2019, the OIG has directed its investigative resources primarily to civil and criminal enforcement of significant fraud cases. These efforts have yielded ten civil settlements and four criminal pleas, with notable resolutions anticipated in additional criminal and civil investigations in the coming months. Combined, over \$15 million has been recovered or put to better use as a result of OIG civil, criminal, and administrative investigations during that period. The OIG is currently working with Federal prosecutors and civil litigators throughout the country on 11 additional civil and criminal investigations, as well as preparing other cases for referral. Typical investigations involve:

- theft, diversion of funds, and embezzlement from AmeriCorps grant programs for personal gain;
- time and attendance fraud by grant-funded staff and national service members, which deprives communities of needed services, defrauds the public, and misdirects Federal resources;
- theft from Federal benefit programs, including veterans' benefits and the Federal Pandemic Unemployment Program;
- fabrication or alteration of the criminal history checks required by law to protect program beneficiaries by excluding convicted murderers and sex offenders from national service; and
- theft or fabrication of member/volunteer identities to steal stipends and living allowances.

These investigatory outcomes reflect a small but highly effective unit. For example, in Fiscal Year 2022, the OIG served an unprecedented 32 administrative subpoenas and 83 grand jury subpoenas. In the past six months, the OIG executed multiple search warrant operations in two cases, with an additional operation anticipated in the coming months, a marked increase from prior years. The AmeriCorps OIG faces a growing need for forensic accounting capabilities and will obtain these capabilities through a combination of appropriate technology acquisitions and by hiring or contracting with experienced forensic auditors.

Protecting the public against future fraud is an important element of the OIG's mission. Working with investigators, the Office of Counsel has recommended 18 Government-wide suspensions and 24 Government-wide debarments since FY 2019. AmeriCorps instituted 28



administrative actions during this time based on the OIG's work, with additional recommendations pending.

To support this investigative work, the OIG's Office of Information Technology deploys leading data analytics practices, aggregating information from open and proprietary sources to identify suspicious patterns and anomalous conduct, allowing early detection and intervention before losses mount. Expanding analytics to pursue more leads is an operational priority of the OIG.

In addition to detecting and deterring fraud, the OIG's investigative work identified weaknesses in agency processes and produced programmatic improvements. Using lessons learned from recent fraud cases, investigators train AmeriCorps staff and grantee and subgrantee personnel in strategies to identify and prevent fraud. An outreach program led by the OIG investigators, auditors, and attorneys provide training for incoming agency staff and briefings for the grantee community intended to improve fraud awareness and prevent fraud. These interactions between OIG personnel and front-line grantee and agency staff play an important role in improving grantee stewardship and mitigating fraud, waste, and abuse.

As active members of the oversight community, OIG investigators and attorneys are sought after instructors and speakers for the Inspector General Academy and other training programs on a variety of grant-related subjects. The OIG will increase outreach and training in 2024.

### **Audit Outcomes and Strategic Focus**

The OIG's Office of Audit conducts audits, evaluations, and reviews of AmeriCorps' grants, programs, and activities, as well as the agency's internal operations, playing a role in the oversight of AmeriCorps grantees and subgrantees. Audits, evaluations, and reviews help mitigate risks of fraud, waste, and abuse by assessing whether AmeriCorps grant recipients provide adequate stewardship and identifying systemic deficiencies and misspent funds. These tools uncover evidence of fraud or other unlawful conduct that auditors refer to OIG investigators for further action, generating cases that are ultimately referred to the Department of Justice (DOJ). Audit oversight also uncovers systemic weaknesses, which AmeriCorps must address. The OIG's oversight helps ensure that the financial, administrative, and programmatic activities of national service operate effectively, efficiently, and in compliance with the law. The OIG's audits have a direct effect on agency grantees, strengthening the performance and integrity of those organizations.

### **Areas of Internal Risk for Oversight**

AmeriCorps has recently expanded its programs and faces a number of operational and programmatic challenges and risks, many of them originally identified by the OIG. The OIG's new contracts for mandatory audits of AmeriCorps' financial statements, cybersecurity and improper payments, all of which have identified substantial vulnerabilities, cost more than in the past due to market conditions, including the large volume of contract audit work associated with pandemic recovery oversight, and they will continue to escalate for the foreseeable future.

The Office of Audit has identified the following seven high-risk areas, in which additional resources for oversight will support important priorities identified in AmeriCorps' 2022 Strategic Plan:

### **1. Agency Financial Management**

Since FY 2017, independent auditors have been unable to confirm the accuracy or completeness of the agency-wide financial statements, as well as the financial statements for the National Service Trust. The auditors have repeatedly issued disclaimers of opinion and identified twelve material weaknesses in the FY 2022 financial statements audit—three more than in FY 2021—preventing AmeriCorps from accurately reporting on the taxpayer's investment. To address these weaknesses, AmeriCorps shifted its accounting and financial management functions to a shared services platform operated by the Department of Treasury, Bureau of Fiscal Services, Administrative Resources Center (ARC). AmeriCorps has not yet realized the benefit of this transfer because it remains incomplete, leaving the agency with a financial and grant management system that has limited interoperability. Resolving this is expected to be a multi-year project.

The FY 2022 disclaimers were the subject of a December 14, 2022 hearing before the House Committee on Education and Labor, Subcommittee on Higher Education and Workforce Investment, at which Inspector General Jeffrey testified.<sup>37</sup> This was the second consecutive hearing on the challenges facing AmeriCorps in accurately tracking and reporting on its management of public resources.

While AmeriCorps established a comprehensive corrective action plan (CAP) to improve financial management and resolve longstanding weaknesses after the FY 2021 disclaimers, it has made limited progress in improving its financial management. These weaknesses are significant and correcting them is essential to continuing the national service mission. AmeriCorps is undertaking an ambitious effort to improve its business operations, requiring multi-year OIG oversight to ensure that the agency addresses the 79 open recommendations effectively and achieves responsible financial management within the contemplated timeframe. OIG leadership and staff continue to have extensive dialogue with AmeriCorps to promote progress in making the necessary reforms.

### **2. Information Security**

Annual evaluations since FY 2017 have shown that AmeriCorps' cybersecurity program is not effective, with substantial risks and vulnerabilities remaining to be addressed. AmeriCorps made little progress in maturing its information security program. The FY 2022 FISMA evaluation determined that AmeriCorps closed 12 of the 42 prior-year recommendations and advanced in one of the five cybersecurity functions areas. The agency's corrective action planning and implementation to manage and mitigate these risks remains a top priority.

### **3. Effects of Reorganization**

AmeriCorps continues to evaluate the effects of the FY 2019-2020 reorganization and restructuring of its grant-making, grant management, and grant administration activities. Since its reorganization, AmeriCorps has seen substantial turnover of staff in its Office of

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<sup>37</sup> The hearing and testimony are available at <https://edworkforce.house.gov/calendar/eventsingle.aspx?EventID=408698>.

Regional Operations and Office of Monitoring,<sup>38</sup> impacting the continuity of knowledge in AmeriCorps programs, management of its grants, and ability to offer support to grantees.

#### **4. Modernization of Grants and Member Management Information Systems**

AmeriCorps has budgeted \$29 million to replace its outdated grants and member management systems: \$15 million from American Rescue Plan funding and \$14 million awarded by the Technology Modernization Fund. This investment aims to deliver simple, secure, and effective digital solutions for the thousands of local, nonprofit, faith, and community-based organizations managing their AmeriCorps grants and improve the customer experience for over 200,000 individuals serving in AmeriCorps programs. This investment is a key component in AmeriCorps' execution of the President's Management Agenda item "Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience," specifically, "Delivering Service Powered by 21<sup>st</sup> Century Technology." Real-time oversight of AmeriCorps' expenditure of this investment is a priority to ensure that AmeriCorps does not repeat a complete write-off of \$33.8 million invested in its prior unsuccessful efforts.<sup>39</sup>

#### **5. Grant Monitoring**

The agency's centralized Office of Monitoring (OM) has been challenged to develop and execute a monitoring approach that provides reasonable assurance that AmeriCorps grantees practice appropriate stewardship and properly expend Federal funds. In FY 2023, OM plans to monitor 187 grantees, a small fraction of the grant portfolio, with limited attention to grantees' financial management. These monitoring activities often overlook fraud and misuse of funds. OM has contracted with another Federal agency to provide additional financial monitoring. Using an agile approach, the OIG will examine the effectiveness of OM's monitoring strategy, as it evolves, to identify areas of improvement. This recurring activity will require ongoing time and attention as OM continues to shift its strategies and deploy its resources.

#### **6. Grant Recipients' Financial Management and Expenditures**

AmeriCorps disburses approximately three-quarters of its annual appropriations in the form of grants, making oversight of funding recipients important. In the AmeriCorps State and National program, the majority of funds are further disbursed to subgrantees for service in their local communities. OIG audits routinely find that AmeriCorps grantees do not monitor subgrantees effectively, allowing fraud, misuse of funds, and other irregularities to go uncorrected. In other programs, the OIG has found widespread inability by grantees to account for Federal grant funds. Several of the OIG's largest investigative recoveries developed from the discovery of fraud in grant audits.

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<sup>38</sup> Of the current ORO staff, 73.3 percent joined AmeriCorps after the reorganization. ORO experienced staff turnover (not including transfers to other AmeriCorps units) of between 10 and 15 percent annually since 2020. Of the current OM staff, 83.8 percent joined AmeriCorps after the reorganization. OM experienced turnover of approximately 19 percent during the same period. This exceeds the turnover rate across the Federal government reported by the Bureau of Labor Statistics (BLS). BLS, Job Openings and Labor Turnover, Table A, p. 5 (Dec. 2022), available at: <https://www.bls.gov/news.release/pdf/jolts.pdf>.

<sup>39</sup> OIG Report 20-01, *Audit of the Corporations for National and community Service's FY 2019 Consolidated Financial Statements*, p. 23, available at: [https://www.oversight.gov/sites/default/files/oig-reports/20-01\\_CNCS\\_FY19\\_FSAudit.pdf](https://www.oversight.gov/sites/default/files/oig-reports/20-01_CNCS_FY19_FSAudit.pdf).

AmeriCorps' strategic goal of engaging new grantees also calls for increased oversight. New grantees often pose high risks as they try to master complex and new grant requirements, and may not have sufficient internal controls to prevent fraud and theft. Early outreach and oversight promote long-term success and allow course corrections before problems become severe. The Budget level will provide for additional preventive efforts.

## **7. Pandemic Oversight**

During FY 2022, AmeriCorps began to distribute portions of its \$1 billion in ARP funding. An interagency agreement with the Centers for Disease Control brought AmeriCorps an additional \$400 million investment for Public Health AmeriCorps (PHA), \$74.5 million of which has been expended as of October 1, 2022, and an additional round of grant awards is expected to be made in Summer 2023. Like other new programs, PHA is considered high-risk.

In FY 2021, the OIG ramped up its oversight activities and continues to engage the agency in areas of risk specific or unique to American Rescue Plan funding or programs. The OIG's Director of Pandemic Oversight coordinates these efforts, including front-end oversight of new or expanded programs and the use of data analytics to uncover fraudulent misuse of Paycheck Protection Program loans and the Economic Injury Disaster Loan program.

Experience shows that dishonest individuals who divert funds from AmeriCorps programs may likewise abuse pandemic assistance programs. A recent investigation discovered that two individuals who had together embezzled over \$571,000 from AmeriCorps programs were also coordinating to steal more than \$800,000 in pandemic assistance, a loss that the OIG's investigation prevented. Other cases currently under investigation highlight this particular threat to the integrity of agency programs and the costs to communities in need of these funds. The OIG coordinates closely with the Council of Inspectors General on Integrity and Efficiency's (CIGIE) Pandemic Response Accountability Committee to share information and resources, as well as to help address other Government-wide pandemic related and grant fraud issues.

## **Inspector General Reform Act Statement**

Pursuant to Section 6(g)(1) of the IG Act, as amended, OIG submits the following summary concerning the OIG's annual budget, which is expected to suffice:

- AmeriCorps OIG's requested appropriation for FY 2024 is \$8.572 million;
- The amount for OIG's training needs is \$98,000; and
- The portion of these amounts needed to support the operations of the CIGIE is \$36,000, based on CIGIE's annual assessment of 0.40 percent of each OIG's appropriation.

## **APPENDIX 1 - AGENCY ANNUAL PERFORMANCE PLAN AND REPORT**

The Government Performance Results Act (GPRA Modernization Act), as amended, requires each agency to include annually with its Budget, a plan and report that establishes performance goals, describes related progress, and provides a general framework for helping to strengthen public investment results.<sup>40</sup> This addendum provides AmeriCorps' GPRA-related agency performance information.<sup>41</sup> Each section includes performance measures for which the agency has determined target levels of achievement, and other important indicators of accomplishment. Tables in each section are inclusive of key performance indicators and performance goals, as published in the agency's strategic plan.<sup>42</sup>

Following these sections is a list of changes from prior AmeriCorps Performance Plans.

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<sup>40</sup> Pub. L. 111-352; Pub. L. 103-62

<sup>41</sup> FY 2022 actuals where available will be provided in the agency's FY 2022 AMR and FY 2024 Congressional Budget Justification.

<sup>42</sup> <https://americorps.gov/about/agency-overview/strategic-plan>

## Goal 1: Partner with communities to advance racial equity and alleviate poverty

1.1: Help more than 18.3 million people mitigate the impacts of COVID-19 and other public health crises.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	3,533,009	3,616,214	3,710,645	3,687,043	3,776,501
<b>Actual<sup>43</sup></b>	1,883,456	2,116,839	-	-	-	-

1.2: Help more than 1.9 million people directly by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	429,081	425,108	427,564	339,450	342,055
<b>Actual</b>	1,042,576	580,739	-	-	-	-

1.2: Help improve more than 2.3 million locations and structures by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	500,241	494,782	494,782	416,938	416,938
<b>Actual</b>	394,974	489,721	-	-	-	-

1.3: Help more than 7.2 million people expand their educational and economic opportunity.

