

FY 2022 CONGRESSIONAL BUDGET JUSTIFICATION

Contents

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER	2
AGENCY OVERVIEW	4
FY 2022 BUDGET REQUEST AND PERFORMANCE PLAN	8
FY 2020 AGENCY ACCOMPLISHMENTS	13
BILL LANGUAGE AND ANALYSIS	18
AMERICORPS STATE AND NATIONAL	22
AMERICORPS VISTA	25
AMERICORPS NCCC	29
STATE SERVICE COMMISSION SUPPORT GRANTS	33
AMERICORPS SENIORS RSVP	35
AMERICORPS SENIORS FOSTER GRANDPARENTS PROGRAM (FGP)	40
AMERICORPS SENIORS SENIOR COMPANION PROGRAM (SCP)	45
INNOVATION AND DEMONSTRATION	50
EVALUATION	53
SALARIES AND EXPENSES	57
NATIONAL SERVICE TRUST	61
OFFICE OF THE INSPECTOR GENERAL	63



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Over the past year, America's spirit of service has been on dramatic display. All across the country, Americans have united to combat COVID-19, address racial and economic inequity, and bring hope and help to those in need. For nearly three decades, AmeriCorps has tapped the ingenuity and can-do spirit of the American people to meet our toughest challenges. Working with nonprofit and community organizations, state and local agencies, Tribal nations, and other partners, AmeriCorps's mission is to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

As our nation grapples with a series of converging crises, AmeriCorps will continue to connect local organizations with people who want to serve to meet pressing challenges, including building a more inclusive and equitable economy for all. AmeriCorps has a proven record in meeting a wide range of community needs in education, health, economic opportunity, disaster services, supporting veterans and military families, and preserving public lands. Through our programs, we engage 250,000 individuals in results-driven service at 40,000 locations across the country, helping Americans succeed in school, live independently, and rebuild their lives after homelessness, job loss, or natural disasters.

Administration Priorities

The fiscal year (FY) 2022 President's Budget will allow AmeriCorps to continue to meet community needs related to the pandemic, advance racial and economic equity, develop active and civically engaged members of society, and help our nation build back better. These pillar priorities support and build on the recent and unprecedented investment made by the American Rescue Plan Act. These priorities will also be reflected into the FY 2022 - FY 2026 AmeriCorps Strategic Plan that is currently under development.

Advance Racial and Economic Equity

AmeriCorps' top priority is to support the Biden Administration's comprehensive response to the public health and economic crises caused by the COVID-19 pandemic. In the year ahead, agency resources will focus on mitigating the impact of the pandemic, advancing racial equity, addressing the climate crisis, and responding to other community needs. AmeriCorps programs will advance economic opportunities for those we serve and those who serve, with a focus on vulnerable individuals and underserved communities. Communities across the country benefit from the support of our members and volunteers through public health, food security, education, and other efforts. AmeriCorps will further advance these goals in FY 2022, in addition to streamlining requirements to make our resources more accessible and help our partners focus on accomplishing their core missions.

Prioritize Underserved Individuals and Communities

In alignment with the Administration's priorities, we are committed to advancing a more equitable and just future for all Americans. This includes implementing strategies to recruit and retain more AmeriCorps members and AmeriCorps Seniors volunteers from diverse and underserved populations. In turn, members and volunteers experience increased sense of community, receive stipends for their service, and create stronger pathways to employment and economic opportunity. Part of this strategy included raising the living allowance in





FY 2021 for AmeriCorps State and National and VISTA members to ensure more people can serve and optimizing use of the Segal Education Award to make higher education more accessible.

Strengthen Existing Partnerships and Create New Ones

The Budget provides key resources to strengthen our nation’s volunteer sector, support governor-supported State Service Commissions, and build the capacity of voluntary organizations to recruit and retain volunteers to address community needs. Our priorities in the year ahead include outreach to diversify our portfolio of organizations and individuals who access our resources, increase our support for State Service Commissions, and expand participation in National Days of Service, all of which strengthen the role of service and volunteering in solving problems and unifying our communities.

Provide Effective Stewardship of Taxpayer Resources

As a Federal Government agency, AmeriCorps is committed to being a responsible steward of taxpayer dollars and investing in effective and efficient programs. With the resources provided by the President’s Budget, AmeriCorps will support a diverse and high performing workforce, enhance information technology, strengthen financial management, and make increasing use of evidence to invest in models that can be replicated to improve outcomes of national service across the nation.

The Best of America

For decades, national service has engaged Americans of all backgrounds in tackling our toughest challenges, uniting people to work together for the common good. Time and time again, we have seen that when our nation invests in national service, we all win. Together with community partners, AmeriCorps engages dedicated individuals in making our nation more fair, equitable, and united. The FY 2022 Budget continues this smart investment in the American people—an investment that solves problems, expands opportunity, strengthens communities, connects us with our neighbors, and unites our nation.

In Service,

A handwritten signature in black ink that reads 'Mal Coles'.

Mal Coles
Acting Chief Executive Officer



AGENCY OVERVIEW

America is a country built on service. We are a “nation of joiners” who solve problems from the ground up. From our earliest days, Americans have stepped forward to help their neighbors and tackle our toughest challenges. Our commitment to service reflects the understanding that we have responsibilities as well as rights, that our destinies are bound together, that America’s greatness is not about what can be done for us, it’s about what can be done by us, together.

Over the past year, as America confronted a once-in-a-century pandemic, America’s spirit of service has shined brightly. In communities across the country, Americans have united to fight this disease. Retired doctors and nurses, AmeriCorps members and AmeriCorps Seniors volunteers, students and veterans, and countless others have given their time and talents to support vaccination and testing, assist those that are unemployed or under-employed, check on isolated seniors, provide meals to hungry families, and help students stay on track in school. Their compassion reminds us that even in our darkest hours, Americans look out for one another.

For nearly three decades, AmeriCorps—the Federal agency for national service and volunteering—has strengthened America’s culture of service, tapping the time and talents of the American people to meet our toughest challenges. Through AmeriCorps, AmeriCorps Seniors, and other programs, AmeriCorps engaged more than 250,000 individuals in helping communities tackle their most pressing challenges—preparing students for success, combating the opioid epidemic, responding to natural disasters, supporting veterans and military families, preserving public lands, fostering economic opportunity, and more. Working with governor-appointed State Service Commissions and thousands of partners across the country, AmeriCorps improves lives, strengthens communities, and fosters civic engagement through service and volunteering. AmeriCorps is based on smart, common-sense principles:

- Engaging the American people to solve problems.
- Partnering with local leaders to support local community solutions.
- Bolstering existing nonprofit, faith-based, and voluntary organizations.
- Leveraging private sector resources to increase outcomes and stretch the taxpayer dollar.
- Uniting Americans from different backgrounds to achieve common goals for communities.

When trained and dedicated national service members provide service through local organizations focused on performance, everyone wins. National service provides a powerful return on investment, benefitting the recipients of service, the people who serve, their sponsor organizations, and the larger community and nation.

- *Improving Lives:* AmeriCorps members and AmeriCorps Seniors volunteers improve the lives of our most vulnerable citizens and help communities tackle their most pressing challenges, including expanding economic opportunity for individuals and families, helping students improve academic performance and graduate prepared for college and career, supporting veterans and military families, promoting public

health, rebuilding communities after natural disasters, and preserving the environment for future generations.

- *Expanding Opportunity*: While helping others, AmeriCorps members help themselves, gaining valuable skills to jumpstart their careers and earning a monetary award to further their education. More than 1.1 million individuals have served in AmeriCorps, earning \$4 billion in scholarships to pay for college or technical school or repay student loans at a time of rising college costs and student debt.
- *Bolstering Civil Society*: AmeriCorps strengthens thousands of nonprofit, faith-based, and community organizations that are vital to our nation's health and well-being. Through their direct service, the cash and in-kind resources they mobilize, and the millions of volunteers they recruit and supervise, national service participants build the capacity and increase the outcomes of the organizations they serve.
- *Strengthening Communities*: By bringing people of different ages, races, and economic backgrounds together to pursue common goals, national service helps unite communities and mitigates isolation and division. Like the military, national service provides a shared civic experience that can provide a sense of purpose, increase appreciation for diversity, and fuel a love of country.

Since last spring, AmeriCorps programs across the country have acted quickly and creatively to meet emerging public health, education, food security, and economic needs related to the pandemic. Since vaccination efforts began, AmeriCorps members have assisted more than 1.1 million people at over 100 vaccination sites, providing services including setting up sites, coordinating transportation, assisting with registration, and recruiting 60,000 new volunteers to support vaccination efforts.

In addition to directly supporting vaccination sites, AmeriCorps members have supported nearly six million people since the beginning of the pandemic, with a focus on the most vulnerable individuals and communities. Members have helped state and local governments, community-based organizations, and public health departments with contact tracing, testing, and education efforts, including conducting more than 1.6 million wellness checks.

With increased focus on addressing food security, AmeriCorps members and volunteers have helped food banks meet higher demand by managing volunteers, packing meal kits, delivering food to homes, distributing 67 million pounds of food, and providing more than 15 million meals. AmeriCorps members and volunteers have also helped keep students on track in school by addressing learning loss with virtual teaching, tutoring, mentoring, and other services.