	2021	2022	2023	2024	2025	2026
<b>Target</b>		1,581,313	1,569,093	1,579,696	1,269,587	1,280,835
<b>Actual</b>	1,776,651	1,704,126	-	-	-	-

### Discussion of Progress Toward Objectives

Objective 1.1: By FY 2024, AmeriCorps will help more than 3.7 million people mitigate the impacts of COVID-19 and other health crises – approximately 2 percent more than FY 2022. The agency will achieve this result by prioritizing and stabilizing related target programming, continuing its implementation of a Public Health AmeriCorps initiative, funding new place-based planning grants to target communities, and expanding the agency’s Food Security Initiative.

<sup>43</sup> The 2021 and 2022 “Actual” values are based on actual results from project completion reports for AmeriCorps NCCC. For the AmeriCorps State & National and AmeriCorps Seniors programs, these are estimates derived from the performance targets established by individual grantees and subgrantees. Actual results for these programs are not available until 18 months after the fiscal year ends.

Objective 1.2: AmeriCorps will help approximately 428,000 Americans in FY 2024 by reducing greenhouse gas emissions, conserving lands and waters, and adapting to the changing climate. Strategies include prioritizing related funding awards, stabilizing existing related agency programming and establishing new related partnerships.

Objective 1.3: By FY 2024, AmeriCorps will help more than 1.5 million people expand their educational and economic opportunities by prioritizing and stabilizing interventions in this focus area.

## Goal 1 (Objective 1.5): Partner with communities to advance racial equity and alleviate poverty

Race and ethnicity of members and volunteers progressively reflects the demographic diversity of those we serve. (“Over” indicates the racial or ethnic group is over-represented in AmeriCorps compared to the general population; “Under” indicates the racial or ethnic group is under-represented in AmeriCorps compared to the general population; “No Difference” indicates insufficient evidence exists to conclude that the racial or ethnic group is over- or over-represented.)<sup>44</sup>

	2021	2022	2023	2024	2025	2026
AmeriCorps Members (ASN, VISTA, NCCC)						
Non-white	Over	Over	-	-	-	-
Hispanic/Latino(a)	Over	Over	-	-	-	-
AmeriCorps Seniors Volunteers (FGP, SCP) <sup>45</sup>						
Non-white	Over	TBD	-	-	-	-
Hispanic/Latino(a)	Under	TBD	-	-	-	-
AmeriCorps Seniors Volunteers (RSVP)						
Non-white	Under	TBD	-	-	-	-
Hispanic/Latino(a)	Under	TBD	-	-	-	-

Socioeconomic status of members and volunteers progressively reflects the demographic diversity of those we serve.<sup>46</sup>

	2021	2022	2023	2024	2025	2026
AmeriCorps Members with Higher Socioeconomic Status	Not Available	Over	-	-	-	-
AmeriCorps Seniors Volunteers with Higher Socioeconomic Status	Not Available	Not Available	-	-	-	-

<sup>44</sup> AmeriCorps member demographic data were aggregated across all member programs, AmeriCorps Seniors volunteer demographic data were aggregated across stipended and non-stipended programs. Observed counts for race, ethnicity, and socioeconomic status-related variable levels in each aggregate data set were compared against analogous national-level population estimates given by the most-recently published versions of the U.S. Census Bureau's American Community Survey 5-year, and Public Use Microdata Samples.

AmeriCorps member race and ethnicity data is collected via the My AmeriCorps Portal. AmeriCorps Seniors data is collected via the annual Progress Report Supplement submitted by grantees. Race and ethnicity data for the U.S. population is from the 2021 American Community Survey (ACS) 5-Year dataset. The “racially diverse (non-White)” category in the table represents an assessment of whether non-white participants (regardless of ethnicity) are collectively over- or under-represented. See Appendix 2 for a breakout of results by AmeriCorps program and specific racial and ethnic demographic groups.

<sup>45</sup> AmeriCorps Seniors FY 2022 race and ethnicity data is expected to be available in the spring of FY 2023 and will be provided in AmeriCorps' FY 2025 Budget in the winter of FY 2024.

<sup>46</sup> AmeriCorps began collecting member socioeconomic status data in 2022. A literature review and a preliminary statistical analysis determined that mother's highest level of education is an acceptable proxy for members' relative socioeconomic statuses. The greater a member's mother's level of education, the more likely that person is to have a relatively high socioeconomic status. Data collection is pending for AmeriCorps Seniors volunteer socioeconomic status. The agency will provide information no sooner than the FY 2025 Budget in the winter of FY 2024.



## **Additional Prior Year Results**

AmeriCorps continued to partner with communities to advance equity and alleviate poverty helping them address health, education, economic, and environmental challenges, many of which were exacerbated by COVID-19 pandemic.

- Launched in 2020, AmeriCorps VISTA's food security initiative is a comprehensive and collaborative approach to end hunger, which affects one in eight Americans. AmeriCorps awarded over \$2 million in grants to organizations addressing the impact of hunger in their state during the pandemic. Throughout the COVID-19 pandemic, food insecurity soared, but with the Biden-Harris Administration's historic American Rescue Plan investment, AmeriCorps VISTA was able to expand response and support for these critical programs. Approximately 325 AmeriCorps Seniors grants includes service activities that seek food insecurity. Cumulatively, these programs plan to reach 435,000 individuals who will report increased food security. Approximately 1,260 AmeriCorps members in the VISTA program - more than 20 percent of all members - had service placements with 180 organizations tackling food insecurity in communities across the country during 2022. In recognition of the role the AmeriCorps VISTA program plays in fighting food insecurity among individuals experiencing poverty, the Biden-Harris Administration invited AmeriCorps VISTA to work with other federal agencies and sub-committees to assist with planning the National Strategy on Hunger, Nutrition, and Health and the associated conference.<sup>47</sup> AmeriCorps VISTA engaged its food security initiative to include stakeholder experience in the development of the national strategy to improve nutrition, end hunger, and reduce diet-related diseases.

## **Evidence/Learning Agenda**

Aligned with the objectives outlined earlier and the agency's learning agenda, AmeriCorps will execute the following to better understand what works and do more of it.

- Analyze member attrition by conducting a research report examining why members exit service early and what are the non-compelling circumstances.
- Assess the extent to which AmeriCorps program members are satisfied with their experience.

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<sup>47</sup> <https://www.whitehouse.gov/briefing-room/statements-releases/2022/09/27/executive-summary-biden-harris-administration-national-strategy-on-hunger-nutrition-and-health/>

## Goal 2 Performance Goals: Enhance the experience for AmeriCorps members and AmeriCorps Seniors volunteers

### 2.1: Percentage of AmeriCorps members who complete their service term

	2021	2022 <sup>48</sup>	2023	2024	2025	2026
<b>Target</b>	-	81%	83%	85%	87%	89%
<b>Actual</b>	85%	84%	-	-	-	-

### 2.2: Progress completed toward the launch of a new member/volunteer match and management system.

	2021	2022	2023	2024	2025	2026
<b>Target</b>		Select solution strategy	Build and test solution <sup>49</sup>	Launch new system <sup>50</sup>	Perform new system O&M <sup>51</sup>	Close out project
<b>Actual</b>		Adopted solution strategy <sup>52</sup>				

### 2.3: Grow by 10 percent annually the number of Employers of National Service and Schools of National Service.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	10% (1,086)	10%	10%	10%	10%
<b>Actual</b>	988	4% (1,027)				

## Discussion of Progress Toward Objectives

Objective 2.1: By FY 2024, AmeriCorps will increase to 85 the percentage of members who complete their service terms. The agency will achieve 2 percentage point growth annually by identifying and implementing actions to lower attrition, increasing the member living allowance, implementing a member-service opportunity matching technology system, and establishing an ombudsman responsible for helping to improve volunteer service experiences.

Objective 2.2: By FY 2024, AmeriCorps will complete 100 percent of its systems modernization plan by employing strong project management principles in alignment with

<sup>48</sup> Each fiscal year's completion rate is based on the exit statuses of members who started service during the previous fiscal year.

<sup>49</sup> Includes procurement of related systems and support.

<sup>50</sup> AmeriCorps will also decommission older technology.

<sup>51</sup> Operations and Maintenance, to include starting to realize return on investment through streamlined data entry, additional analytical capacity, etc.

<sup>52</sup> Replace My AmeriCorps Portal with a cloud-based, modular platform that uses API-based, service-oriented technology that can be quickly configured and integrated. Confirmed multi-year funding strategy.

best practice and Federal guidance.<sup>53</sup> One component of system modernization is the transformation of the My AmeriCorps portal; doing so will simplify the applicant journey and enable anyone to find and apply to AmeriCorps programs with ease.

Objective 2.3: By FY 2024, AmeriCorps will offer professional development to 65 percent of members and 20 percent of Seniors volunteers. The agency will achieve these results by supporting grantees who focus on providing related opportunities, awarding grants to projects that use service as a re-entry point for older adults to stay/return to work, developing agency tools to measure member skill competency.

### **Additional Prior Year Results**

- The agency made continued progress on its priority goal of increasing the AmeriCorps living allowance in order to advance racial and economic equity, remove barriers to service, recruit and retain more diverse members and volunteers that reflect the communities we serve, and empower members and volunteers to thrive and complete their terms of service. The agency set the FY 2023 minimum living allowance for full-time AmeriCorps State and National members at \$17,600. This is the third consecutive increase; the FY 2022 minimum living allowance was \$16,000, and the FY 2021 living allowance was \$16,502. AmeriCorps VISTA has also implemented increases to the minimum living allowance, raising it from \$15,002 in FY 2021 to \$17,600 in FY 2023.
- To strengthen the agency's recruitment efforts, in FY 2022 AmeriCorps created and staffed a Centralized Recruitment Office to coordinate recruitment activities across the programs, develop and implement outreach strategies and public awareness campaigns, support current grantees efforts to focus on recruitment, and more. Given the challenges faced by organizations in every sector in terms of recruiting talent in the current labor market, AmeriCorps is working to increase its investments in the Centralized Recruitment Unit, hire additional recruitment staff in the Regional Offices, expand staff capacity to analyze data on recruitment, upgrade our IT efforts that support recruitment, and develop national promotional and recruitment materials.
- AmeriCorps celebrated the tenth anniversary of FEMA Corps, a 10-year partnership between FEMA and the AmeriCorps NCCC program that engages 18-26-year-olds in a year of full-time service to provide support to individuals and communities impacted by natural and man-made disasters while gaining professional development experience. As they assist individuals and families recovering from disasters, FEMA Corps members acquire skills, training, and experience to prepare them for emergency management careers at FEMA, state or local government, or the nonprofit sector. FEMA highly values FEMA Corps as a workforce pipeline - the agency has hired 23 percent of FEMA Corps graduates and offered jobs to 70 percent of the most recent graduating class.

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<sup>53</sup> Project Management Improvement Accountability Act [PUBL264.PS \(congress.gov\)](https://www.congress.gov/bills/117/264)

**Evidence/Learning Agenda**

AmeriCorps is continuing to identify and align key learning agenda items for this goal. As the agency finalizes relevant items, it will report them out in future budgets.

### Goal 3: Unite Americans by bringing them together in service

3.3: By FY 2026, more than 90 percent of members and volunteers report they feel a strong affiliation to AmeriCorps.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	-	-	-	-	90%
<b>Actual</b>	63%	62%				

3.4: In every state, 1-in-3 adults will volunteer at least once a year.<sup>54</sup>

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	28	34	40	46	50
<b>Actual<sup>55</sup></b>	7	N/A	-	N/A	-	N/A

#### Discussion of Progress Toward Objectives

Objective 3.3: AmeriCorps has established a goal that by FY 2026, the percent of members reporting a strong tie with the agency will reach 90 percent. The agency intends to achieve this success by developing a common vision and set of goals across its programs and partnering with outside organizations to foster connection and lifelong volunteering among AmeriCorps alumni.

Objective 3.4: By FY 2024, as a result of the strategies discussed for other objectives under this goal, AmeriCorps is seeking an increase to 40 the number of states (and DC) in which at least 1-in-3 residents volunteer a minimum of once per year - 41 percent over the FY 2022 estimate.

<sup>54</sup> Data comes from the Civic Engagement and Volunteering supplement (CEV) of the Current Population Survey. This is biennial supplement, last administered in 2021, offers the nation’s most robust longitudinal data on Americans’ civic engagement and volunteering behavior. The performance goal targets were set using 2019 CEV data. That year, 1-in-3 Americans in 23 states and the District of Columbia reported volunteering for an organization or association.

The number of states and DC are reflected in targets from 2022 through 2026. DC did not meet the target for 2021 Actuals.

<sup>55</sup> Biennial results will be available for 2023 and 2025. Other years are N/A.

## Additional Accomplishment Indicators

### Other Goal 3 Indicators: Unite Americans by bringing them together in service

Number of media placements made by the agency and associated with the AmeriCorps brand.

	2021	2022	2023	2024	2025	2026
<b>Number</b>	92,900	330,000				

Number of 'pitches' to other federal agencies about the role AmeriCorps members or AmeriCorps Seniors volunteers could play to advance their agency's mission.

	2021	2022	2023	2024	2025	2026
<b>Number</b>	-	18	-	-	-	-

### Additional Accomplishment Indicators Discussion

AmeriCorps is investing in media placements that will help Americans understand the value and importance of service with and for each other. In FY 2022, the agency completed 330,000 related media placements.<sup>56</sup> This indicator helps AmeriCorps track this important investment that contributes to goal 3, but is not presented as a performance measure. The agency is also committed to partnering with other federal agencies to increase the scope and depth of service impact across the nation. The agency tracks related pitches to other agencies as part of this effort.

### Additional Prior Year Results

- AmeriCorps completed the FY 2023 Days of Service grant competition, resulting in 17 awards to organizations based in 11 states and territories across the nation who will engage approximately 135,000 people in service. These grants, totaling \$3 million, will support volunteer initiatives that foster civic engagement and unity during the September 11th Day of Service and Remembrance and Martin Luther King, Jr., Day of Service in 2023.
- AmeriCorps' Volunteer Generation Fund grants to State Service Commissions supported the recruitment of an estimated more than 180,000 volunteers in FY 2022 and built the capacity of a projected 6,100 nonprofit and community organizations to recruit and manage volunteers and increase the effectiveness of volunteers in addressing local challenges.
- Last year, AmeriCorps joined the White House, the Department of Education, and other private partners to launch the National Partnership for Student Success.<sup>57</sup> This partnership is a coordinated, research-based, locally driven initiative designed to meet President Biden's call for 250,000 more tutors and mentors to accelerate student recovery and

<sup>56</sup> "Media placements" include social media mentions, news and broadcast placements, and PSA media placements across all digital and traditional print channels. Paid placements are intentionally excluded because placements are dependent on year over year funding fluctuations.

<sup>57</sup> <https://americorps.gov/newsroom/americorps-joins-white-house-department-education-launch-national-effort-support-student>

success and provide the academic, mental health, and other supports students need to succeed.

- In July 2022, AmeriCorps released the funding opportunity notice for the \$20 million Volunteer Generation Fund competition supported by American Rescue Plan Act investments. This funding - the largest in the history of the Volunteer Generation Fund - will be used to support community-based entities to recruit, manage, and support volunteers and fund effective approaches that expand volunteering, strengthen the capacity of volunteer connector organizations to recruit and retain skill-based volunteers, and develop strategies to use volunteers effectively to solve problems. AmeriCorps prioritized entities interested in the National Partnership for Student Success, with as many as 200,000 volunteers that could be supported by Volunteer Generation Fund resources if fully leveraged. Eighteen applications were awarded to non-profit organizations and State Service Commissions for innovative approaches to engaging more volunteers to meet the needs of the communities. Fifteen of those applications will support activities that align with the goals of the National Partnership for Student Success.
- In 2023, AmeriCorps State and National awarded 41 organizations more than \$7.4 million to develop evidence-based programs.<sup>58</sup> The funded projects include planning for educational opportunity and economic mobility in communities facing persistent unemployment, community and civic engagement, quality of life services for veterans and military families, environmental stewardship and climate change, and services for rural communities.
- In 2022, AmeriCorps State and National made a historic \$580 million investment<sup>59</sup> in State Service Commissions and nonprofit and community-based organizations, as well as a \$4.2 million investment in federally recognized American Indian and Alaska Native Tribes through its State and National program.<sup>60</sup> Funded programs will prepare students for college, revitalize cities, connect veterans to jobs, fight the opioid epidemic, rebuild communities following disasters, preserve public lands, strengthen education, and foster economic opportunity.

### **Evidence/Learning Agenda**

Aligned with the objectives outlined earlier and the agency's learning agenda, AmeriCorps will execute the following to better understand what works and do more of it.

- Assess an annual awareness and favorability survey
- Design and implement a new AmeriCorps Participant Survey to collect the data needed for measuring the achievement of objective 3.3. The survey will build upon the long-standing member and volunteer surveys managed and sponsored by the agency.
- Develop and assess the Annual "Volunteering and Civic Life in America" report, including adults and youth volunteer rates
- Identify and help the agency incorporate best practices on volunteer deployment, management, retention

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<sup>58</sup> <https://americorps.gov/newsroom/press-release/americorps-awards-74-million-develop-new-evidence-based-programs>

<sup>59</sup> <https://www.americorps.gov/newsroom/americorps-awards-more-580-million-state-national-service-programs>

<sup>60</sup> <https://www.americorps.gov/newsroom/press-release/americorps-awards-more-42-million-tribal-nations>

## Goal 4 - Effectively steward federal resources

### Goal 4 Performance Goals: Effectively steward federal resources

4.1: 80 percent of frontline staff report a healthy balance between providing training and technical assistance to grantees, sponsors, and partners and grantmaking and administrative functions on behalf of grantees, sponsors, and partners.<sup>61</sup>

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	-	50%	60%	70%	80%
<b>Actual</b>	N/A	40%				

4.3.1: Reduce overdue agency grant closeouts to ≤5 percent of all closeouts.

	2021	2022	2023	2024	2025	2026
<b>Target</b>		≤ 25%	≤ 20%	≤ 15%	≤ 10%	≤ 5%
<b>Actual</b>	25%	11%				

4.3.2: Each susceptible program will maintain improper payments beneath the susceptibility federal threshold (<\$10M) and have improper payment estimates <10 percent.

	2021	2022	2023	2024	2025	2026
<b>ASN Target</b>	-	>\$10M	>\$10M	>\$10M	<\$10M	>\$10M
<b>ASN Actual</b>	>\$10M	>\$10M				
	>10%	<10%	-	-	-	-
	2021	2022	2023	2024	2025	2026
<b>FGP Target</b>	-	>\$10M	>\$10M	<\$10M	<\$10M	>\$10M
<b>FGP Actual</b>	>\$10M	>\$10M				
	>10%	>10%	-	-	-	-
	2021	2022	2023	2024	2025	2026
<b>RSVP Target</b>	-	<\$10M	>\$10M	<\$10M	<\$10M	<\$10M
<b>RSVP Actual</b>	<\$10M	<\$10M	-	-	-	-
	>10%	>10%				
	2021	2022	2023	2024	2025	2026
<b>SCP Target</b>	-	<\$10M	>\$10M	<\$10M	<\$10M	<\$10M

<sup>61</sup> Data source: Federal Employee Viewpoint Survey. This item was added by AmeriCorps in FY 2022. Therefore, an FY 2021 baseline is not available.



## Goal 4 Performance Goals: Effectively steward federal resources

<b>SCP Actual</b>	<\$10M	<\$10M				
	>10%	>10%	-	-	-	-

4.3.3: Reduce the number of repeat material weaknesses to zero.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	<9	<9	<9	<9	0
<b>Actual</b>	9	9	-	-	-	-

4.3.3: Reduce the number of repeat significant deficiencies to zero.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	<2	<2	<2	<2	0
<b>Actual</b>	2	2	-	-	-	-

4.3.4: At least 10 percent of total annual contract volume goes to small businesses and FAR socioeconomic programs.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	2%	4%	6%	8%	10%
<b>Actual</b>	25%	40%	-	-	-	-

### Discussion of Progress Toward Objectives

Objective 4.1: By FY 2024, 60 percent of agency frontline staff will report a healthy balance between providing training, technical assistance, and administrative support to agency partners. Objective 4.3: AmeriCorps has identified five sub-objectives, including the following subobjectives:

- Improve financial grants management*

To achieve this objective, AmeriCorps will strengthen its related training and technical assistance to awardees and staff and automate processes such as components of Federal Financial Reviews. These efforts will help AmeriCorps reduce its overdue grant closures by at least 10 percentage points by FY 2024.
- Improve grantee monitoring and compliance with applicable laws, regulations, and term and conditions*

To achieve this objective, AmeriCorps will implement a related agency-wide corrective action plan and strengthen its monitoring program. This effort will result in a reduction of each susceptible program's improper payments to below \$10 million or 10 percent of related awards.
- Improve the agency's financial management and audit resolution program*

To achieve this objective, AmeriCorps will develop and implement internal controls that result in operational effectiveness and equip staff with the skills and tools necessary to better anticipate and correct issues with data quality, compliance, and

reporting. The agency will work to identify root causes to eliminate repeat audit findings and related material weaknesses, implement a robust corrective action/preventive action program, and increase leadership accountability and transparency to improve core agency financial management and reduce all repeat agency financial statement audit findings.

- *Increase equity in contracting by contracting with businesses owned or operated by women, minorities, veterans, and socioeconomic programs pursuant to the Federal Acquisition Regulation (FAR)*

To achieve this objective, AmeriCorps will continue to pursue small business participation to the maximum extent possible. The agency will continue participate in HBCU Industry Day - an event that provides Historical Black Colleges and Universities an opportunity to share their services - and explore posting announcements in alternative forms that reach groups targeted by this subobjective. In addition, AmeriCorps will continue to engage with key federal partners such as the Small Business Administration and our shared services provider to ensure actions awarded by the Dept. of Treasury also pursue maximum use of small business participation to ensure compliance with FAR Part 19. The agency is also continuing to engage with the General Services Administration to explore the use of their schedules for targeted solicitations, which will help AmeriCorps continue to exceed its small business award goals as was done in 2021 and 2022 (25 percent and 40 percent) as well as expand its reach and leverage GSA's expertise. It is the agency's goal to continue to significantly exceed these established goals, grow business sectors, and help establish new businesses that can support the missions of federal agencies.

### **Additional Prior Year Results**

During FY 2022, the agency strengthened core business operations, enhanced customer service, and promoted long-term sustainability. Notable AmeriCorps accomplishments include:

- Strengthened the agency's program monitoring activities, to include enhancing monitoring tools and refining a grant risk model to inform monitoring decisions and align individual activities to specific risks.
- Continued to prioritize effective compliance monitoring for the AmeriCorps grant portfolio, including enhancement of monitoring instruments, standardizing monitoring protocols, and using a grant risk model to inform monitoring decisions and align individual activities to specific risks. AmeriCorps also continued to assess new tools provided to grantees that will help improve their compliance rates with criminal history checks, resulting in greater compliance.
- Provided support to grantees through tools and resources that strengthen awardees work in evidence building and share effective practices to help scale evidence-based interventions.<sup>62</sup>
- AmeriCorps partnered with the Grants Quality Services Management Office to develop an acquisition strategy for a Commercial Off The Shelf grants management solution that meets federal grantmaking standards as well as AmeriCorps' regulatory requirements. A

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<sup>62</sup> These tools can be found on AmeriCorps' website at: [Scaling Checklists: Assessing Your Level of Evidence and Readiness \(SCALER\) | AmeriCorps](#)

Commercial Off The Shelf solution was acquired in November 2022 and AmeriCorps will conduct system build and testing in FY 2023 and FY 2024.

**Evidence/Learning Agenda**

AmeriCorps is continuing to identify and align key learning agenda items for this goal. As the agency finalizes relevant items, it will report them out in future budgets.

**Goal 5: Make AmeriCorps one of the best and most equitable places to work in the federal government**

5.2: DEIA is integrated into the culture and practices of the agency. At least 80 percent of AmeriCorps employees will agree or strongly agree that DEIA is integrated into the culture and practices of the agency-as reported in the Federal Employee Viewpoint Survey.<sup>63</sup>

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	76%	77%	78%	79%	80%
<b>Actual</b>	-	76%				

5.3: Employees are satisfied with their jobs, their pay, and their organization.

Global Satisfaction Index\*: achieve a score of at least 72 (the combined small agency average) - from a baseline of 54 in FY 2020 - on the Federal Employee Viewpoint Survey.

	2021	2022	2023	2024	2025	2026
<b>Target</b>	-	58%	62%	66%	69%	72%
<b>Actual</b>	60%	62%				

**Discussion of Progress Toward Objectives**

Objective 5.2: By FY 2024, at least 78 percent of AmeriCorps employees will agree DEIA is integrated into the agency’s culture.

Objective 5.3: By FY 2024, at least 66 percent of employees will report that they are satisfied with their jobs.

**Additional Prior Year Results**

- The Office of Diversity, Equity, Inclusion, and Accessibility developed and delivered DEIA related training content for 50 percent of AmeriCorps programs.
- The Office of Diversity, Equity, Inclusion, and Accessibility prioritized equity and diversity goals in conjunction with the agency equity team.
- The agency has an unlimited training contract with Management Concepts, which began three years ago. From September 2019 to March 2023, 668 employees participated in over 3,000 courses. AmeriCorps is currently recompeting the unlimited training contract.
- AmeriCorps secured 10 participant slots for the 2023 Leadership for a Democratic Society program offered by the Federal Executive Institute, which is run by the Office of Personnel Management. The program offers emerging or new executives the opportunity to deepen their understanding of leadership and increase their ability to

<sup>63</sup> Progress on this performance goal is currently tracked using an item from the Federal Employee Viewpoint Survey (FEVS) that was added by AmeriCorps in FY 2022: “Diversity, equity, inclusion and accessibility (DEIA) is integrated into the culture and practices of my workplace.” Therefore, no results are available for FY 2021.

drive organizational excellence. It is a month-long interagency learning experience with a personal approach to leadership development, including a wellness track.

- AmeriCorps offers paid internships to students and recent graduates of technical schools, two- and four-year colleges, and advanced degree institutions who are interested in seeking valuable work experience in government and federal education, policy, and administration. This year, the agency will pilot a one-year internship opportunity from June 2023 through May 2024. The agency will also pilot an internship program for rising high school seniors from June 2023 through August 2023.
- AmeriCorps' training and development team launched professional development consulting services to employees in June 2022. Staff can meet with the team to develop or review their individual development learning plan; discuss specific job-related training needs; or explore leadership, communication, and professional certifications offered by AmeriCorps and the agency's training partners.

## Changes from Previous Performance Plan

Below is listed performance goal additions and removals from prior plans.