ADMINISTRATION PRIORITIES FOR NATIONAL SERVICE

With decades of experience using service as a solution, a well-established infrastructure with partners across the country, and a proven ability to pivot to meet emerging needs, AmeriCorps is addressing the unprecedented and interconnected challenges facing our nation today. As we begin to forecast what this work entails in the long term through our FY 2022 - FY 2026 strategic planning process, we are prioritizing the directives of the American Rescue Plan which include:

- increasing the living allowance for AmeriCorps State and National and AmeriCorps VISTA members, which will be completed in FY 2021;
- making service more accessible and inclusive by prioritizing:
 - entities serving communities disproportionately impacted by COVID-19 and utilizing culturally competent and multi-lingual strategies in the provision of services; and
 - the diversity of communities and participants served by such entities, including racial, ethnic, socioeconomic, linguistic, or geographic diversity.

Advance Racial and Economic Equity

AmeriCorps will continue to focus resources on meeting ongoing health, economic, and education needs related to the COVID-19 pandemic. This includes supporting vaccination efforts in vulnerable communities, addressing significant learning loss, and tackling the growing hunger crisis with a specific focus on supporting underserved and disproportionately impacted communities. With increased unemployment and social hardships due to COVID-19, AmeriCorps will invest in programs that support an inclusive economic recovery. National service expands economic opportunity in two ways:

- by providing job counseling, food security, financial literacy, housing access, independent living support, and other services to vulnerable individuals; and
- by providing workforce skills and experience, education support for those who serve, and by increasing the living allowance, which will be completed in FY 2021.

AmeriCorps is committed to embedding racial equity and inclusion across all its programs, policies, and operations. While AmeriCorps programs are as racially and ethnically diverse as the general population, the agency is taking additional steps to advance racial equity and support for communities of color. These actions include building a culture of diversity, equity, and inclusion in our workplace; recruiting and retaining a diverse corps of national service members and volunteers; promoting equitable grantmaking; and making it easier for organizations to access AmeriCorps resources.

In tandem, we recognize climate change is having damaging impacts on our environment and our economy, especially for low-income and minority communities. The Biden Administration proposed a robust, whole-of-Government approach to combat the climate crisis. With decades of experience in conservation, renewable energy, and community resilience, AmeriCorps will support the Administration's climate change priorities.

Prioritize Underserved Individuals and Communities

The Administration is committed to supporting and building on the investment made by the American Rescue Plan to expand national service opportunities to more people. In FY 2022, AmeriCorps will increase the stipend provided to AmeriCorps Seniors volunteers and will also work to optimize use of the Segal Education Award to make higher education more accessible.

The agency will take steps to recruit and retain a diverse corps of members and volunteers from underserved populations, including strengthening relationships with Historically Black

Colleges and Universities, Hispanic Serving Institutions, and Tribal Colleges; increasing our consultation and collaboration with Tribal communities; and undertaking targeted recruitment efforts. Through these and other efforts, more individuals from underserved communities will engage in national service and have stronger pathways to employment and economic opportunity.

Strengthen Existing Partnerships and Create New Ones

AmeriCorps bolsters the nonprofit, faith-based, and neighborhood organizations that are essential to our nation's economic and social well-being. AmeriCorps' grants, volunteers, training, and other resources help these organizations expand their reach and impact.

AmeriCorps funding to State Service Commissions supports their work to conduct outreach, manage grants, and lead service and volunteering efforts to meet state and local needs. Through the Volunteer Generation Fund, AmeriCorps is helping nonprofit and voluntary organizations across the country more effectively recruit and retain volunteers and increase their impact on addressing community challenges. Our priorities in the year ahead include strengthening our support for State Service Commissions, increasing interagency and private sector partnerships, and expanding the number of volunteers participating in national days of service, all of which help strengthen and unite communities.

Effectively Steward Federal Resources

AmeriCorps implemented a plan over the past four years to strengthen core business operations, enhance customer service, and build long-term sustainability. The agency is more accountable, efficient, customer-focused, and results-oriented. Grounded in our ethic of continuous improvement, AmeriCorps will continue to strengthen monitoring and oversight, build and retain a diverse and high performing workforce, ensure responsible management of financial resources, enhance information technology, and streamline requirements to allow grantees to focus on community impact.

Effectively stewarding resources also means using evidence and evaluation to inform decision-making and maximize the performance of national service investments. AmeriCorps has more than two decades of experience and research data that help identify the most promising interventions across its portfolio of programs. In recent years, the agency has increasingly used evidence and evaluation in budget, grants, and policy decisions, and more AmeriCorps grantees have adopted evidence-based or evidence-informed interventions.

The agency's Strategic Evidence Plan¹ provides a roadmap for generating credible, relevant, and actionable information about organizational effectiveness and the outcomes of national service programs. AmeriCorps will use this plan and the accumulated body of evidence to inform agency investments in interventions that have demonstrated success while continuing to support innovative approaches to foster innovation and meet evolving community needs.

¹ https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

FY 2022 BUDGET REQUEST AND PERFORMANCE PLAN

Budget Summary (in thousands)

	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Total Agency	\$1,104,358	\$1,121,102	\$1,210,266	\$89,164
Operating Expenses	\$806,529	\$843,115	\$921,120	\$78,005
State and National	\$428,510	\$455,096	\$501,096	\$46,000
VISTA	\$93,364	\$97,364	\$103,864	\$6,500
NCCC	\$32,500	\$33,500	\$37,735	\$4,235
State Commission Support	\$17,538	\$18,538	\$19,538	\$1,000
Seniors	\$221,017	\$225,017	\$244,537	\$19,520
Foster Grandparents Program	\$118,799	\$118,799	\$130,914	\$12,115
Senior Companion Program	\$50,863	\$52,863	\$58,518	\$5,655
Retired Senior Volunteer Program	\$51,355	\$53,355	\$55,105	\$1,750
Innovation and Demonstration	\$9,600	\$9,600	\$10,100	\$500
Innovation, Demonstration, & Other	\$3,200	\$3,200	\$3,400	\$200
Volunteer Generation Fund	\$6,400	\$6,400	\$6,700	\$300
Evaluation	\$4,000	\$4,000	\$4,250	\$250
National Service Trust	\$208,342	\$185,000	\$191,000	\$6,000
Salaries and Expenses	\$83,737	\$86,487	\$91,186	\$4,699
OIG	\$5,750	\$6,500	\$6,960	\$460

The FY 2022 President's Budget provides AmeriCorps with \$1.2 billion, an increase of \$89.2 million over the FY 2021 Enacted level, that will support AmeriCorps and its state and local partners in service to improve lives, strengthen communities, foster civic engagement, and engage Americans in national service and volunteerism.

As America confronts a series of converging crises, the role of national service and volunteering have never been more important. This Budget will provide resources to support AmeriCorps and its large network of partners in helping to combat the COVID-19 pandemic, rebuild the economy, address racial inequity, tackle the climate crisis, and meet other challenges with higher levels of impact, accountability, and efficiency. The Budget will:

- Support AmeriCorps members and AmeriCorps Seniors in meeting ongoing health, economic, and education needs related to the pandemic including addressing significant learning loss, tackling the growing hunger crisis, helping reopen the economy, and assisting those facing unemployment, with a specific focus on supporting underserved and disproportionately impacted communities.



- Advance racial and economic equity by increasing the stipends for AmeriCorps Seniors volunteers in the Foster Grandparents and Senior Companion programs. These increases will help AmeriCorps to recruit and retain a diverse corps of members and volunteers and ensure service is a viable opportunity open to Americans of all backgrounds.
- Expand AmeriCorps' focus on addressing the current and future threats associated with climate change by investing in programs that conserve parks and public lands, enhance energy conservation and renewable energy, strengthen community resilience, and support workforce pathways for future clean energy jobs.
- Strengthen outreach and program development in new communities, including those that are greatest in need in support of the Administration's priority of racial and economic equity.
- Bolster AmeriCorps' use of evidence and evaluation to drive program and funding decisions and increase the use of evidence-based approaches in AmeriCorps programs.
- Strengthen the nation's infrastructure for service and volunteering by increasing investments in 52 governor-supported State Service Commissions and the Volunteer Generation Fund.
- Increase the support we provide to veterans, military families, and wounded warriors and expand the ranks of veterans who serve in AmeriCorps programs using the leadership skills they gained in the military to meet challenges here at home.
- Continue to strengthen AmeriCorps' operations, information technology, and business practices to better serve our partners, ensure accountability, increase efficiency, and responsibly use taxpayer dollars.

The President's Budget supports investments in programs and activities that will continue to address the social and economic challenges facing our communities. Specifically, this Budget proposes the following:

AmeriCorps State and National

The Budget provides \$501 million to AmeriCorps State and National, an increase of \$46 million above the FY 2021 Enacted level that will support approximately 52,000 AmeriCorps members who will support communities in tackling challenges related to COVID-19, economic opportunity, environmental stewardship and climate change, and other community needs. With this funding, AmeriCorps State and National will continue to invest in evidence-informed and evidence-based community solutions, providing a source of human capital to meet pressing community needs across the country and a pathway to economic and educational opportunities for Americans who serve.