Objective	Performance Goal Description	Notes
<b>Additions</b>		
2.3	Grow by 10% annually the number of Employers of National Service and Schools of National Service.	Agency has identified as high priority for public reporting. Replaces previous goal 3, for which the agency does not have data.
5.2	DEIA is integrated into the culture and practices of the agency. At least 80% of AmeriCorps employees will agree or strongly agree that DEIA is integrated into the culture and practices of the agency-as reported in the Federal Employee Viewpoint Survey.	Agency has identified this measure as a high priority for public reporting.
5.3	Employees are satisfied with their jobs, their pay, and their organization. Global Satisfaction Index*: achieve a score of at least 72 (the combined small agency average) - from a baseline of 54 in FY 2020 - on the Federal Employee Viewpoint Survey.	Agency has identified this measure as a high priority for public reporting. This replaces Objective 5.4, PG 1, for which AmeriCorps does not have a final methodology
<b>Exclusions<sup>64</sup></b>		
1.4	40% of all those served by AmeriCorps members and AmeriCorps Seniors volunteers are people in poverty. AmeriCorps uses people in poverty as its measure for "underserved".	Data not expected to be available until 2024.
2.3	75% of members (ASN, NCCC, VISTA) and 30% of volunteers (Seniors) are offered professional development opportunities during service	Data not expected to be available
3.1	75% awareness of AmeriCorps, 66% favorable toward national service. Increase to 75% by FY 2026 the percentage of Americans aware (aided awareness) of AmeriCorps' role bringing Americans together to serve communities (up from an est. 43% in FY 2021) and to 66% the percentage of Americans who are favorable towards national service (up from an est. 27% in FY 2021).	Data not expected to be available
4.1	80% of grantees are satisfied that AmeriCorps executed award actions in a timely manner.	Data not expected to be available
5.4	An engaged workforce that pursues leadership development opportunities. Employee Engagement Index*: achieve a score of at least 75 (the combined small agency average) - from a baseline of 71 in FY 2020 - on the Federal Employee Viewpoint Survey.	Remains important, but no longer a top-tier priority for public reporting

<sup>64</sup> AmeriCorps has removed these measures from its Annual Performance Report to allow the agency to reassess whether related data can be captured, and if these measures best fit with current agency high priorities.

## APPENDIX 2 - AMERICORPS PARTICIPANT RACE AND ETHNICITY DETAILS

Comparison of AmeriCorps Participant Race and Ethnicity to the U.S. Population at the National Level <sup>65</sup>		
"Over" indicates the racial or ethnic group is over-represented in AmeriCorps compared to the general population; "Under" indicates the racial or ethnic group is under-represented in AmeriCorps compared to the general population; "No Difference" indicates insufficient evidence exists to conclude that the racial or ethnic group is over- or over-represented. <sup>66</sup>		
<b>AmeriCorps State &amp; National (ASN)</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	Over	Over
American Indian or Alaska Native	Over	Over
Black or African American	Over	Over
Multiple	No Difference	Over
Native Hawaiian or Other Pacific Islander	Over	Over
Other	Over	Over
White	Under	Under
Hispanic or Latino(a)	Over	Over
<b>Public Health AmeriCorps (PHA)</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	Not Available	No Difference
American Indian or Alaska Native	Not Available	No Difference
Black or African American	Not Available	Over
Multiple	Not Available	No Difference
Native Hawaiian or Other Pacific Islander	Not Available	No Difference
Other	Not Available	No Difference
White	Not Available	Under
Hispanic or Latino(a)	Not Available	Under
<b>AmeriCorps NCCC</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	No Difference	Over
American Indian or Alaska Native	No Difference	Over
Black or African American	Under	Under
Multiple	No Difference	Over
Native Hawaiian or Other Pacific Islander	Over	Over
Other	No Difference	Under
White	Over	Over
Hispanic or Latino(a)	Under	Under
<b>AmeriCorps VISTA</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	No Difference	Over
American Indian or Alaska Native	Over	Over
Black or African American	Over	Over

<sup>65</sup> For the AmeriCorps Member programs (ASN, PHA, NCCC, and VISTA) the most recent fiscal year of results available is 2022. For the AmeriCorps Seniors programs, the most recent fiscal year of results available is 2021; 2022 results will be available in April 2023.

<sup>66</sup> TBD data is expected to be available in the spring of FY 2023, and will be provided in AmeriCorps' FY 2025 Budget in the winter of FY 2024.

Comparison of AmeriCorps Participant Race and Ethnicity to the U.S. Population at the National Level <sup>65</sup>		
Multiple	No Difference	Over
Native Hawaiian or Other Pacific Islander	Over	Over
Other	No Difference	Over
White	Under	Under
Hispanic or Latino(a)	Under	Over
<b>AmeriCorps Seniors (FGP and SCP)</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	Over	TBD
American Indian or Alaska Native	Over	TBD
Black or African American	Over	TBD
Multiple	Under	TBD
Native Hawaiian or Other Pacific Islander	Over	TBD
Other	Over	TBD
White	Under	TBD
Hispanic or Latino(a)	Under	TBD
<b>AmeriCorps Seniors Volunteers (RSVP)</b>	<b>2021</b>	<b>2022</b>
Asian or Asian American	Under	TBD
American Indian or Alaska Native	Under	TBD
Black or African American	Under	TBD
Multiple	Under	TBD
Native Hawaiian or Other Pacific Islander	Over	TBD
Other	Under	TBD
White	Over	TBD
Hispanic or Latino(a)	Under	TBD

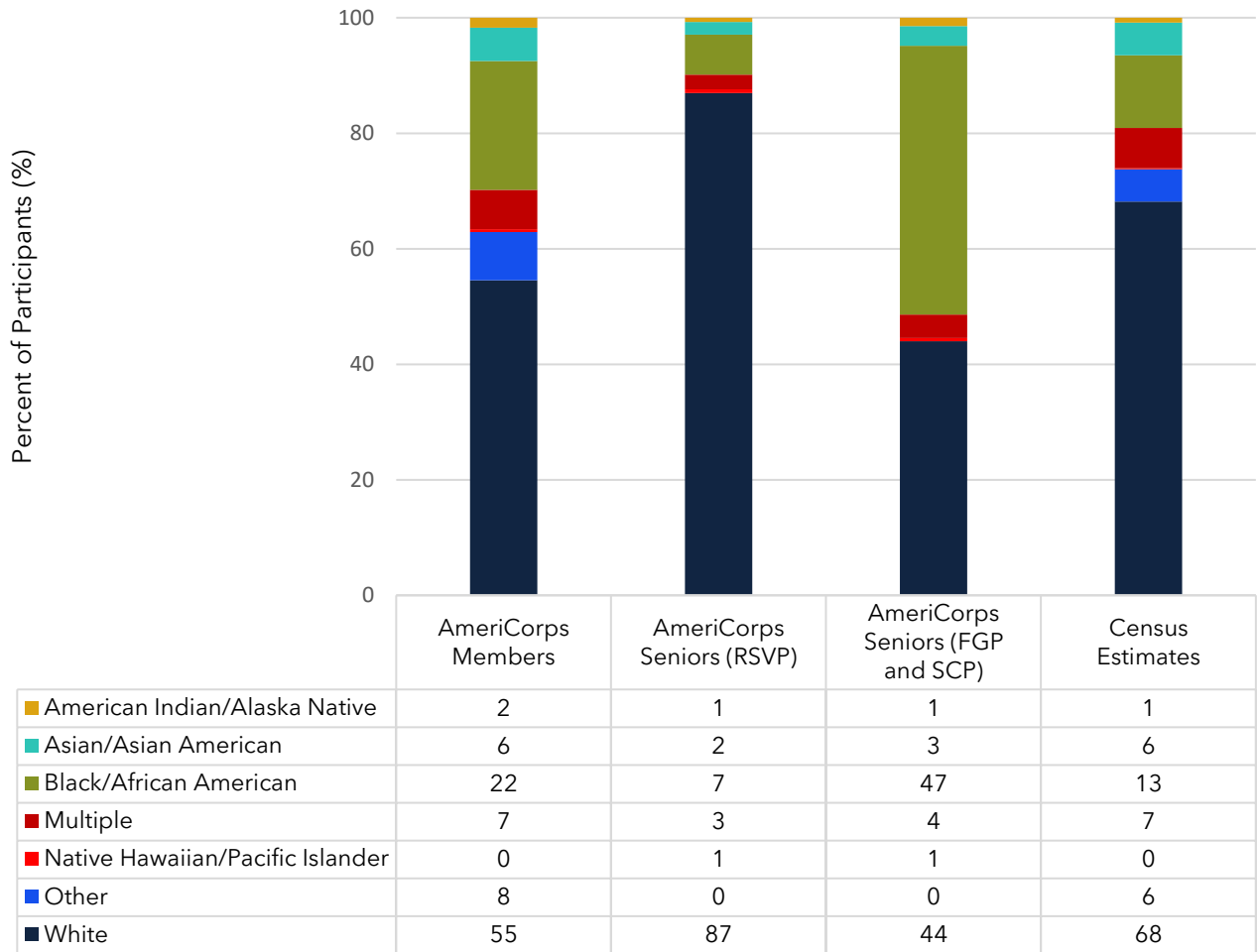
### AmeriCorps Participant Race and Ethnicity Distributions Compared to Census Estimates

AmeriCorps race and ethnicity data in Charts 1 and 2 below is for the most recent fiscal year available, which varies by program. The charts display FY 2022 data for the AmeriCorps member programs and FY 2021 data for the AmeriCorps Seniors programs. Race and ethnicity estimates for the U.S. population are from the 2021 American Community Survey (ACS) 5-Year dataset<sup>67</sup>.

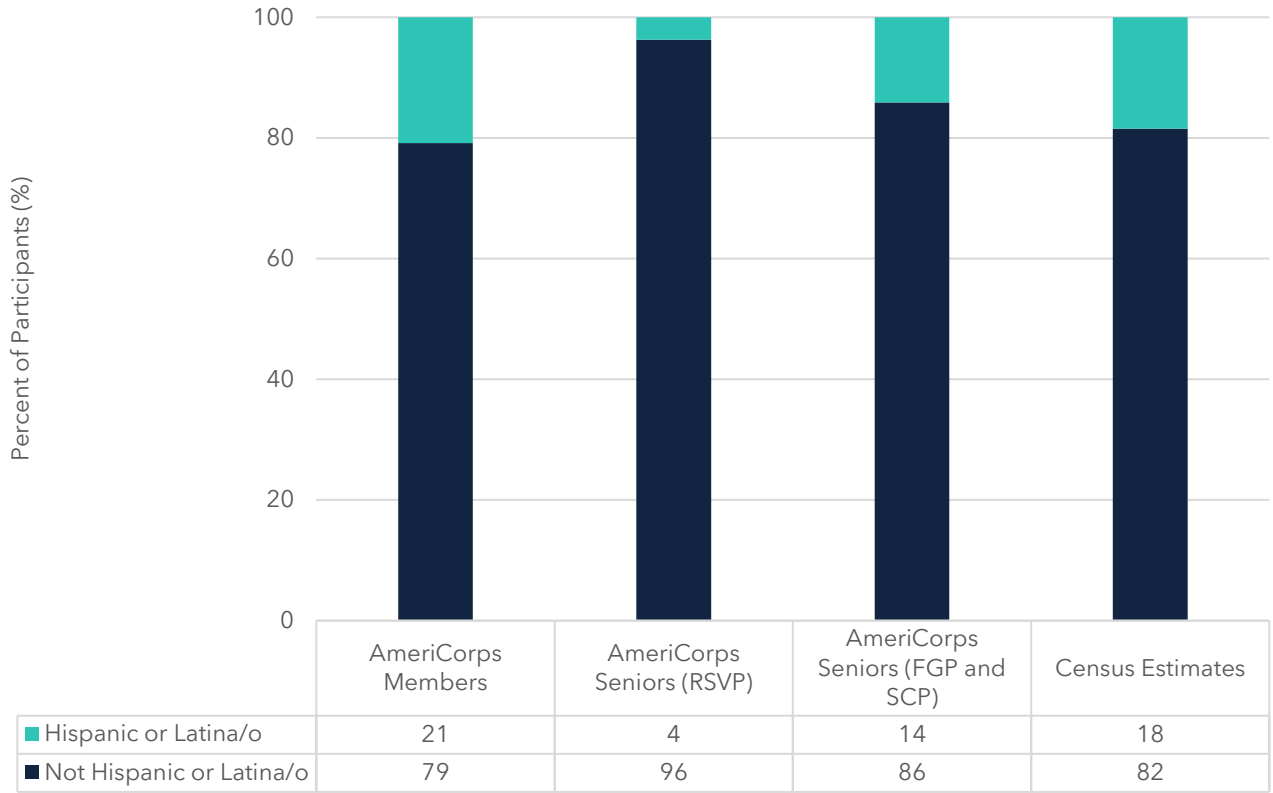
<sup>67</sup> U.S. Census Bureau. 2022. Demographic and housing estimates [DP05], 2017-2021 American Community Survey 5-year estimates. Available at: <https://data.census.gov/cedsci/>. Last accessed: Jan. 28, 2023.