The Budget also provides funding to support more individuals with different abilities to participate in national service. The Budget will help underserved and under-resourced communities develop program models that will benefit their communities and engage community members as AmeriCorps members.

AmeriCorps VISTA

The Budget provides \$103.86 million to AmeriCorps VISTA, an increase of \$6.5 million above the FY 2021 Enacted level that will support an estimated 8,000 full-time and summer





AmeriCorps VISTA members focused on capacity building for anti-poverty projects. VISTA will enhance the diversity, equity, and inclusion of those who serve and those who are served, and direct resources to under-served communities.

VISTA will continue to promote evidence-informed activities that address needs including food insecurity, a long-time area of need made especially acute during the COVID-19 pandemic. Additionally, VISTA projects will support safe and affordable housing, improve access to health care, provide support for veterans and their families, and help communities become more resilient to the impacts of extreme weather, disasters, and climate change.

AmeriCorps NCCC

The Budget provides \$37.7 million to AmeriCorps NCCC, an increase of \$4.2 million above the FY 2021 Enacted level that will support an estimated 2,080 members in direct, team-based national service. This includes 1,440 members in the traditional program and 640 members in the NCCC-FEMA Corps program. AmeriCorps NCCC will expand its impact with the addition of 80 members who will support priority needs around climate change and support veterans and military families.

The Budget will also support a 28 percent increase in the daily food allowance and enhanced support to meet behavioral health needs. These efforts, together with an increased focus on recruitment in underserved communities, will help AmeriCorps NCCC build more diverse teams of members who will emerge as stronger leaders with professional and life skills and clear pathways to employment.

State Service Commission Support

The Budget provides \$19.5 million, an increase of \$1 million above the FY 2021 Enacted level that will build the capacity of State Service Commissions to conduct outreach, provide oversight, monitoring, and technical assistance and training to support subgrantees to implement their AmeriCorps programs and support their AmeriCorps members.

AmeriCorps Seniors

The Budget provides \$244.5 million, an increase of \$19.5 million above the FY 2021 Enacted level that will support an estimated 175,000 Americans age 55 and older to address ongoing impacts of the pandemic including learning loss and food insecurity and meet other community needs in independent living, disaster response, substance abuse prevention, and the environment. The Budget will expand the number of RSVP volunteers serving communities, increase the stipend for Senior Companion and Foster Grandparent volunteers, and support outreach to new organizations and communities. The Budget provides for funding increases across all three AmeriCorps Seniors programs:

- **RSVP:** The increase of \$1.75 million will support an estimated increase of 1,000 RSVP volunteers to improve educational outcomes for at-risk and special needs youth, connect veterans and military families to needed services, support vaccination and other public health efforts, increase food security, and provide independent living services. AmeriCorps Seniors will conduct outreach and target the new funding to



under-represented communities and organizations, including Tribal Nations, communities of color, or geographic areas not currently served by RSVP.

- **Foster Grandparent Program:** The \$12.1 million increase will support an increase in the stipend to \$3.50 per hour for Foster Grandparent volunteers who provide support to children and youth in academic and social-emotional growth. This increase advances racial and economic equity for the low-income seniors participating in the Foster Grandparent program, of whom approximately 95 percent are women and 50 percent are people of color. As grant funds become available in the portfolio, this funding will also support outreach to new project sponsors and expansion of services by current grantees in underserved communities, based on available funding.
- **Senior Companion Program:** The increase of \$5.65 million will improve benefits for low-income seniors participating in the Senior Companion Program, of whom approximately 87 percent are women and 45 percent are people of color, primarily African American. The stipend increase to \$3.50 per hour will advance AmeriCorps' racial and economic equity goals and support the recruitment and retention of volunteers who provide services to help seniors live with dignity in their own homes and avoid costly institutional care. As grant funds become available in the portfolio, this funding will also support outreach to new project sponsors and expansion of services by current grantees in underserved communities, based on available funding.

Innovation and Demonstration

The Budget provides \$10.1 million, an increase of \$500,000 above the FY 2021 Enacted level that will support Administration priorities of advancing racial and economic equity and expanding awareness and partnerships by building the capacity of voluntary organizations to recruit and manage volunteers and address the expanding challenges facing our communities and country. Specifically:

- **Volunteer Generation Fund:** The Budget provides \$6.7 million that will be used to strengthen volunteer management practices around the country and increase the number of volunteers. Funding will be used to support State Service Commissions in adopting approaches that strengthen their capacity to recruit and retain volunteers, including skills-based volunteers, and develop strategies to more effectively use volunteers to meet community needs.
- **Call to Service Initiatives:** The Budget provides \$3.4 million to help nonprofit and voluntary organizations broaden their volunteer base, mobilize underserved individuals in volunteering, and increase their impact on community challenges. AmeriCorps will focus the Martin Luther King Jr. Day of Service on advancing racial justice and equity solutions and the September 11th National Day of Service and Remembrance on increasing support for veterans, military members, and their families.

Funding will support enhanced resources to connect volunteers with local opportunities, online planning and project toolkits, and information for individuals participating in Days of Service about how to make a sustained commitment through AmeriCorps or AmeriCorps Seniors. The Budget will also further the agency's goals to engage and support veterans, military families, and wounded warriors through increased outreach, service, and recognition activities on Memorial Day and Veterans Day.

Evaluation

The Budget provides \$4.3 million for AmeriCorps evaluation, an increase of \$250,000 above the FY 2021 Enacted level that will bolster agency's use of evidence and evaluation to drive programmatic and funding decisions and increase the use of evidence-based approaches in AmeriCorps programs. These efforts will strengthen the agency's efforts to promote a culture of evidence and evaluation within the agency and among grantees by facilitating evidence-based and evidence-informed grantmaking.

Salaries and Expenses

The Budget provides \$91.1 million, an increase of \$4.7 million above the FY 2021 Enacted level to support the agency's operations, information technology, and staffing levels to ensure strong and efficient operations and program delivery. The funding will continue to strengthen core business operations, enhance customer service, and build long-term sustainability.

The Budget level will provide for the hiring and retention of a diverse and high-performing workforce to meet mission needs, support the 2.7 percent government-wide increase in pay for Federal employees, advance the agency's workforce planning efforts, and ensure integrity of the agency's payroll management practices. The increase will also support the determination of an appropriate and effective technology platform to modernize antiquated grant and member management systems and strengthen financial stewardship through full implementation of shared services, robust grants monitoring, and strengthened accounting systems and practices.

National Service Trust

The Budget provides \$191 million for the AmeriCorps National Service Trust, an increase of \$6 million above FY 2021 Enacted level that will fund Segal AmeriCorps Education Awards for approximately 62,000 eligible AmeriCorps members who complete their terms of service.

Office of Inspector General

The Budget provides \$6.96 million, an increase of \$460,000 above the FY 2021 Enacted level to support Office of Inspector General activities including conducting audits, evaluations, and investigations to enhance the management and overall performance of AmeriCorps and its grantees and promote economy and efficiency.



FY 2020 AGENCY ACCOMPLISHMENTS

In FY 2020, AmeriCorps and its network of State Service Commissions, grantees, and partners, engaged 250,000 members and volunteers in meeting needs in communities at 40,000 locations throughout the country.

AmeriCorps programs acted quickly and creatively to meet emerging public health, education, food security, and economic needs following the pandemic and economic crises. AmeriCorps also helped build the capacity of nonprofit and voluntary organizations, increased its use of data and evidence to drive impact, and strengthened operations to better support grantees, members, and volunteers.

MEETING COMMUNITY NEEDS DURING THE PANDEMIC

Since the outbreak of COVID-19, the agency's top priority has been ensuring the health and safety of our members and volunteers and providing support and program flexibility for grantees to meet the growing needs in their communities. Between March 2020 and April 2021, AmeriCorps members and AmeriCorps Seniors volunteers provided COVID-19 related support to more than ten million Americans, with a focus on vulnerable individuals and communities.

AmeriCorps and AmeriCorps Seniors:

- Served with state and local governments, community-based organizations, and public health departments to support contact tracing, testing, education, and vaccination efforts, including conducting more than 1.6 million wellness checks. Since January, AmeriCorps members have assisted more than 1.8 million people at 115 vaccination sites, providing services including setting up sites, coordinating transportation, assisting with registration, and recruiting volunteers.
- Assisted food banks and meal delivery programs faced surging demand, AmeriCorps members and volunteers provided sustained support to increase food security by managing volunteers, delivering food, and providing more than 34 million meals. AmeriCorps VISTA launched a \$2 million project to reduce hunger in needy communities in four states.
- Helped students stay on track in school by addressing learning loss with virtual teaching, tutoring, mentoring, college counseling, and other services. AmeriCorps State and National programs served more than 1.4 million children and youth, and AmeriCorps Seniors Foster Grandparent and RSVP volunteers tutored, mentored, or served an estimated 170,000 students, helping mitigate impacts of school closures and other educational disruptions due to COVID-19.
- Provided support to Americans affected by natural and man-made disasters, including gutting and repairing homes, coordinating volunteers, and supporting long-term recovery.
- Served more than 360,000 veterans, active-duty military members, and military family members by connecting them to benefits and services including legal assistance, health care, job training, affordable housing, transportation to medical appointments, and mentoring and tutoring military children. More than 20,000 veterans served in AmeriCorps and AmeriCorps Seniors programs, applying their skills and leadership abilities to solving local problems.





- Completed environmental stewardship projects to improve parks and public lands, increase reforestation, expand access to recreation, weatherize homes, install renewable energy systems, create and maintain urban parks and greenspaces, and help communities prepare, respond, and recover from natural disasters and other climate-change effects.
- Provided independent living services to individuals, helping them live with dignity and independence in their homes and reducing the cost of institutional care.
- Provided drug abuse education, served as peer recovery coaches, built capacity for anti-drug organizations, provided screening and assessments, and supported other substance abuse education, treatment, and recovery efforts. AmeriCorps VISTA programs served nearly 630,000 adults and 123,000 youth in opioid-related programming, and 6,600 AmeriCorps Seniors volunteers delivered opioid programming at nearly 1,200 service sites. Because of its efforts, AmeriCorps was included in the White House Office National Drug Control Strategy in 2020.

STRENGTHENING COMMUNITIES

AmeriCorps members and AmeriCorps Seniors volunteers served at more than 40,000 locations including schools, food banks, homeless shelters, and veteran’s facilities, expanding their reach and impact as they faced increased demand due to COVID-19.

- In FY 2020, AmeriCorps members recruited, trained, and supervised more than 1.25 million volunteers for the organizations they serve. AmeriCorps VISTA members leveraged more than \$170 million in-cash and in-kind resources, increasing the capacity of the organizations they serve to fight poverty.
- AmeriCorps’ Volunteer Generation Fund grants to State Service Commissions supported the recruitment of more than 117,000 volunteers and built the capacity of 5,500 nonprofit and community organizations to recruit and manage volunteers and increase the effectiveness of volunteers in addressing local challenges.
- AmeriCorps’ Day of Service grantees engaged more than 215,000 Americans in service on the Martin Luther King Jr. Day of Service and the September 11th National Day of Service and Remembrance. The MLK Day of Service focused on honoring Dr. King with projects that improved local communities, and 9/11 Day projects on supporting veterans, soldiers, and military families.
- Through State Commission Support Grants and the Commission Investment Fund, AmeriCorps provided support to State Service Commissions to help them develop new programs, enhance oversight, and provide training and technical assistance to subgrantees. In FY 2020, new applicants for AmeriCorps State funding increased and 70 percent of State Commission subgrantees reported improved capacity as a result of Commission training, technical assistance, and monitoring.

USING EVIDENCE AND EVALUATION TO IMPROVE PERFORMANCE OUTCOMES

In FY 2020, AmeriCorps expanded its use of evidence and evaluation, strengthened coordination of evaluation and research across the agency, and supported grantees in using evidence to increase their effectiveness in addressing community needs. AmeriCorps:





- Made noteworthy progress toward implementing the 2019 Foundations for Evidence-Based Policymaking Act.
- Continued to take an enterprise-wide approach to prioritizing evidence and evaluation. In 2020, the agency established a Research and Evaluation Council to integrate evaluation and research across the agency. The Council is developing a research and evaluation agenda to increase efficacy in internal operations and improve impact in communities.
- Produced a five-year, agency-wide strategic evaluation plan to prioritize and identify evidence-based policies, programs, and practices.
- Developed an evaluation policy with five key principles that govern the agency's planning, conduct, and use of program evaluations: rigor, relevance, transparency, independence, and ethics.
- Increased the percent of AmeriCorps State and National grantees using evidence-based interventions, with projects having moderate or strong evidence growing from 41 percent in FY 2019 to 51 percent in FY 2020.
- Continued its Scaling Evidence-Based Models project to deepen understanding of the most effective program innovations and scale them to better serve communities. As part of this initiative, the agency has produced tools and resources to strengthen grantees' work in evidence building and share effective practices to help scale evidence-based interventions.
- As part of the agency's commitment to data-driven decision making and continuous improvement, AmeriCorps' Office of Regional Operations worked with the Office of Research and Evaluation to assess implementation of regionalization and new grant management roles. This included gaining real time employee feedback on orientation, onboarding, training, and other activities that was used improve processes, materials, and operations.

STRENGTHENING OPERATIONS

In FY 2020, the agency continued implementation of its comprehensive Transformation and Sustainability Plan to strengthen core business operations, enhance customer service, and build long-term sustainability. Notable AmeriCorps accomplishments include:

- Realigned grant management structure by combining Program Officer and Grant Officer roles into the Portfolio Manager position and restructuring the workplace from 46 state offices to eight regional offices, resulting in better and more consistent customer service to grantees and enhanced career ladders for staff.
- Created a dedicated Office of Monitoring to ensure 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.
- Provided new tools to help grantees improve their compliance rates with criminal history checks, resulting in greater compliance and reduced improper payment rates.
- Launched the first phase of the transition of key financial management systems and processes to a shared services platform to enhance accountability, standardize business processes, and ensure staff and partners receive timely, and reliable mission support.
- Streamlined and simplified the application process, performance measures, and reporting requirements to reduce the burden on both our staff and grantees.



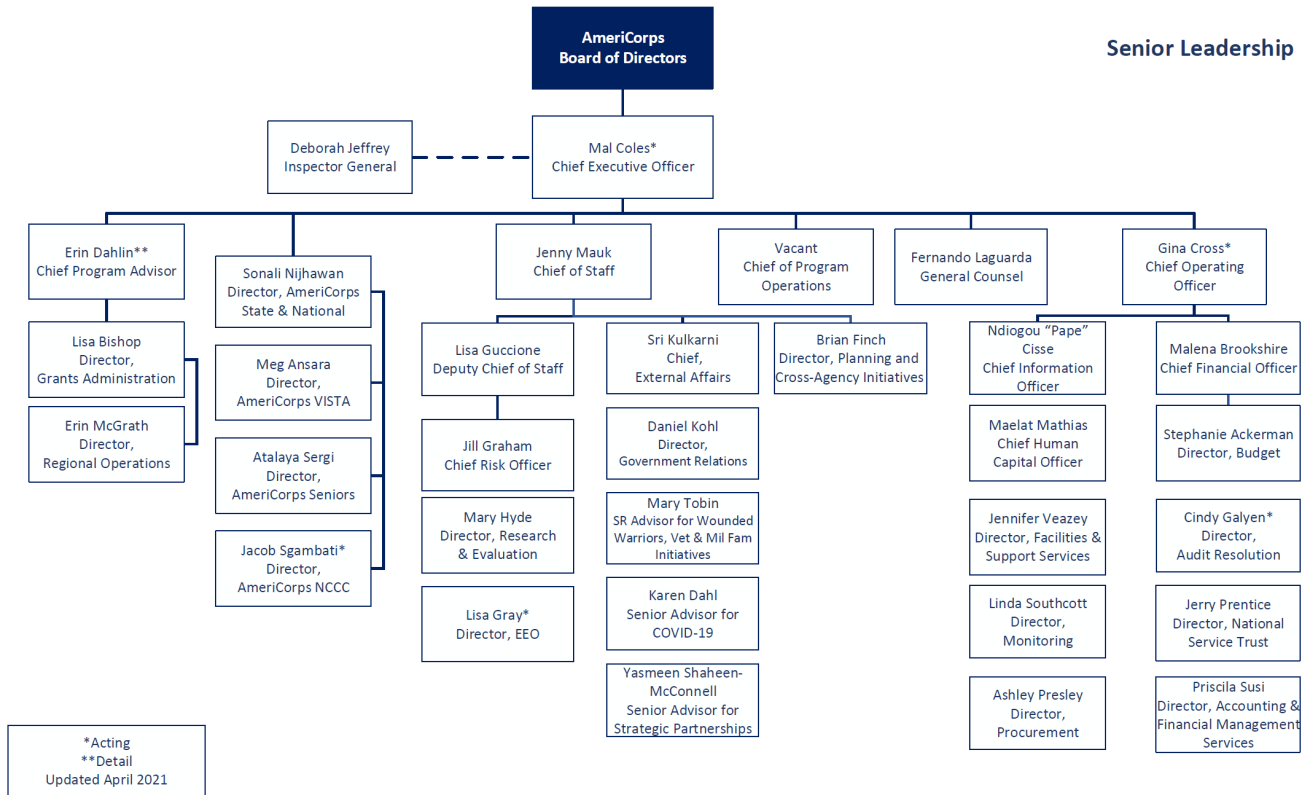


AmeriCorps

- Launched a new and more simplified AmeriCorps brand so that Americans are able to easily identify national service opportunities.



Organizational Structure



AmeriCorps Strategic Plan

AmeriCorps is currently developing its FY 2022 - 2026 Strategic Plan, which will guide activities in the coming years to drive progress toward agency outcomes. This plan will be released along with the agency's FY 2023 Congressional Budget Justification.