## AmeriCorps Participant Race Distribution Compared to Census Estimates



### AmeriCorps Participant Ethnicity Distribution Compared to Census Estimates



**APPENDIX 3 - CYBERSECURITY SPEND BY NATIONAL INSTITUTES OF STANDARDS  
CATEGORIES (IDENTIFY, PROTECT, DETECT, RESPOND, RECOVERY)**

<b>CAPABILITY</b>	<b>FY 2024 PRESIDENT'S BUDGET</b>
<b>IDENTITY</b>	
Cyber Human Capital	\$163,909
Securing Infrastructure Investments	\$2,000,000
Sector Risk Management Agency (SRMA)	\$2,000,000
Continuous Diagnostics and Mitigation (CDM)	\$1,230,953
Non-CDM Information Security Continuous Monitoring (ISCM) -	\$752,889
Mobile Device Management	\$361,746
Authorization and Policy	\$601,000
Data Categorization and Classification	\$709,670
<b>PROTECT</b>	
Trusted Internet Connections	\$212,180
Credentialing and Access Management	\$640,678
System Security Testing and Analysis	\$492,258
Cloud Security	\$886,405
Secure Data Transmission	\$224,280
<b>DETECT</b>	
Anti-Phishing and Malware Defense	\$24,040
Data Loss Prevention	\$1,085,030
Intrusion Prevention	\$45,020
<b>RESPOND</b>	
Incident Management & Response	\$437,091
<b>RECOVERY</b>	
Disaster Recovery	\$71,455
<b>Total</b>	<b>\$11,938,604</b>

## APPENDIX 4 - GOOD ACT REPORT

The Good Accounting Obligation in Government Act (GAO-IG Act or “the Act”; Public Law 115-414) requires each agency to include, in its annual budget justification, a report that identifies each public recommendation issued by the Government Accountability Office (GAO) and federal Offices of Inspectors General (OIG), which has remained unimplemented for one year or more as of the annual budget justification submission date.

AmeriCorps Report Summary: AmeriCorps has 304 total open Government Accountability Office (GAO) and AmeriCorps Office of the Inspector General (OIG) recommendations. Four of the 304 recommendations were issued by the GAO and stem from two separate reports. The remaining 300 recommendations were issued by AmeriCorps’ OIG as part of prior audits, evaluations, and other activities. These recommendations were published in the OIG’s Semi- Annual Report (SAR) to Congress 22-02 as either Open and Unimplemented Recommendations or Not Yet Due Recommendations. The report lists recommendations that have been open for no less than one year and for which either final action has not been taken or the agency disagrees with the recommendation or recommendation sub-part and considers it to be closed and unimplemented.

Please consult the Status Code Key to learn the status of each recommendation and information pertaining to the timing of resolution. The Status Code Key notes in parenthesis the total number of unique recommendations per status code type. AmeriCorps remains committed to addressing all recommendations to resolve outstanding concerns.

### Status Code Key:

1. AmeriCorps has taken actions to fully resolve the recommendation and is awaiting auditor review. (4 recommendations)
2. Corrective Action Plans are underway to fully resolve the recommendation. (224 recommendations)
3. Corrective action planning, including the development of specific timeframes and milestones for completion, is in process. (22 recommendations)
4. AmeriCorps is further assessing the recommendation and identifying additional information to provide to demonstrate resolution. (2 recommendations)
5. AmeriCorps does not concur with the recommendation and considers it to be closed and unimplemented. (40 recommendations)
6. Recommendation has been closed by auditor since publication of the SAR. (12 recommendations)

Report No.	Date Issued	Report Title	Recommendation	Status Code
GAO 17-267	8/17/2017	Information Technology Modernization: Corporation for National and Community Service Needs to Develop a System That Supports Grant Monitoring	Recommendation No. 2: The Chief Executive Officer should direct the Chief Information Officer to ensure that the system development project schedule identifies in the baseline both planned and actual dates for completing all project-level activities, and can be used to monitor and measure progress of the grant monitoring system project.	4
GAO 17-90	3/21/2017	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	Recommendation No. 4: To improve CNCS's efforts to move toward a risk-based process for monitoring grants and to improve its capacity for monitoring grantee compliance, the Chief Executive Officer of the Corporation for National and Community Service should establish activities to systematically evaluate grant monitoring results.	4
OIG - 12-04	11/09/2011	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	Rec. No. 3(b): Implement the text description functionality in the My AmeriCorps Portal to allow grantee personnel -to document the Compelling Personal Circumstances justifications.	5
OIG - 12-04	11/09/2011	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	Rec. No. 3(c): Implement monitoring controls requiring a secondary level of review of each approved partial education award.	5
OIG - 13-06	06/06/2013	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to Edna McConnell Clark Foundation	Rec. No. 1(c): Revise the Frequently Asked Questions for National Service Criminal History Checks to require searches to be conducted for employees with maiden, married or former married names.	5
OIG - 14-09	06/20/2014	Audit of Blanket Purchase Agreements for Professional Consulting Services	Rec. No. 2: A central review committee (including a representative of the Office of Procurement Services) approve any consulting projects that exceed pre-established cost thresholds.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(a): Increase impact of national service by targeting resources cost-effectively; scale back NCCC and scale up other programs that perform same/comparable activities.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(b): Determine optimal size of NCCC based on factors in report and reduce/eliminate activities that can be performed by other CNCS programs at lower cost.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(c): Work with Congress to reprogram funds from NCCC to other CNCS programs with comparable activities, to multiply effects of national service	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(d): Enhance capacity of A-DRTs to deploy rapidly for disaster response.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 1(e): Limit types of projects undertaken by NCCC for activities that can be performed by other CNCS programs and track the time devoted thereto.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(a): Treat FEMA and NCCC separately for purposes of achieving 50 participation by individuals from disadvantaged circumstances.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(b): Develop comprehensive risk-based enrollment and retention strategy that includes identifying the characteristics that make individuals, including those from disadvantaged circumstances, successful; develop interview and application questions to identify those individuals.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(f): Improve data on members from disadvantaged circumstances by looking at zip codes of residence, schools attended, receipt of public assistance in recent past, to reduce dependence on recruitment partners as only source of information.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(h): Inform recruiting partners of their high NCCC attrition rates so they can take appropriate action.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(i): Develop a policy that limits recruitment of members from other Federal programs.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(j): Identify community organizations/activities likely to engage highly motivated youths and families from disadvantaged circumstances (faith-based, immigrant, athletic programs, etc.) and recruit from those. Consider pilot with Baltimore Archdiocese or charter schools serving target populations.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(l): Identify the support that would increase retention and provide it. Engage Foster Grandparents and other local community groups to provide support.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(n): Set program and campus recruitment and retention goals.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(o): Develop granular information regarding root causes of attrition with better exit interviews of members and interviews of peers, sponsors and campus leaders; use the information for recruiting, selection and support.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 2(p): Right-size NCCC and grow the program only after enrollment and retention have improved above a predetermined level	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 3(a): Collect timely, objective, substantive feedback from sponsors, measured against objective outcomes, with results broken out by campus.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 4(a): Establish policies/procedures that give greater weight to proximity and travel costs for disaster projects, i.e., where possible, send the nearest team.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 4(b): Expect that nearest teams will respond to a disaster and that disaster response takes priority over other projects.	5
OIG - 17-05	12/5/2016	Evaluation of the National Civilian Community Corps (NCCC) Program	Rec. No. 5(b): Connect NCCC alumni to non-profits in their home communities, to leverage the valuable training and experience provided by NCCC.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG Management Challenges	12/7/2016	Modernizing Information Technology	Rec. No. 4: Ensure careful management and close oversight by senior executives of the \$43 million Grants and Member Management Modernization program, particularly because of the high-risk nature of this venture; the CNCS Office of Information Technology's lack of experience managing projects of this complexity and magnitude; the urgent need for better IT to support grant management; the amounts at risk; the lengthy delays already incurred; the expenditure of one third of the total estimated cost long before completing Phase 1; and the lack of any planned delivery dates for Phases 2 and 3.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 2: Identify all grantees and subgrantees whose service activities involve providing healthcare to women and girls of childbearing age, as well as those with service activities directed at education or mentoring of girls and young women middle school-aged and above and determine whether they have engaged in abortion-related prohibited activities within a pre-determined period.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 3: Conduct similar risk assessments, identification of at-risk grantees, communications and targeted monitoring for other prohibited activities.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 4: Identify any other factors that may increase the risk of individual prohibited activities and use that information for targeted education, training and monitoring as appropriate.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 6: Enhance the capacity of eGrants to store and search critical emails; institutionalize policies and procedures to allow POs and GOs to capture key emails in eGrants; and develop criteria for identifying emails to be captured.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 7: CNCS's to-be-developed Enterprise Risk Management strategy and planning include a component for specific prohibited activities, commensurate with magnitude of the risk, including the reputational and political risk to CNCS.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 8: Accelerate the development of a more focused, targeted and risk-based model and approach to all grant monitoring including continuous assessment of the effectiveness of CNCS'S grant risk assessments and monitoring.	5
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 9: Without waiting for the development of a comprehensive risk-based monitoring strategy, develop and implement monitoring strategies for specific prohibited activities that can be conducted frequently, do not depend on site visits and provide a meaningful opportunity for prompt detection of violations or red flags, including searches of social media sites and surveys of members in accessible language, using the MyAmeriCorps Portal.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG Management Challenges	11/3/2016	NACHC Prohibited Activities: Missed Opportunities	Rec. No. 10: Assess during the grant application process whether an applicant is at particular risk for one or more specific prohibited activities. If so, CNCS should require that the grantee develop customized ways to address compliance with that prohibition, including detection controls. The Corporation should incorporate the resulting information into the monitoring plan and target CNCS monitoring activities accordingly and assess the effectiveness of the measures taken by the grantee.	5
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	Rec. No. 25: Ensure the CNCS GSS Information System Owner establishes and enforces the policy for mobile devices that do not connect to the CNCS GSS to include usage restrictions, configuration and connection requirements, and implementation guidance. (New)	2
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	Rec. No. 26: Ensure the facilities implement the following in regards to protection of mobile devices. Enforce the prohibition of displaying passwords in public view <ul style="list-style-type: none"> <li>• Require the use of passwords on mobile computer assets for all users</li> <li>• Change passwords and re-image IT assets upon the separation of the previous user</li> <li>• Monitor Team Lead laptops for compliance with security updates and antivirus signatures</li> <li>• Prohibit the use of non-governmental CNCS issued email accounts</li> <li>• Configure cell phones to require the enabling of security functions</li> </ul>	2
OIG - 18-03	12/18/2017	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	Rec. No. 27: Ensure the facilities implement the following in regards to protection of mobile devices: <ul style="list-style-type: none"> <li>• Require the use of passwords on mobile computer assets for all users</li> <li>• Change passwords and re-image IT assets upon the separation of the previous user</li> <li>• Prohibit the use of non-governmental CNCS issued email accounts</li> </ul>	2
OIG 18-07	3/19/2018	Audit of Corporation for National And Community Service Grants Awarded to Mayor's Fund to Advance New York City	Rec. No 2(a): Disallow and recover \$1,663,952 in Federal costs awarded to Madison;	5
OIG 18-12	6/5/2018	VISTA Program Evaluation	Rec. No. 2: CNCS VISTA should develop a standard for capturing capacity building and measuring sustainability during and after the VISTA project is completed.	5
OIG 18-12	6/5/2018	VISTA Program Evaluation	Rec No. 5: VISTA should specifically measure the effectiveness of the policy allowing VISTA members to take classes while serving in the VISTA program. CNCS VISTA should build performance measures into all policy/procedure changes as a means to evaluate	5



Report No.	Date Issued	Report Title	Recommendation	Status Code
			overall effectiveness of the change and allow for continuous process improvement.	
Management Alert	6/26/2018	Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	Rec No. 2: Promptly undertake a new procurement, with clear objectives, statement of work, experience and professional attributes and deliverables which is structured as a performance-based contract, with metrics tied to recruitment of applicants who meet the program criteria, meet the diversity requirements and successfully complete their terms	5
Management Alert	6/26/2018	Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	Rec No. 3: Assign a COR who has strong recruitment knowledge and experience to effectively manage and oversee this contract	5
OIG 18-13	08/20/2018	Agreed-Upon Procedures for Corporation Grants Awarded SerVermont	Rec No. 2(d): Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	5
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Verify that the Commission complies with its program-monitoring procedures by: Reviewing the annual subgrantee risk assessments,	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Reviewing completed monitoring reports,	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Reviewing monitoring tools for all of the Commission's subgrantees, and	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1b.: Documenting that it performed all such procedures.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Verify that the Commission complies with its financial monitoring procedures for ensuring that its subgrantees comply with Single Audit requirements and that these procedures include: Identifying all subgrantees that have Corporation expenditures for each State fiscal year and determining which of the subgrantees underwent Single Audits of the expenditures;	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Reviewing the audit reports for findings that affect Corporation grants to determine if the Commission must adjust its records;	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Reconciling subgrantee Schedule of Expenditures of Federal Awards (SEFA) expenditures for Corporation grants to Commission payments to the subgrantees to determine if the Commission must adjust its records;	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Determining if subgrantees accurately presented AmeriCorps and other Corporation awards on their SEFA schedules; and,	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1c: Retaining documentation of subgrantee audit report reviews.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.1d: Review documentation of the Commission's subgrantee reviews to verify that the Commission has implemented effective procedures for reviewing subgrantee Single Audit reports.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2a.: Provide additional guidance and instruction to the Commission regarding applicable CFR timekeeping regulations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2b.: Verify that the Commission has implemented timekeeping processes and procedures that are consistent with the CFR timekeeping requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2c.: Verify that the Commission maintains timesheets or time certifications that include accounting for total activities worked on by employees.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2d.: Calculate and recover the appropriate amount of disallowed costs based on the costs questioned and require that the Commission adjust its FFR for the disallowed costs.	2