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”), \$921,120,000 ²[\$843,115,000], 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 [\$18,538,000] 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 [\$33,500,000] shall be available to carry out subtitle E of the 1990 Act; and (4) \$6,700,000 [\$6,400,000] 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: *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.

PAYMENT TO THE NATIONAL SERVICE TRUST

(INCLUDING TRANSFER OF FUNDS)

For payment to the National Service Trust established under subtitle D of title I of the 1990 Act, \$191,000,000³ [\$185,000,000], to remain available until expended: *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).

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, \$91,186,000 [\$86,487,000].

² This amount differs from the Operating Expenses total presented in the FY 2022 President’s Budget Appendix. A supplemental correction note will be provided to the President’s Budget.

³ This amount differs from the Trust total presented in the FY 2022 President’s Budget Appendix. A supplemental correction note will be provided to the President’s Budget.

OFFICE OF INSPECTOR GENERAL

For necessary expenses of the Office of Inspector General in carrying out the Inspector General Act of 1978, \$6,960,00 [\$6,500,000].

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 2022, 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 in fiscal year 2022 by striking "a national service program that receives a grant under subtitle C" and inserting "an approved national service position".

Sec. 408. (a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2022 as if the following were inserted before the period: ", or has submitted a request for consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a Deferred Action for Childhood Arrivals".

(b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2022 as if the following were inserted before the period: ", or has submitted a request for consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a 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 Immigration and Naturalization Service 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 consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a Deferred Action for Childhood Arrivals.*

New Bill Language Analysis	Explanation
<p>Section 407. Transferability of Education Awards (VISTA)</p> <p><i>Section 148(f)(2)(A)(i) of the 1990 Act shall be applied in fiscal year 2022 by striking "a national service program that receives a grant under subtitle C" and inserting "an approved national service position".</i></p>	<p>Allows VISTA members age 55 and older to transfer education awards to eligible individuals in the same manner those age 55 and older may do following service in AmeriCorps' State and National program.</p>
<p>Section 408. Expanding Education Award Eligibility to Non-Citizens</p> <p><i>(a) Section 137(a)(5) of the 1990 Act shall be applied in fiscal year 2022 as if the following were inserted before the period: ", or has submitted a request for consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a Deferred Action for Childhood Arrivals".</i></p> <p><i>(b) Section 146(a)(3) of the 1990 Act shall be applied in fiscal year 2022 as if the following were inserted before the period: ", or has submitted a request for consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a Deferred Action for Childhood Arrivals".</i></p> <p><i>(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—</i></p> <ul style="list-style-type: none"> <i>(1) meets the criteria specified in paragraphs (1) through (4) of subsection (a) of section 137 of the 1990 Act; and</i> <i>(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 Immigration and Naturalization Service 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 consideration of administrative relief under the June 15, 2012 U.S. Department of Homeland Security policy on Exercising Discretion with Respect to Individuals Who Came to the United States as Children, a/k/a Deferred Action for Childhood Arrivals.</i> 	<p>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.</p>

AMERICORPS STATE AND NATIONAL

Program Summary

For more than two decades, AmeriCorps State and National has engaged Americans in community service in every state and many territories and Tribal communities. The program awards grants to organizations that engage AmeriCorps members who have dedicated millions of hours of service in communities across the nation, supporting children to achieve academic success; responding to natural disasters; building and renovating homes for families in under-resourced communities; giving back to veterans and their families; preserving and restoring the environment; and addressing other needs identified by communities. AmeriCorps members are a valuable resource for many of our country's most respected and innovative nonprofit organizations, enhancing their ability to get things done with the people power of AmeriCorps members.

Investment in AmeriCorps State and National builds and strengthens the infrastructure of the nonprofit sector, increasing the scope and quality of services available to under-resourced communities. In addition, it leverages Americans in service to their communities.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Competitive Grants	\$253,808	\$270,771	\$299,949	\$29,178
Formula Grants	\$142,892	\$152,482	\$168,925	\$16,443
Grants to Tribes	\$4,047	\$4,319	\$4,785	\$466
Grants to Territories	\$4,047	\$4,319	\$4,785	\$466
Subtotal Grants	\$404,794	\$431,891	\$478,444	\$46,553
Program Support	\$23,716	\$23,205	\$22,652	(\$553)
Total	\$428,510	\$455,096	\$501,096	\$46,000

Budget Request and Priorities

The Budget provides \$501.096 to AmeriCorps State and National, an increase of \$46.0 million above the FY 2021 Enacted level that will fund approximately 52,000 members and support the following Administration priorities:

- Enhance opportunities to serve.
 - Strategy: Increase support for member disability accommodation that will allow individuals with different abilities to serve in AmeriCorps State and National programs.
- Advance racial and economic equity; expand and enhance opportunities to serve; build awareness, partnerships, and support for national service.
 - Strategy: AmeriCorps State and National will include environmental stewardship, economic opportunity, and combating the adverse impact of COVID-19 as priorities in its FY 2022 Notice of Funding Opportunity.

Performance Results

Below is a selection of core metrics the program has used to track progress.

Items	FY 2019 Actuals	FY 2020 Estimated	FY 2021 Targets	FY 2022 Targets
Percentage funding to projects with moderate or strong evidence	41%	51%	60%	65%
Member fill rate	78%	78%	82%	85%
Member retention rate	86%	86%	87%	88%

Discussion of Performance Results

AmeriCorps State and National continues to invest in projects with growing evidence of impact. As indicated in this section, the agency will target more of these investments toward priority projects in the coming years. Below are additional recent examples of program success.

- During FY 2020, AmeriCorps State and National programs reported serving over 57,000 veterans and active-duty military members and their families. Outcomes for veterans include improved access to medical care, increased health knowledge, and transition into safe and affordable housing.
- AmeriCorps State and National programs collectively served over 1.4 million children and youth in FY 2020. AmeriCorps members' service helped to mitigate the impacts of school closures and other educational disruptions due to COVID-19.

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 2020 preliminary impact report for the Public Lands Service Coalition Partnership that evaluated AmeriCorps conservation corps programs in Colorado, Delaware, Hawaii, Minnesota, Montana, New Mexico, and Utah found that:
 - Participating AmeriCorps conservation corps programs were identified as important partners for land management agencies, primarily in tasks related to trails, invasive species, and fuels management.
 - Land management personnel who partnered with AmeriCorps conservation corps programs created or maintained 30 percent more of the trail miles they planned to accomplish in comparison to personnel not working with AmeriCorps programs.
 - Land management personnel who partnered with AmeriCorps conservation corps programs completed 42 percent more of the fuel-acres work they planned to accomplish in comparison to personnel not working with AmeriCorps programs.
 - AmeriCorps conservation corps' contribution to resource enhancement was rated the highest among all partner types.



AmeriCorps

- A 2019 quasi-experimental evaluation found significant positive effects of the West Virginia Energy Express summer reading program. Of the children that participated, 68.7 percent maintained (4.2 percent) or improved (64.5 percent) their scores on reading achievement over the course of the Energy Express 2019 session. This rate of improvement is highly significant ($p < 0.001$) and reflects substantial progress in preventing summer learning loss.





AMERICORPS VISTA

Program Summary

For more than five decades, AmeriCorps VISTA has provided resources to nonprofit organizations and public agencies to address poverty and poverty-related problems in the United States. VISTA supports community-driven efforts to address poverty by engaging individuals aged 18 and older through 12 months (or targeted 8-10 summer weeks) of full-time service.

These AmeriCorps members strengthen local initiatives that help Americans experiencing poverty improve their lives. By mobilizing community volunteers, securing private sector resources, designing programs, and strengthening partnerships, members help local organizations expand and improve their ability to feed the hungry, tutor at-risk youth, assist those without shelter find homes, and more.

AmeriCorps VISTA provides members to nonprofit community organizations and public agencies through an application process implemented by the Office of Regional Operations. Organizations seeking to sponsor a VISTA project must demonstrate a plan for building or expanding an anti-poverty initiative, community involvement in the project planning, recruiting and supporting members, and the sustainability of the VISTA project activities.

AmeriCorps provides members with a modest living allowance, orientation and training, health care support, and support for childcare and relocation costs (if eligible). Members also select between two end-of-service benefits: either a cash stipend paid out of the VISTA appropriation, or the Segal AmeriCorps Education Award, paid out of the National Service Trust.

AmeriCorps VISTA sponsoring organizations absorb most of the costs related to project supervision and logistical support. AmeriCorps VISTA provides grants to approximately one third of its project sponsors to cover all or a portion of the supervision, training, and transportation expenses associated with administering the VISTA project. Sponsors may participate in a cost-share agreement with AmeriCorps by paying the living allowance for one or more members, a practice which allows AmeriCorps to increase the overall VISTA resource.



Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Subsistence	\$64,223	\$70,911	\$73,827	\$2,916
Post Service Stipend	\$2,276	\$2,500	\$2,800	\$300
Healthcare	\$3,467	\$3,000	\$3,500	\$500
Childcare	\$610	\$641	\$672	\$31
Travel	\$3,041	\$1,365	\$1,565	\$200
Training	\$3,300	\$1,036	\$2,000	\$964
<u>Sub-Total Direct Member</u>	<u>\$76,917</u>	<u>\$79,453</u>	<u>\$84,364</u>	<u>\$4,911</u>
<u>Costs:</u>				
Grants	\$11,502	\$12,625	\$13,500	\$875
Recruitment	\$1,479	\$1,125	\$1,300	\$175
Evaluation	\$0	\$159	\$1,000	\$841
Program Admin/Support	\$3,676	\$4,002	\$3,700	-\$302
Total	\$93,574	\$97,364	\$103,864	\$6,500

Budget Request and Priorities

The Budget provides \$103.864 million to AmeriCorps VISTA, an increase of \$6.5 million above the FY 2021 Enacted level that will fund approximately 8,000 members and support the following Administration priorities:

- Expand and enhance opportunities to serve.
 - Strategy: Investigate member attrition and identify strategies for equitable VISTA member retention.
- Advance racial and economic equity
 - Strategy: Prioritize food security as a program area for current and new projects.
 - Strategy: Prioritize projects that combat the adverse impact of COVID-19.

Performance Results

The following table provides a selection of core metrics the program has used to track results. Results and targets for future years are based on current policy. New measures are under consideration and will be added as the agency develops the FY 2022 - FY 2026 Strategic Plan.

Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
Community volunteers mobilized	550,500	451,000	451,000	451,000
Additional cash resources generated	\$134,000,000	\$159,000,000	\$159,000,000	\$159,000,000
Additional in-kind resources generated	\$39,000,000	\$40,000,000	\$40,000,000	\$40,000,000
Percent of participating organizations reporting that they gained capacity through VISTA	92%	93%	93%	93%

Discussion of Performance Results

AmeriCorps VISTA focuses its investment on supporting local initiatives that address poverty. VISTA will target projects that help Americans respond to and recover from the effects of the COVID-19 pandemic, particularly on efforts that promote food security. 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, and help project activities become more sustainable, even after the VISTA resource is gone.

In FY 2022, each of these capacity-building activities is important as many organizations that typically host AmeriCorps VISTA members (nonprofit organizations and public agencies) experienced destabilizing stresses during the COVID-19 pandemic. As a result, these organizations face funding and volunteer shortfalls and disruptions in the support of community members in need.

These challenges, which also affected how VISTA members carried out their service in FY 2020 and FY 2021, present opportunities for members to help strengthen initiatives and agencies to build back better. Because of the dislocation of organizations and programs, performance results are more difficult to accurately forecast in FY 2022 and beyond.

One specific example of the impact of the COVID-19 pandemic on AmeriCorps VISTA sponsors is the decline of participation in the cost share program. In FY 2019, cost share accounted for 19.3 percent of Member Service Years (MSYs).⁴ This fell to 15.7 percent in FY 2020 and to 13.2 percent to date in FY 2021. As cost share participation declines, keeping the same number of members in service becomes more expensive for VISTA.

AmeriCorps VISTA awarded over 700 projects in FY 2020. Below are recent initiatives and awards that reflect VISTA's community-driven approach:

- Initiated \$2 million in VISTA projects to reduce hunger in needy communities. The projects will support approximately 75 new AmeriCorps members in New Hampshire, Maine, Ohio, and Texas to combat the growing hunger crisis. AmeriCorps will also

⁴ A Member Service Year (MSY) represents a program participant service term.

conduct case studies of these projects to document for learning, program improvement, and future replication.

- Awarded a continuation of AmeriCorps VISTA resources to Catholic Charities of Northeast Kansas, a human service nonprofit that assists high-risk, low-income individuals throughout the 21 counties of Northeast Kansas. The project will directly serve over 7,000 people. Eight members will establish the Volunteer In Tax Assistance (VITA) program in new areas and Summer Food sites in rural food deserts; create educational processes and materials for new immigrants; recruit and train skilled volunteers, and improve the efficiency of food distribution in 21 counties.
- Expanded the number of AmeriCorps VISTAs serving with the Oregon Health Authority (OHA) VISTA Partnership Project, a statewide project with 35 VISTAs serving across the state of Oregon that will enable the project to pivot to statewide COVID-19 vaccine outreach and education efforts starting in June 2021. The OHA VISTA Partnership Project was originally designed to alleviate, prevent, and reduce poverty by engaging new public health professionals in a year of full-time service in major public health organizations to create or expand public health systems capacity.

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. One study used newly released data from the Internal Revenue Service and AmeriCorps administrative data on VISTA placements. Advanced statistical methods were used to match similar nonprofits and strengthen inference about the role played by VISTA. Researchers found that nonprofits that receive VISTA service members show higher levels of both volunteers and donations two years later than matched nonprofits that did not receive VISTA members. Researchers then followed the trajectories of VISTA receiving organizations from 2010 to 2016 and found a robust relationship of VISTA service to volunteering. These findings reinforce that VISTA is an important resource for organization-poor communities.

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 VISTA members are serving, communities had improved subjective well-being, achieved primarily by mitigating threats to well-being and positively increasing engagement.

Another AmeriCorps VISTA study currently underway under the agency's Strategic Evidence Plan⁵ is an assessment of the sponsor experience in implementing VISTA projects, including promising practices and challenges. The agency anticipates completing this mixed-method study by October 2021 and will use results to inform managements decisions on program design and delivery.

⁵ https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

AMERICORPS NCCC

Program Summary

For nearly three decades, AmeriCorps National Civilian Community Corps (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, intensive volunteer service. Members serve through regional campuses that allow rapid and flexible deployment when responding to natural disasters. Beginning in Fiscal Year 2020, AmeriCorps NCCC extended the term of service for AmeriCorps NCCC-FEMA Corps to 12 months. This extension of the service term allows members to gain more specialized experience while in the program, which expands their pathways to employment and increases eligibility opportunities in the government.

The service, training, and certification provided by AmeriCorps NCCC increases members' employment skills, leadership abilities, and economic opportunities, particularly for those from disadvantaged circumstances. Members help communities address needs such as COVID-19 contact tracing and testing, supporting COVID-19 vaccination centers, responding to disasters, helping provide food to those with unmet nutritional needs, and other activities.

Budget Summary (in thousands)

	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Program Support	\$19,500	\$20,100	\$22,641	\$2,541
Program Operations	\$13,000	\$13,400	\$15,094	\$1,694
Total	\$32,500	\$33,500	\$37,735	\$4,235

Budget Request and Priorities

The Budget provides \$37.735 million to AmeriCorps NCCC, an increase of \$4.2 million above the FY 2021 Enacted level that will fund 2,080 members (1,440 in the traditional program and 640 in the AmeriCorps NCCC-FEMA Corps program) and support the following Administration priorities:

- Advance racial and economic equity.
 - Strategy: Engage in service projects that meet the highest priority needs in states and communities.
 - Strategy: Expand the reach of AmeriCorps NCCC through the addition of 80 members.
 - Strategy: Build and manage diverse teams that learn how to work and succeed together.
- Expand and enhance opportunities to serve.
 - Strategy: Expand proven best practices in recruitment as recognized by the agency's Diversity, Equity, and Inclusion working groups including webinars, video content in the voice of serving members, inclusive recruitment materials.
 - Strategy: Strengthen the program's behavioral health framework to support emerging needs of members to best ensure a safe and successful service term.



In addition to the Administration priorities above, AmeriCorps NCCC will improve physical security posture of all AmeriCorps NCCC facilities.

AmeriCorps NCCC will expand mission impact with the addition of 80 members in the traditional program to support the priority needs around climate change and military veterans. The additional members will contribute more than 136,000 service hours in approximately 32 different communities and sponsoring agencies across the United States to meet the nation's needs. The funding requirements for these AmeriCorps members will include all direct and indirect costs associated with training, equipping, deploying, and supporting them in their intensive 10-month service term.

As with all AmeriCorps members that serve in the NCCC program, they will emerge as stronger leaders with expanded professional and life skills that know how to leverage the most from diverse teams and with clear pathways to employment following their successful service. The Budget increase will provide for a 28 percent increase in the daily food allowance for AmeriCorps members serving in the NCCC program. These priority increases in allowances provide additional flexibility and support to members to meet rising cost of living increases.

AmeriCorps NCCC has seen significant, positive progress in recruitment efforts over the last two years. With the proposed budget increase, AmeriCorps NCCC will increase investments in proven recruitment strategies that have resulted in the general pool of applicants increasing year to year. That includes the development of more member experience videos, boosting and targeting of social media posts, expanded webinars, and expanded advertising. This will also allow AmeriCorps NCCC to develop specific campaigns to market and recruit a more diverse corps and create a more inclusive marketing and recruitment process for all applicants.

Performance Results

The following table provides a selection of core metrics the program has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022 - 2026 Strategic Plan.



Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
Feet of fencing built or repaired in protected lands	244,144	54,572	56,721	68,065
Acres of land burned in prescribed burns to prevent fires	6,187	5,232	17,024	20,429
People assisted in disaster areas	267,387	107,250	464,987	557,984
Number of strategic disaster response reports created for FEMA operations	5	287	96	115
Pounds of donations sorted	927,643	478,988	1,030,866	1,237,039
People assisted with language barriers to receive public service	1,028	4,681	10,895	8,716
Number of disadvantaged youth assisted	6,392	1,112	20,879	25,056
Total Hours Served	2,201,579	1,700,182	1,902,913	2,283,495

As indicated in the measures above, AmeriCorps NCCC continues to track progress toward strengthening its mission impact. NCCC will also continue to expand the number of projects successfully helping communities in target agency objectives. Below are recent examples of related success (FY 2020 unless otherwise noted):

- Developed and executed a recruitment strategy that has steadily increased the number of applicants over the last 18 months.
- Created systems, protocols, and guidelines to safely return members to in-person service activities in May 2020.
- Signed an interagency agreement with the US Forest Service to support 30 AmeriCorps members responding to US Forest Service projects and priorities (FY 2019).
- Expanded Member safety and support by establishing a sexual assault response hotline, developing behavioral health training platform, and implementing new behavioral health call-in resources.
- Assessed facility safety and security through onsite assessments led by the Federal Protective Services (FY 2019).
- Invested in the modernization of training by developing new e-learning sessions to standardize content and be more inclusive of different learning styles.

To find out more about AmeriCorps NCCC projects, please visit the agency website and review the program's latest deployment reports.⁶

Evidence/Research

AmeriCorps NCCC collects evidence through community strengthening performance outputs (see previous page), qualitative surveys (member exit and sponsor), administrative data, and operational program research projects. Related data is used to inform annual

⁶ <https://americorps.gov/serve/fit-finder/americorps-nccc/deployment-reports>



award decisions and coordinate research proposals with the Office of Research and Evaluation (relevant recent studies). Below is a selection of studies AmeriCorps NCCC is participating in under the agency's Strategic Evidence Plan.⁷

- AmeriCorps NCCC is engaged in a multi-year longitudinal study to identify the impact of the NCCC program on member leadership development, member retention, and strengthening communities. In collaboration with the Office of Research and Evaluation, NCCC began collecting information for the study in FY 2020. The final analysis will help NCCC determine program effectiveness, support management decisions for program enhancement, and support messaging for recruitment efforts.
- Through the collection of regular program performance data, AmeriCorps NCCC has generated analyses on member and community outcomes in the short-term. Using the data from member exit surveys and sponsor surveys, NCCC can identify successes and opportunities throughout the program. These analyses span several years and provide NCCC with trends and insight into the immediate outcomes of the program. These analyses support strategy adjustment and increasing the return of NCCC service on members and communities.

In addition, AmeriCorps NCCC continues to optimize its operations, to include taking steps to mitigate COVID-19 across program operations. These steps include implementing mask requirements and physical distancing. Through these efforts the program has not experienced an outbreak during the pandemic.

⁷ https://americorps.gov/sites/default/files/documents/CNCS Strategic Evidence Plan FY2020_508.pdf



STATE SERVICE COMMISSION SUPPORT GRANTS

Program Summary

State Service Commissions conduct outreach to prospective AmeriCorps grantees, administer oversight and monitoring of their subgrantees - both formula and competitive, and provide the training and technical assistance necessary to build the capacity of community-based organizations that implement strategies to improve its community with the help of AmeriCorps members. In addition, State Service Commissions are responsible for encouraging service and volunteerism throughout its respective states in collaboration with other national service programs, volunteer centers, Voluntary Organizations Active in Disaster (VOADs), and other constituencies.

These operating funds support the capacity of the State Service Commissions to serve as the agency’s partner in grantmaking, oversight, and technical assistance. Per AmeriCorps legislation, the agency cascades the formula grantmaking to the State Service Commissions and expects them to recruit, develop, and submit competitive applications to the national process. State Service Commissions manage around two-thirds of the AmeriCorps State and National portfolio. They provide oversight, technical assistance, and training to all subgrantees in its portfolio. Thus, the strength and capacity of the State Service Commissions is integral to the success of AmeriCorps.

Budget Summary (in thousands)

Item	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
State Commission Grants	\$17,538	\$18,538	\$19,538	\$1,000
Total	\$17,538	\$18,538	\$19,538	\$1,000

Budget Request and Priorities

The Budget provides \$19.538 million to AmeriCorps State Service Commissions, an increase of \$1.0 million above the FY 2021 Enacted level that will fund the following Administration priorities:

- Expand and enhance opportunities to serve.
 - Strategy: Engage at the state and community level to build and strengthen partnerships that lead to the development of AmeriCorps programs.
- Effectively steward taxpayer resources.
 - Strategy: Responsibly utilizing their Commission Support and Community Investment Grants.

Performance Results

Below is a selection of core metrics the program has used to track progress. As State Service Commissions are independent partners from the agency, the metrics are focused on the deliverables from grants they receive from the agency.

Items	FY 2019 Actuals	FY 2020 Estimated ⁸	FY 2021 Targets	FY 2022 Targets
Number of new applicants to commissions' AmeriCorps competitions	282	305	320	340
Percentage of commission subgrantees reporting improved capacity as a result of commission training, technical assistance, and monitoring	61%	70%	75%	80%

Discussion of Performance Results

State Service Commissions will continue to prioritize providing technical assistance and support to their subgrantees. Below are recent examples of related success.

- In FY 2019, state commissions collectively reported recruiting and/or managing nearly 24,000 volunteers to meet key needs in their states.
- During 2019, the Michigan Community Service Commission initiated a new Corporate Volunteer Partnership Network (CPVN). The CPVN is designed to maximize the collective impact of businesses as they engage volunteers across Michigan. It allows them to share best practices and approaches, as well as discuss challenges and trends in implementing and growing their corporate volunteer programs. The CPVN will include a training and programming agenda to facilitate learning and networking among its members and will recognize exemplary programs for their impact.
- Serve Minnesota established a 12-member Recruitment and Retention Advisory Panel in 2019 to help the commission authentically and successfully increase the recruitment and retention of AmeriCorps members of color. The commission is utilizing advisory members' insight and guidance to:
 - Reach out to diverse Twin Cities communities to recruit members who reflect the children and adults served through their AmeriCorps programs.
 - Develop stronger, more focused strategies that help retain current members of color and address their unique challenges.
 - Establish richer and deeper community connections that help raise the commission's visibility and build awareness about career and other opportunities that come with a transformative year of community service.

⁸ FY 2020 number of new applicants to commission's AmeriCorps competition is a final actual result. The other FY 2020 measure value is an estimate.

AMERICORPS SENIORS RSVP

Program Summary

For five decades, AmeriCorps Seniors RSVP has partnered with communities to provide services across the nation. It engages Americans 55 years and older to mentor children, support food pantries, help the elderly live independently, and much more. RSVP provides flexible volunteer opportunities for AmeriCorps Seniors volunteers to serve in the communities where they live. As communities reopen and recover from the COVID-19 pandemic, senior volunteers will be needed now more than ever.

AmeriCorps Seniors volunteers are placed in local community organizations to help those organizations meet community needs and fulfill their missions. The flexibility of the RSVP program allows communities to engage senior volunteers in a variety of ways. The program also allows volunteers to choose what opportunities are the best fit for their interest, skills, and availabilities. RSVP volunteers are not compensated while on assignment, except for optional insurance coverage and mileage reimbursement. However, these AmeriCorps Seniors RSVP volunteers gain the benefits of service, which include social engagement, improved health and wellness, and purpose.

AmeriCorps Seniors RSVP grants are offered to eligible sponsoring organizations, including nonprofit organizations and state, local, and tribal governments to support program management. The required non-Federal share is 10 percent of the total grant in year one, 20 percent in year two, and 30 percent in year three and all subsequent years. As outlined in the Serve America Act, RSVP competitive awards are made for a three-year period that is followed by a three-year administrative renewal cycle.

Budget Summary

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Grants	\$49,960	\$50,977	\$52,349	\$1,372
Business Support	\$1,395	\$2,378	\$2,756	\$378
Total	\$51,355	\$53,355	\$55,105	\$1,750

Budget Request and Priorities

The Budget provides \$55.105 million to AmeriCorps Seniors RSVP, an increase of \$1.750 million above the FY 2021 Enacted level that will support the following Administration priorities:

- Advance racial and economic equity.
 - Strategy: Work to increase the number of RSVP grantees in Tribal Nations and communities of color.
 - Strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the RSVP portfolio by reviewing grantmaking through the lens of diversity, equity, and inclusion.

- Strategy: Employ outreach strategies to reach communities and organizations that are underrepresented in the RSVP portfolio, including targeting geographies that are not served by AmeriCorps Seniors.
- Strategy: Continue to work with AmeriCorps' Special Advisors to identify Administration priorities that RSVP volunteers could support and contribute solutions to, such as the current national crisis COVID-19 vaccinations and recovery efforts, learning loss support for children and youth, and food insecurity.
- Expand and enhance opportunities to serve.
 - Strategy: Increase RSVP programs by an estimated five programs and 1,000 volunteers.
 - Strategy: Work with current grantees to expand their services into additional geographic areas and explore new service opportunities to meet community needs.