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OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.2e.: Monitor the Commission's matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3a.: Provide the Commission with additional guidance and instruction regarding the documentation requirements in Federal cost principles, administrative requirements, and CFR regulations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3b.: Verify that the Commission instructed its subgrantees regarding the documentation requirements in Federal cost principles, administrative requirements, and CFR regulations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Verify that the Commission conducts financial monitoring of subgrantee Federal and match costs and that it ensures the costs are: Adequately documented.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Charged to the correct project.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Allocable to the Corporation's grant awards, including documentation of the allocation methodology.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Incurred during the grant period.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Included in the approved or amended budgets.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Allowable in accordance with applicable cost principles.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Verifiable from recipient records.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Not included as contributions for any other Federally assisted program.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3c.: Not paid by the Federal government under another award, except where authorized by Federal statute.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3d.: Monitor the Commission matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3e.: Verify that the Commission monitored subgrantee matching requirements on these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.3f.: Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4a.: Provide additional guidance and instruction to the Commission regarding applicable CFR regulations for financial management systems and record retention.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4b.: Verify that the Commission has procedures to reconcile Federal and match costs reported on FFRs submitted to the Commission to Federal and match costs reported in the supporting accounting records and that the Commission has procedures to retain documentation supporting the Federal and match costs reported on the FFRs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4c.: Verify that the subgrantees' financial monitoring procedures and tools include procedures to ensure that subgrantees reconcile Federal and match costs reported on reimbursement requests submitted to the Commission to Federal and match costs reported in the supporting accounting records.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4d.: Review subgrantee site visit monitoring reports, completed subgrantee-monitoring tools, and subgrantee reconciliations to verify that all of the Commission's subgrantees have implemented controls to reconcile Federal and match costs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4e.: Monitor the Commission's matching requirements on these awards; and at the end of the grant, determine whether the Commission met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4f.: Verify that the Commission monitored subgrantee matching requirements for these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.4g. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5a.: Ensure that the Commission is requiring its subgrantees to comply with Alternate Search Procedures.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Verify that the Commission's site visit monitoring tool includes procedures for ensuring that subgrantees: Implement and maintain written procedures and a formal process for documenting the verification of member and grant-funded staff identities against a government-issued photo identification.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Conduct State criminal registry, FBI, and NSOPW searches on grant-funded staff and members.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Maintain documentation to support these searches and the dates the searches were initiated.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5b.: Conduct nationwide NSOPW searches using the correct member and staff names.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5c.: Review subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has implemented the above recommendation and that subgrantees are complying with the procedures.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5d.: Monitor the Commission's matching requirements on these awards; at the end of the grant, determine whether the Commission met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5e.: Verify that the Commission monitored subgrantee matching requirements on these awards and, at the end of the grant, determine whether each subgrantee met the match requirements.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.5f. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6a.: Verify that the Commission provided the subgrantees with guidance and instruction about the requirements for end-of-term evaluations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: Verify that the Commission's program-monitoring procedures for end-of-term evaluations include procedures for ensuring that: Subgrantees complete evaluations for all members and retain documentation of the evaluations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: All members sign and date their evaluations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: All supervisors sign and date the relevant evaluations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6b.: Evaluations include an assessment of whether the member has completed the required number of hours to be eligible for an education award.	2

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OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6c.: Review the Commission's subgrantee site visit reports, completed subgrantee-monitoring tools, and subgrantee end-of-term evaluations to verify that the Commission has properly implemented its procedures for member evaluations.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6d.: Disallow and recover the appropriate amount of education awards based on our questioned amounts.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.6e. : Calculate and recover the appropriate amount of disallowed costs and related administrative costs based on costs questioned and require the Commission to adjust its FFR for the disallowed costs.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Provide the Commission with guidance on creating policies to address offsite member activities and increases in member service hours at the end of the member's service term. The policies should address controls for member activities, including: Obtaining approvals from subgrantee supervisors before members perform service offsite or at home.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Recording and documenting service hours on member timesheets for offsite service performed at night, on weekends, on holidays, and on other days when the member's service site is closed.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7a.: Documenting member service activities performed at night, on weekends, on holidays, and on other days when the service sites are closed, either by including descriptions of the activities on the member's timesheet or by maintaining daily activity logs describing the duties performed.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7b.: Verify that the Commission provided all of its subgrantees with guidance and instruction regarding: Increases in member service hours at the end of the member's service term.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7b.: Offsite member service activities performed at night, on weekends, on holidays, and on other days when the member host site is closed.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7c.: Verify that the Commission's program monitoring includes procedures for ensuring that: Members at subgrantee sites document service activities performed, either by recording the activities in the comments section of the electronic	2



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			timesheet or by maintaining daily activity logs describing the duties performed.	
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7c.: Programs have written policies describing the circumstances in which it is necessary for members to perform offsite service hours at night, on weekends, and on holidays, as well as for describing the program's method of verifying that the members served the hours.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7d.: Review the Commission's subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has properly implemented monitoring procedures to review irregular or unusual increases in member service hours at the end of the member's service term and to review member service activities performed offsite.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.7e.: Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8a.: Verify that the Commission confirms that its subgrantees modify their electronic timekeeping software to prevent early certifications.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8b.: Verify that the Commission provides its subgrantees with guidance and instruction regarding procedures for member timekeeping.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Verify that the Commission's program-monitoring procedures include procedures to confirm that:	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Hours certified in the Portal for members at each of its subgrantee sites are accurately supported by timesheets.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8c.: Members and supervisors at each subgrantee site do not sign member timesheets until the members have completed their service for the period.	2



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OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8d.: Review the Commission's subgrantee site visit monitoring reports and completed subgrantee-monitoring tools to verify that the Commission has properly implemented monitoring procedures for member timesheets.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.8e.: Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9a.: Verify that the Commission provides the subgrantees with guidance and instructions regarding Corporation requirements concerning compelling personal circumstances and the adequate documentation thereof.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9b.: Require the Commission to provide a secondary level of review for members exited for compelling personal circumstances, ensuring that the subgrantees' reasons for exiting the members meet AmeriCorps requirements and are adequately documented.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9c.: Disallow and, if already used, recover education awards made to members who did not meet AmeriCorps requirements for compelling personal circumstances or whose compelling personal circumstances were not adequately documented.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.9d.: Revise the regulations for compelling personal circumstances to include a requirement to obtain a doctor's note when members are unable to complete their service term due to illness.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.10a.: Ensure that the Commission has monitoring procedures in place to be sure that subgrantees correctly define member living allowances in member agreement forms, submit PERs in accordance with internal reporting requirements, and verify that all members sign member service agreement forms.	2
OIG-19-05	03/12/2019	Agreed-Upon Procedures of Corporation for National and Community Service Grants Awarded to the North Carolina Commission on Volunteerism and Community Service	Rec. No.10b.: Review subgrantee site visit monitoring reports and completed subgrantee monitoring tools to verify that the Commission has implemented the above recommendation and that subgrantees are complying with the requirements	2
OIG-19-06	3/12/2019	Agreed-Upon Procedures (AUP) review of AmeriCorps grant funds to Serve Indiana	Rec. No. 11: Recover the \$43,626 in questioned Federal costs and \$19,390 in education awards and address any impact to Federal costs of the \$33,720 in questioned match costs for American Red Cross of Indiana for grant No. 15ACHIN001.	5

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-19-08	5/28/2019	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	Rec. No. 7: Require that SGC provide Sanctuary with the requirements of an adequate financial management system and ensure that Sanctuary implements an adequate system. The documentation provided should include guidance on how to determine the allowability of grant costs claimed and accounting for both Federal and match costs.	2
OIG-19-08	5/28/2019	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	Rec. No. 11: Require Serve Guam Commission to submit an updated Financial Federal Report for the 14AH award that removes the \$18,761 of questioned match costs.	2
OIG-19-08	5/28/2019 Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	Rec. No. 18: Require SGC, as part of its subgrantee monitoring processes, to perform periodic testing of subgrantees' other direct costs to ensure that they incurred and claimed all costs in accordance with grant provisions, laws, and regulations.	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 2: Provide training to CNCS officials participating in the entity-level control assessment to ensure that they have a full understanding of the internal control principles and how these principles relate to their operations. The training shall also address how the outstanding audit recommendations concerning their operations should be considered when assessing the entity-level controls. (new)	6

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 8: Update CNCS's Standard Operating Procedure: Statement on Standards for Attestation Engagements (SSAE) 18 Report Review to explain how CNCS will address the SSAE 18 audit reporting gaps for its external systems' service providers and establish time requirement for conducting the SSAE 18 report reviews. (new)	6
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 9: Establish a process to maintain executed agreements with Federal trading partners and track all associated costs against the inter-agency agreements from inception until the agreement close-out. (new)	6
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 14: Complete its efforts to be fully compliant with the Office of Management and Budget Circular No. A-11, Preparing, Submitting, and Executing the Budget. (repeat)	6

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 15: Provide mandatory training to CNCS accounting staff on the proper use of object class, sub general ledger accounts, and document/transaction types on all obligation and expense transactions. (repeat)	6
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 17: Strengthen coordination between Accounting and Financial Management Services and the Office of Budget to ensure that transactions are recorded accurately and timely. (modified repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 21: Complete the Trust Accounting Handbook to clearly reflect the assumptions used in the Trust Obligation and Liability Model and the Monthly Obligation and Liability Calculator, including establishing control activities; finalize materiality thresholds applied; update accounting transactions, and clearly identify periods when adjustments will be made regardless of materiality. (new)	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 22: Develop for a more standardized, secure, and automated method to estimate the Trust obligations and Trust Service Award Liability that ensures minimal human errors. As part of the ongoing CNCS's transition to shared service, coordinate with the service provider to determine methods that would enhance the security and quality of the existing estimation models. (new)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23: Strengthen controls to ensure the Trust modeling is performed by trained personnel to:	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(a): Conduct detailed analysis and validation of data sources.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(b): Review and ensure the reasonableness of assumptions used and document the rationale behind estimation assumptions.	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(c) : Consider changes in conditions or programs that require further research and analysis. Update the assumptions when necessary.	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 23(d): Compare estimates with subsequent results to assess the reliability of the assumptions and data used to develop estimates.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24: Document and implement policies and procedures to include the following:	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(a): Establish a thorough and robust quality control process to ensure that the Trust Obligation and Liability Model (TOLM) and Monthly Obligation and Liability Calculator (Calculator) are reviewed by qualified CNCS personnel prior to relying on its outputs to record transactions. All errors identified for which management ultimately decided against making updates to the TOLM or Calculator should be documented along with an explanation as to how management arrived at the final decision;	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(b): Perform monthly reviews and reconciliations of the recorded new and outstanding obligations to ensure the accounting information is valid and proper;	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(c) : Review obligation amounts to ensure amounts accurately reflect the status of the obligation;	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(d): Review obligations to verify that amounts, timeframe (i.e., grant dates are correctly reflected in the obligation);	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(e) : Ensure obligations are sufficiently supported (i.e., by documentary evidence); and	2



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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 24(f): Perform complete reconciliations of all outstanding obligations monthly, and ensure any discrepancies identified are promptly researched and resolved. (repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 25: Coordinate with the Office of the Chief Risk Officer (OCRO) to properly identify the National Service Trust Fund's financial reporting risks and incorporate those risks into the OCRO's annual testing of key controls. (modified repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26: Develop a succession plan to ensure the required expertise is available in anticipation of planned employee turnover, particularly with respect to the complex trust calculations. CNCS needs to:	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(a): Train, mentor, and work to retain qualified employees;	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(b): Cross-train employees so that knowledge of the model will reside with multiple staff rather than with one person; and	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 26(c) : Implement a peer review process to carry out the necessary quality control reviews of the Trust Obligation and Liability Model and the Monthly Obligation and Liability Calculator. (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27: Coordinate with the program and grant officers to gather and analyze key grant programs' (AmeriCorps State and National and Senior Corps) historical data and the grantees' spending pattern to develop the following key factors for grant accrual estimation:	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(a): Percentage of CNCS grantees who drawdown funds in advance versus those on a reimbursable basis and their related grant amounts to its grant spending as a whole. If different key programs have different spending patterns, perform this analysis at the program level;	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(b): An inventory of relevant and reliable grant data to be used for the grant accrual assumptions and documentation to support what data is considered relevant and reliable;	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(c) : Grantees' incurred but not reported (IBNR) reporting pattern from when the expenses have been incurred to the time those expenses are included the grantees' Federal Financial Reports (FFR). Grantee surveys may be conducted to confirm the reasonableness of an IBNR estimate methodology. When alternative procedures are used, management should provide its data-based analysis to validate its assertion; and	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 27(d) : Post-accrual analysis to compare the accrual (without the IBNR) and the expenditures reported in the FFRs for the same quarter. Thresholds should be established and documented based on materiality and the degree of risk that management is willing to accept. When grantees' reported spending pattern deviates from its methodology, an analysis should be performed to determine whether any deviation is acceptable or the methodology should be further refined to reflect the actual grantees' reported expenditure pattern. (modified repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28: Revise and implement policies and procedures for the grant accrual methodology so that:	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28(a): A validation process is established for management to verify the accuracy of the grant accrual, so that management can make any necessary adjustments to improve the precision of the grant accrual and to account for grant advances and payables to ensure the resulting amounts are materially consistent with grantees' drawdown and spending patterns;	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 28(b): It addresses how the calculations are used to arrive at the Grants Payable and Advances to Other line items in the financial statements. (modified repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 30: Centralize the storage of all procurement documents in contract files and maintain them electronically. (repeat)	6

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 31: Strengthen internal control to ensure procurement documents are properly approved and retained. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 32: Analyze procurement undelivered orders balances quarterly to verify that balances are still valid for those without financial activities for an extended period. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 33: Research, resolve and document the disposition of any abnormal undelivered orders transactions/balances. (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 34: Correct the financial system's posting logic to ensure all future transactions are recorded properly in accordance with United States Standard General Ledger. (repeat)	6
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 35: Document the accounts payable accrual methodology to include the recognition and reporting of the incurred but not reported. The methodology should also document key controls related to review and approval process of the accrual estimation; materiality and how it is applied; reviewing, approving, and recording of invoices prior to processing payments; inputs to be used in the validation; consideration of payment types; and the basis for including or excluding typical factors in estimating accruals, such as period of performance, type of contract, billing patterns, and others. (modified repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36: Conduct validation assessment of amounts accrued for the incurred but not reported on a periodic basis. As part of the validation, CNCS should consider the following:	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(a): Subsequent activities against the amount estimated to determine the level of precision in the estimation;	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(b): Trend the validation results and adjust the incurred but not reported estimation process to address any recurring significant fluctuations; and	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 36(c) : Update the incurred but not reported estimation process as necessary to reflect changes in payment patterns. (repeat)	2



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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 37: Evaluate the materiality thresholds used in the accrual estimation to ensure it is appropriate to prevent misstatements. The materiality threshold used should be appropriate that, in the aggregate, identified misstatements would not rise to a level that will significantly impact management's assertions on the financial statements. (new)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 38: Implement controls to ensure that transactions interfaced from eGrants are reflected in Momentum for the correct amounts, accounts, and number of transactions. (new)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 40: Update AmeriCorps policy to recognize and record capitalized costs in the period incurred.	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 41: Update CNCS policy to include requirements for compliance with accounting standards; track direct labor and other indirect costs, including hours, worked and payroll costs dedicated to existing and new software-in-development projects; track and amortize tenant improvement costs in accordance with the lease agreement. (new)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 42: Review the GMM contract status to ensure proper and timely deobligation of any remaining unliquidated obligations that are no longer needed. (new)	6
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 43: Consult with the future shared service provider and other stakeholders to determine the feasibility of procuring and using project management software to track project costs from the inception to completion. The results of the analysis should be documented and made readily available. (new)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 44: Establish and implement periodic training on capitalization accounting standard, and CNCS Capitalization Policy for accounting, program, Office of Facility Support Services, and information technology staff. (new)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 46: Determine the root cause behind the differences noted in the Undelivered Orders balance between Momentum and the Undelivered Orders balance derived from the net of grant award amount from the Notice of Grant Award and the grant expenditures from the Payment Management System, and take the appropriate steps in resolving the reason behind the variances that are occurring. (new)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 47: Determine the root causes and resolve discrepancies in the grant award amounts recorded in the NGA in eGrants and in Momentum to prevent such differences from occurring in the future. (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 48: Determine the root causes and resolve expenditure differences between the Payment Management System and Momentum. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49: Strengthen controls around the review of expired grant obligations by ensuring that:	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49(a): All financial, performance and other required reports are submitted no later than 90 calendar days after the end date of the period of performance.	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 49(b): Document justifications for all required reports submission extensions granted to the grantee. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 50: Update the CNCS transaction code posting logic for recording grant expenditures to comply with the United States Standard General Ledger guidance. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 51: Establish a requirement for Grant Officer/Portfolio Managers to provided documented certification that all required grantee information has been received, accepted, and documented before the grant is closed out. (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 53: Establish a control requiring the Grant Officer/Portfolio Manager to provide documented certification, upon grant closeout, verifying the total award amount to total award expenses for the deobligated recovery amount. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 54: Determine the cause for the travel cost recovery difference to ascertain what corrective action is needed and to prevent issues from recurring. (new)	6
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 55: Inform all Grant Officers/Portfolio Managers to ensure that a reduction in funding to the award of a grant should be documented in eGrants which would result in modified Notice of Grant Awards. (new)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 56: Reconcile the amounts reported in Other Liabilities to supporting documents to verify that Other Liabilities are supported by valid transactions and properly classified. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 57: Strengthen financial reporting internal controls and ensure that financial statements accounting line items are reviewed and reconciled to supporting documents prior to recording. The internal control activities should ensure proper posting of Member Payroll related liabilities on the Balance Sheet. (modified repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 58: Develop a multi-year strategy to better strategically prioritize and allocate resources to address the new and continuing weaknesses identified and work towards automation, continuous monitoring and consistent application of controls. (repeat)	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 59: Enforce the agency-wide information security program across the enterprise and improve performance monitoring to ensure controls are operating as intended at all facilities. (repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 60: Strengthen and refine the process for communicating CNCS facility-specific control deficiencies to CNCS facility personnel, and coordinate remediation of the control deficiencies. (repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 61: Strengthen and refine the process for holding system owners and information system security officers accountable for remediation of control deficiencies and ensuring that the appropriate security posture is maintained for CNCS information systems. (repeat)	2



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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 62: Strengthen and refine the process for holding contractors accountable for remediation of control deficiencies in CNCS information systems. (repeat)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 63: Implement all detailed recommendations in the FY 2019 FISMA Evaluation report. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 64: Reconcile the Accounts Receivable subsidiary ledger to the general ledger monthly. (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65: Reevaluate the policies and procedures for calculating the allowance for doubtful accounts. Related policies and procedures should include:	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(a): CFO Office's staff's periodic review of the accounts receivable aging report, (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(b): Assessment of the collectability of outstanding balances based on the age of the debt, collections attempted and received thus far and other information about the debtor (repeat)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 65(c) : Determination for possible write-offs. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 66: Revise the Allowance for Doubtful Accounts methodology to be consistent with the Debt Management Policy. (repeat)	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 67: Develop a process and proactively monitor and follow-up on delinquent accounts receivables. Document any procedures performed and results reached as part of the follow- up process. (new)	2

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OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 68: Track and revise collection efforts based on data analysis to understand vendor payment characteristics. A reasonable timeframe for write-offs should be established for accounts receivable without any activity. Once an outstanding receivable is deemed uncollectible, it should be written off in accordance with management's established policy. Pending since FY 2018.	2
OIG-20-01	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements	Rec. No. 69: Establish a documented process between accounting and the Office of Chief Risk Officer (OCRO) to ensure that key controls related to the Accounts Receivable cycle are properly identified and implemented. These key controls should be considered for testing as part of OCRO's annual internal control assessments. (new)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 70: Develop, implement and document procedures to identify all CNCS grantees that are required to submit single audit reports with their due dates. (new)	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 71: Develop, implement and document procedures on timely follow-up for those grantees whose audits have become past due, and to ascertain why report submission was late, when the audit report will be submitted to the Federal Audit Clearinghouse, and what corrective action has been taken to prevent a report submission delay in future. (new)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 72: Develop a practice to capture the single audit data to assess the effectiveness of the single audit report submission for all its grantees. (new)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 73: Develop, implement and document procedures for implementing Office of Budget and Management (OMB) approved single audit report submission extensions, so that OMB approved extension approvals are documented and tracked as part of the single audit monitoring process. (new)	2

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OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 74: Update the Single Audit Resolution Policy to: Reflect the current monitoring process to track all audit findings related to CNCS-funded grants, and Address CNCS's responsibilities as the cognizant/oversight agency and how these responsibilities would be carried out. (new)	2
OIG-20-01 and 20-02	11-20-2019 Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	Rec. No. 75: Develop and implement procedures to monitor the effectiveness of the single audit monitoring process in accordance with the Uniform Grant Guidance, 2 Code of Federal Regulation §200.513 Responsibilities, (a) (3) (iv), related to monitoring the effectiveness of single audit findings follow-up and the effectiveness of single audits in improving grantee accountability and in their use by CNCS in making award decisions. (new)	2
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1: Ensure that OIT monitors and promptly installs patches and antivirus updates across the enterprise when they are available from the vendor. Enhancements should include: Pending Since 2017	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(a) : Implement a process to track patching of network devices and servers by the defined risk-based patch timelines in CNCS policy.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(b) : Replacement of information system components when support for the components is no longer available from the developer, vendor or manufacturer.	3

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OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(c): Monitor and record actions taken by the contractor to ensure vulnerability remediation for network devices and servers is addressed or the exposure to unpatchable vulnerabilities is minimized.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 1(d): Enhance the inventory process to ensure all devices are properly identified and monitored.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 2: Ensure that OIT evaluates if the internet connections at the National Civilian Community Corps Campuses and Regional Offices are sufficient to allow patches to be deployed to all devices within the defined risk-based patch timeline in AmeriCorps policy. If the internet connections are determined to be inadequate, develop and implement a plan to enhance the current internet connections. Pending since FY 2019.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 4: Develop and implement a written process to ensure manual updates to the CMDB inventory and FasseTrack system are made simultaneously when the inventory is updated. Pending since FY 2019.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 5: Develop and implement a written process to ensure RemedyForce tickets are completed at the time the inventory is updated. Pending since FY 2019.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 6: Develop and implement a written process to perform periodic reconciliations between CMDB and the FasseTrack system. Pending since FY 2019.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 7: Perform and document analysis to determine the feasibility of completely automating the inventory management process. Pending since FY 2019.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 9: Perform an analysis of the IG FISMA Metrics related to the security function "Identify" and develop a multi- year strategy to include objective milestones and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards an effective information security program. Pending since 2018	3

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 11: Implement Personal Identification Verification multifactor authentication for local and network access for privileged users to all workstations and servers. Pending since 2018	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 12: Complete the implementation of Personal Identification Verification multifactor authentication for network access for all non-privileged users by upgrading all users to Microsoft Windows 10 workstations and enforcing logon with a Personal Identification Verification card. Pending since 2018	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 14: Enhance information systems to automatically disable user accounts after 30 days of inactivity in accordance with Corporation for National and Community Service policy. This includes monitoring automated scripts to validate accounts are disabled properly. Pending since 2019	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 16: Develop and Implement a written process that ensures all CNCS information system passwords are changed at the frequency specified in applicable CNCS policy or the System Security Plan. Pending since FY 2019	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 23: Physically or mechanically disable the networking capability of the laptop used for member badging at the NCCC Pacific Region Campus. Pending since FY 2019	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 25: Document and implement a process to validate that physical counselor files from the NCCC Southwest Region Campus are disposed of within six years after the date of the member's graduation in accordance with the AmeriCorps NCCC Manual. Pending since FY 2019	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 29: Perform an analysis of the IG FISMA Metrics related to the security function "Protect" and develop a multi- year strategy to include objective milestones, and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards becoming an effective information security program.	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Pending since 2018	3
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for	Rec. No. 30: Develop and implement a written process to review and analyze the wireless network logs at the NCCC Pacific and Southwest Regional Campuses. Pending since FY 2019	3



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		National and Community Service		
OIG-20-03	01/24/2020	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	Rec. No. 31: Perform an analysis of the IG FISMA Metrics related to the security function "Detect" and develop a multi-year strategy to include objective milestones, and resource commitments by the Executive Review Board, which addresses the corrective actions necessary to show steady, measurable improvement towards becoming an effective information security program. Pending since 2018	3
OIG-20-05	11/14/2019	Fiscal Year 19, Quarter 1 DATA Act Submission	Rec. No. 5: Instruct grant management personnel to provide an appropriate award description for all awards in the Executive Summary field in the grant application screen of eGrants. Monitor staff compliance with those instructions and take corrective action as needed (Pending since FY 2019).	3
OIG-20-06	11/15/2019	Audit of Corporation for National and Community Service AmeriCorps Grant Awarded to St. Bernard Project	Rec. No. 1: Calculate and recover the questioned Federal costs, match costs, and related administrative costs. Also, determine the impact on Federal costs due to questioned match costs.	5
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 1: Disallow and recover \$310,316 (\$47,220 in Federal and \$263,096 in match cost) for contract costs claimed for Search Institute, the Mentoring Partnership of Minnesota, and the Minnesota Department of Employment Economic Development from July 2016 through November 2017 due to noncompliance with Federal procurement regulations.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 2: Recover additional costs expended during program years 4 and 5 on contracts for Search Institute, the Mentoring Partnership of Minnesota, and the Minnesota Department of Employment Economic Development due to noncompliance with Federal procurement regulations.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 3: Disallow and recover \$11,335 (\$2,271 in Federal and \$9,064 in match costs) for unapproved timesheets and incorrectly coded salaries.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 4: Disallow and recover \$3,059 in Federal cost for the employees' salaries and benefits for noncompliance with maintaining proper documentation of criminal history checks.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 9: Require Youthprise to strengthen its timekeeping policies and train employees to ensure time is accurately recorded, approved, and charged to the correct funding code.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 10: Require Youthprise design and implement internal controls to ensure that employee personnel files comply with CNCS's criminal history check requirements.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 11: Disallow and recover \$603,476 (\$231,806 in Federal and \$371,861 in match costs) from Sauk-Rapid Rice due to the lack of support for employee's time worked on the grant and \$3,192 for other Federal costs claimed because of insufficient match contributions.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 12: Disallow and recover \$673,178 (\$336,062 in Federal and \$337,116 in match) from Guadalupe Alternative Programs due to being unable to verify the accuracy of employees' time worked on the grant because of the lack of time being segregated by project/program codes.	2
OIG-AR-20-07	09/30/2020	Audit of the Corporation for National and Community Service Grants Awarded to Youthprise	Rec. No. 13: Disallow and recover \$11,681 (\$5,681 in Federal from Amherst H. Wilder, and \$6,000 in match from Sauk- Rapids Rice) due to unsupported costs in its financial management systems	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 1: Develop policies and procedures to ensure any decisions made throughout the entire risk assessment process, including those based on judgment, are properly documented and readily available for review. Documentation should be maintained in the Internal Control Program Team's work papers and easily accessible.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 2: Finalize the Grant Operations policies and procedures to reflect the current state and post-reorganization.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 3: Update the testing of design and effectiveness attributes to be consistent with the new policies and procedures.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 4: Train responsible AmeriCorps staff to establish communication protocols with service providers to obtain timely updates from the ongoing service provider audits. This should provide an early warning if a modified or adverse Statement on Standards for Attestation Engagements (SSAE) 18 opinion is anticipated.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 5: Revise the Internal Control Program Team's annual Risk Assessment to include applicable risk factors recommended in the Office of Management and Budget Circular A-123 such as "New Technology;" "New or Revamped Information Systems;" and "Significant New or Changed Programs or Operations."	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 6: Incorporate into the FY 2021 Risk Assessment PRISM and any other systems used in FY 2021 that were omitted from the FY 2020 Risk Assessment.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 7: Train the Office of the Chief Risk Officer staff on appropriate documentation and document retention policies to ensure that all documents required and used in the Internal Control Assessment are maintained and accessible to auditors and others for the required period of time.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 8: Train Office of the Chief Risk Officer staff on the Internal Control Program's assessment procedures. The training should include, but not be limited to, sampling; testing; concluding; reporting; performing quality control reviews; and documenting.	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 9: Develop and implement a corrective action plan that aligns directly with and describes in detail the implementation plans to address the FY 2019 financial statements audit recommendations. This should include, at a minimum, a written plan with specific objectives; a detailed strategy and process for achieving each objective; quality control measures; a timeline with milestones and accountable	2
OIG-AR-21-02	08/17/2021	FY 2020 Performance Audit Report of AmeriCorps' Internal Control Program and National Service Trust Liability Model	Rec. No. 10: Assess and document the known errors in the Trust Model and whether or not they could lead to material misstatements if not corrected. Document the rationale and procedures used to correct the data in the Trust Model.	2
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 2: Specify how quickly users must apply security and operating system updates on AmeriCorps mobile devices, and implement a process to deny access to AmeriCorps enterprise services for mobile devices that have not been updated within the prescribed period. Pending since FY 2020	2
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 3: Develop and implement a process to block unauthorized applications from installing on AmeriCorps mobile devices. Pending since FY 2020	2
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 6: Assess and document a plan for reinstating mandatory enforcement of multifactor authentication as recommended by the Cybersecurity and Infrastructure Security Agency to address increased risks with the large number of personnel teleworking during the pandemic. Pending since FY 2020	2
OIG-EV-21-03	12/18/2020	FY 2020 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	Rec. No. 9: Ensure all personnel whose responsibilities include access to PII complete annual privacy-role based training. Pending since FY 2020	2
OIG-EV-22-03	12/15/2021	FISCAL YEAR 2021 FEDERAL INFORMATION SECURITY MODERNIZATION ACT EVALUATION OF AMERICORPS	Rec. No. 1: Design and implement an effective accountability system that includes clear expectations of goals, performance measures, estimated target dates, and monitoring to hold OIT leadership accountable for improving AmeriCorps' information security program to an effective level	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-EV-21-01	03/30/2021 (3) Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.1: Disallow the \$592,737 in questioned match costs to recover the \$254,014 in Federal costs from LearningWorks for the program years 2017 and 2018 due to inadequate documentation to support its in-kind match contributions: donated classroom and office space, and teaching and administrative staff hours;	2
OIG-EV-21-01	3/30/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.2: Conduct an assessment of LearningWorks' match contribution for its third-year funding to determine whether it met its match requirement, disallow any unsupported match contributions and recover any Federal funds that were overpaid as a result of LearningWorks' failure to meet its match requirements.	2
OIG-EV-21-01	03/30/2021 (3) Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.3: Oversee the Maine Commission when coordinating with LearningWorks to revise its policies to define supporting documentation for the usage and valuation of donated spaces for in-kind contributions;	2
OIG-EV-21-01	3/31/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.4: Instruct the Maine Commission to evaluate compliance of LearningWorks procedures on internal controls for time recordkeeping for donated personnel time at its service sites to provide reasonable assurance that charges are accurate, allowable, and allocable; and	2
OIG-EV-21-01	03/30/2021 (3) Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.5: Provide training to the Maine Commission staff and offer training to LearningWorks and other subgrantees concerning acceptable valuation and documentation of in-kind match costs.	2
OIG-EV-21-01	4/1/2021	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.6: Require the Maine Commission to develop and implement oversight or quality control of all fiscal monitoring performed by its staff.	2

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OIG-EV-21-01	03/30/2021 (3) Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Evaluation of AmeriCorps Grants Awarded to the Maine Commission for Community Service	Rec. No.7: Coordinate with the Maine Commission to develop guidance explaining and illustrating what constitutes acceptable documentation to support in-kind contributions;	2
OIG-AR-21-05	11/8/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.1: Develop and implement a plan of corrective actions to promptly address outstanding accounting and processing issues related to the transition to ARC. These issues include capturing all Federal Award Identification Numbers from Momentum in Oracle to ensure completeness of all data transferred; correcting invalid object class and program activity codes; and reconciling and validating balances between the old accounting system and the new accounting system	1
OIG-AR-21-05	11/8/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.2: Update the DATA Act Business Process Guide to include documenting the data inventory/mapping for Files A, B, C, D1 and D2 to ensure that standardized data elements and OMB and Treasury definitions per the DATA Act Information Model Schema (DAIMS) are used across AmeriCorps business processes, systems, and applications; identify the appropriate source systems where the data resides; and identify gaps.	2
OIG-AR-21-05	11/8/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.3: Work with ARC to ensure correct and complete Object Class and Program Activity codes are programmed in the source systems in accordance with OMB A-11, Section 83.	1
OIG-AR-21-05	11/9/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.4: Establish and implement processes to reconcile and maintain adequate documentation of the reconciliation of the data file linkages. In addition, the processes should include performing monthly completeness, accuracy, and timeliness tests of the data elements using the Inspector General Guide as an internal control monitoring system.	1
OIG-AR-21-05	11/8/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.5: Establish and comply with a timeliness standard for resolving DATA Broker warnings addressing data quality issues. Detailed corrective actions with milestones, deadlines, and responsible staff should be established.	1
OIG-AR-21-05	11/10/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.6: Establish and implement effective internal control to ensure that adequate documentation is maintained and is readily available to support procurement contracts and financial assistance awards (grants).	2

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OIG-AR-21-05	11/8/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.7: Establish and implement controls to require that awardees (financial and procurement) register in SAM at the time of award.	2
OIG-AR-21-05	11/11/2021	Performance Audit of AmeriCorps' Compliance under the Digital Accountability and Transparency (DATA) Act of 2018	Rec. No.8: Develop, document, and implement a process to ensure that de- obligations of grants with canceled funds are reported to Financial Assistance Broker System (FABS), when they occur and not when they are administratively closed-out.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.1: Perform a risk assessment over the current state of the conversion to Administrative Resource Center (ARC) and work jointly with ARC, senior leadership, Office of Chief Risk Officer, and functional groups affected by the risk to develop a mitigation strategy and execute a realistic and properly designed corrective action plan.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.2: Fix incorrect outstanding balances, missing data, and missing supporting contract documentation resulting from financial system configuration issues and ensure future interfaces with Oracle do not have the same issues. Modified repeat recommendation for FY 2021	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.3: Continue coordinating with ARC to ensure that its accounting platform is compatible with AmeriCorps' operations and the type of accounting transactions that AmeriCorps processes. Modified repeat recommendation for FY 2021	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.4: Conduct a review of transactions processed in Momentum and already migrated to Oracle through interface or reported in Oracle using journal entries, to ensure that correct object class codes were applied.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.5: For each material weakness and significant deficiency, develop an appropriate and actionable corrective plan (CAP) that specifies the interim steps for long-term CAPs, milestones and target completion dates, person(s) responsible for executing the corrective action and the resources available to assist, sufficient and appropriate documentation required, and quality review and approval process.	6
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.6: Develop a process to explain the discrepancies between material weaknesses reported on the CEO Statement of Assurance and those identified by the external auditors, and document the explanation, as well as the basis for classifying internal control findings as either material weakness or significant deficiency.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and	Rec. No.7: Complete updating or revising the business process narratives to adapt to the significant changes in the current financial and control environment. Modified repeat recommendation for FY 2021	2

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		National Trust Fund Financial Statements		
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.8: Establish controls and training to ensure that each functional office/unit performs an independent assessment of internal controls to inform the CEO's statement of assurance, even if unfavorable outcomes are expected. This proactive approach will promote the early detection of potential findings and allow for prompt remediation.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.9: Develop a strategic plan and corrective actions that will include steps and milestones to eventually achieve an audit opinion on AmeriCorps' financial statement. The plan should align directly with and describes in detail the implementation plans, specific steps to be taken, resources to be devoted to implementation, responsible personnel and their assigned duties, clear accountability, project management and target dates to complete. It should also include a quality assurance plan to verify effective and timely implementation.	6
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.10: Develop and implement audit readiness procedures to ensure that audit information is complete, accurate, has undergone proper quality control procedures, and readily available or can be retrieved timely. The audit readiness procedures should include audit coordination protocol with ARC that clearly define roles and responsibilities of all parties involved in the process.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11: Develop comprehensive policies and procedures to document its financial statement preparation process. The policies and procedures should clearly delineate responsibilities among various members of the Accounting and Financial Management Service (AFMS) group and team leads and those performed by AmeriCorps' shared services provider, clarifying the responsibility of AmeriCorps for the accuracy of the reported information. The policies and procedures should address the following aspects:	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11(a): The process to determine and document AmeriCorps' balance fluctuation expectations based on a combination of internal and external operating factors, and program and operating factors, and program and financial relevant information available.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11(b): Detailed process to research significant balance fluctuations. AmeriCorps should research and explain all significant balance fluctuations at the account and transaction level. Maintain and have the supporting documentation readily available.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11(c): Research and retain supporting documents required for any identified account balance differences derived from its abnormal balance review or the tie point analysis.	2



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OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11(d): Address fatal and non-fatal Government-wide Treasury Account Symbol edit failures prior to GTAS certification.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.11(e): Document resolution for all balance differences and retain supporting documentation of related research.	2
OIG-AR-22-01 and OIG-AR-22-02	Issued 11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.12: Continue working with Administrative Resource Center to review and correct AmeriCorps' balances in detail to ensure they are properly supported and that balances migrated to the ARC platform are complete, accurate, and reliable. Modified repeat recommendation for FY 2021	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.13: Strengthen its policies and procedures over the processing of JEs going forward now that AmeriCorps has transitioned to the shared service environment. The policies and procedures should cover the following: Modified repeat recommendation for FY 2021	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.13(a): A process to track the sequence of JE transactions for completeness.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.13(b): A policy as to when it is appropriate to use a JE and approval procedures for JEs recorded to ensure	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.13(c): A requirement to provide a fact-specific description of the purpose of documentation	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.13(d): Documentation needed to support JEs and how it will be maintained.	2
OIG-AR-22-01 and OIG-AR-22-02	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements (Recommendation 13)	Rec. No.14: Validate and ensure JEs are properly supported, documented, and are readily available for examination. Modified repeat recommendation for FY 2021	2



Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-AR-22-01	11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.15: Develop a process to validate grant advances, IBNR and payable estimates. Such validation should be performed over a few years to show a trend of the estimates. Any benchmarks to assess reasonableness should be vetted for completeness and reliability. For example, the use of eGrants FFRS should be vetted to ensure inclusion of IBNR. Large (exceeding AmeriCorps acceptable range) and unusual fluctuations, if any, should be investigated and the research conclusions documented by management. Fluctuations should be reviewed at the absolute variances level and not using net differences. Modified repeat recommendation for FY 2021	6
OIG-AR-22-01	Issued 11/15/2021	Audit of AmeriCorps' Fiscal Year 2021 Consolidated Financial Statements and National Trust Fund Financial Statements	Rec. No.16: Validate that the underlying data used in the accrual methodology, such as the use of grantee Undelivered Order balances to allocate accrual amounts, is reliable by ensuring previously reported conditions are remediated and recommendations are implemented.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.1: Design and implement an effective accountability system that includes clear expectations of goals, performance measures, estimated target dates, and monitoring to hold Office of Information Technology leadership accountable for improving AmeriCorps' information security program to an effective level.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.2: Complete asset tracking refresher training for the Tier 2 support team.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.3: Update the AmeriCorps Standard Operating Procedures for Asset Tracking to include a quality control process for the Tier 2 Lead to review the IT asset inventory to ensure the required fields for the IT assets are documented; and implement the new process.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.5: Document and implement an annual review process to validate that all agreements for system interconnections are kept current.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.6: Develop, document, and communicate an overall Supply Chain risk Management strategy, implementation plan, and related policies and procedures to guide and govern supply chain risk management activities. If AmeriCorps intends to limit its IT purchases to General Services Administration vendors, it should so state, and indicate who, if anyone, must approve exceptions.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.8: Immediately reinstate mandatory enforcement of multifactor authentication in accordance with CISA's recommendation.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.9: Update AmeriCorps' policy to require mandatory enforcement of multifactor authentication in the future, including in any hybrid work environment.	2

Report No.	Date Issued	Report Title	Recommendation	Status Code
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.10: Establish an oversight process to ensure that system accounts for separated personnel are disabled within one working day following separated employees' termination, regardless of when the laptop is returned and received.	2
OIG-EV-22-03	Issued 12/18/2021	FY 2021 Federal Information Security Modernization Act Evaluation of AmeriCorps	Rec. No.11: Design and implement a method for identifying inactive privileged accounts via an automated script and manually disabling those accounts, as needed.	2
GAO-22-104574	Issued 12/16/2021	Open Data: Additional Action Required for Full Public Access	The Chief Executive Officer of AmeriCorps should, in coordination with the Chief Data Officer of AmeriCorps, develop and implement an agency-wide plan to host relevant challenges, competitions, events, or other open data related initiatives to create additional value from public data assets of the agency.	2
GAO-22-104574	Issued 12/16/2021	Open Data: Additional Action Required for Full Public Access	The Chief Executive Officer of AmeriCorps should, in coordination with the Chief Data Officer of AmeriCorps, develop and implement an agency-wide plan to collect and publish information on the use of data assets by nongovernmental entities at least once a year.	2