In addition to the priorities above, AmeriCorps Seniors RSVP will also support other Administration priorities:

- *Serve Veterans and Military Families.* RSVP volunteers serve veterans and military families by helping to ensure isolated veterans have someone to check on them regularly, and to provide transportation services to ensure veterans do not miss a medical appointment. In total, 42,980 United States Armed Forces service member veterans are currently being served by AmeriCorps Seniors volunteers.
- *Increase Food Security.* RSVP supports food security through the efforts of volunteers at food pantries and food delivery nonprofits across the country.
- *Support Public Health.* RSVP members supported the COVID-19 vaccination efforts by providing vaccinations, vaccination education, contact tracing, rides to appointments, vaccination center capacity, and registration. AmeriCorps Seniors will continue to work on public health projects that support underserved communities through partnerships with Federally Qualified Health Centers and like organizations.
- *Work with communities to identify needs.*

Business Support - Funds in this category will support the development of national promotional and recruitment materials and resources as well as support outreach to new communities and potential grantees. Also included are funds to support a national grantee convening which includes training and technical assistance opportunities for current grantees.

Performance Results

The following table provides a selection of core metrics the program has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022-2026 Strategic Plan.



	FY 2019 Actuals	FY 2020 Actuals ⁹	FY 2021 Targets	FY 2022 Targets
Number of children tutored or mentored	69,000	55,000	55,000	56,000
Number of seniors who received support to help them live independently	340,000	282,000	282,000	282,000
Total number of veterans served	175,000	141,000	141,000	145,000
Number of individuals reporting increased food security	1,300,000	1,300,000	1,300,000	1,350,000
Number of individuals receiving services related to increasing economic opportunity	140,000	140,000	140,000	145,000

Discussion of Performance Results

As indicated in AmeriCorps Seniors RSVP’s performance table, the program continues to support programming that strengthens communities while starting to focus on new Administration priorities. In FY 2020, AmeriCorps Seniors volunteers in RSVP delivered 12.4 million hours of service in their communities. Through a network of 679 grantees, 146,663 AmeriCorps Seniors RSVP volunteers expanded the capacity of more than 16,680 community organizations nationwide to deliver essential services. Working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees to fund local organizations that are tackling local problems.

Below are recent examples of related success (FY 2020 unless otherwise noted):

The Colorado Containment Response Corps (CCRC) is an initiative created in June 2020 through a partnership between Governor Jared Polis and the Colorado Department of Public Health and Environment (CDPHE), AmeriCorps, Serve Colorado, and Gary Community Investments. Through this initiative two AmeriCorps Senior RSVP programs, *Cultivate* and *Volunteers of America Colorado* provided support to Local Public Health Authorities to respond to COVID-19 cases, allowing information on isolation and quarantine to be shared quickly.

- Since the inception of the program, AmeriCorps Seniors RSVP volunteers have investigated 2,947 cases, completed 1,597 contact notifications, and completed an estimated 41,622 test result calls.¹⁰
- In 2020, according to CDPHE the AmeriCorps Senior volunteers serving in RSVP had a comparatively lower “rate of refusal”, between 3-7 percent as compared to 8-12

⁹ The counts of individuals reporting increased food security and receiving economic opportunity-related services are derived from Progress Reports (PPR), which is an annual report due 30-days after a grant’s period of performance. RSVP grantees are on two cycles (4/1-3/30 and 7/1-6/30). Thus, 2019 counts are used rather than FY 2020 actuals as some RSVP grantees are still in their period of performance.

¹⁰ As of April 12, 2021



percent with other national service programs. The rate of refusal is the rate individuals who were contacted to be interviewed due to positive COVID-19 test results refused the interview.

- RSVP volunteers served over 23,958 hours.¹¹

Evidence/Research

AmeriCorps Seniors RSVP collects evidence through performance measures, administrative data, and awardee-specific research projects.

In 2019, AmeriCorps Seniors partnered with JBS International, Inc., an independent contractor to analyze ten years of internal AmeriCorps Seniors data. The internal reports and analysis used administrative datasets for applicant organizations, risk assessments, applicant review forms, progress reports, progress report supplements, performance measures, geographic footprint, Federal Financial Reports, and sponsor organization budgets to support their AmeriCorps Seniors grants. This project addressed the following topic areas which were used to inform decision making and overall management of the program:

- Considered portfolio stability and turnover, and the identifiable factors affecting this.
- Geographic footprint looked at the placement of sponsors and service sites (stations) over time and in relation to the location of communities in need.
- Valuation of services looked at the Federal investment in AmeriCorps Seniors' sponsors over time, and in comparison, to similar programs.
- Performance measurement analyzed investment of AmeriCorps Seniors' resources in focus areas, objectives, and measures over time.
- Grantee budget requirements and execution examined grantee fiscal information to learn how grants are fiscally executed.
- Application assessment related to grant performance looked at the relationship between risk assessments of grant applications and actual performance of funded grantees.

Related data is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation. In accordance with the agency's Strategic Evidence Plan¹², the agency is currently assessing the following studies:

- In 2018, AmeriCorps Seniors partnered with ICF, Inc., an independent contractor, to engage numerous case studies of RSVP grantees on key topics such as relinquishments, a comparative analysis of new grantees, and evidence-based program implementation. These reports were not designed to be published publicly or shared outside of AmeriCorps staff but have provided insight to guide the administration and management AmeriCorps Seniors' grants.
- In 2019, JBS International, Inc. published A Systematic Review of Senior Corps' Impact on Volunteers and Program Beneficiaries.¹³ This review of 27 evaluation studies

¹¹ As of April 12, 2021

¹² https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

¹³ <https://americorps.gov/evidence-exchange/A-Systematic-Review-of-Senior-Corps%E2%80%99-Impact-on-Volunteers-and-Program-Beneficiaries>

completed on the effectiveness of AmeriCorps Seniors was intended to: (1) identify the strength of the evidence base for AmeriCorps Seniors, (2) contextualize these findings within the larger literature on the impacts of volunteering for older adults, and (3) offer recommendations and lessons learned from this review. Findings show a positive impact of AmeriCorps Seniors participation (75 percent of the outcomes studied having positive results) on both volunteers and beneficiaries. The majority of the evaluations reviewed examined psychosocial and physical health outcomes. Consequently, the majority of the positive outcomes observed for volunteers are in these two domains.

As part of AmeriCorps' continued effort to increase the impact of its programs, AmeriCorps Seniors RSVP has successfully implemented agency performance measures across its portfolio. In FY 2020, AmeriCorps Seniors' enacted an RSVP application process that included validated selection criteria that contained information on past performance for grantees renewing their grant. AmeriCorps Seniors RSVP grantees that are renewing and continuing their grants in FY 2021 will also be required to link Federal funding to the number of volunteers engaged in national performance measures. AmeriCorps will continue assessing RSVP grants that were competitively awarded and will either administratively renew successful grants or terminate unsuccessful grantees. AmeriCorps will continue to require all administratively renewed grants to demonstrate full compliance with AmeriCorps national performance measure goals.

AMERICORPS SENIORS FOSTER GRANDPARENTS PROGRAM (FGP)

Program Summary

For more than five decades, AmeriCorps Seniors Foster Grandparent Program (FGP) has partnered with communities to deliver high impact services to communities across the nation. It engages Americans 55 years and older to provide one-on-one mentoring, tutoring, and support to children with special or exceptional needs, or who are at academic, social, or financial disadvantage. Children and youth served by the program benefit immensely from the additional support FGP volunteers provide as a presence in their lives. In turn, AmeriCorps Seniors FGP volunteers gain benefits from their service, which often improve their quality of life, their health and wellness, and they gain a strong sense of purpose.

AmeriCorps Seniors volunteers in FGP serve between five and 40 hours per week, and income-eligible volunteers receive a modest hourly stipend. AmeriCorps Seniors volunteers in FGP also receive service-related insurance, mileage reimbursement and other non-monetary incentives. AmeriCorps Seniors FGP grants are provided to eligible sponsoring organizations, including nonprofit organizations and state, local, and Tribal governments. The required non-federal share is 10 percent of the total budget.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Grants	\$113,817	\$113,259	\$124,368	\$11,109
Business Support	\$4,982	\$5,540	\$6,546	\$1,006
Total	\$118,799	\$118,799	\$130,914	\$12,115

Budget Request and Priorities

The Budget provides \$130.914 million to the AmeriCorps Seniors Foster Grand Parents Program, an increase of \$12.1 million above the FY 2021 Enacted level that will support the following Administration priorities:

- Advance racial and economic equity.
 - Strategy: Increase the AmeriCorps Seniors FGP stipend from \$3.00 to \$3.50 per hour to allow low-income seniors to serve as FGP volunteers in their communities.
 - Strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the FGP portfolio by reviewing grantmaking through the lens of diversity, equity, and inclusion.
 - Strategy: Support improved benefits (the stipend increase) for low-income seniors participating in FGP programming. Ninety plus percent of participants are women and approximately 50 percent are people of color, primarily African American. This stipend increase does not only speak to bringing equity amongst AmeriCorps programs, but to the Administration’s priorities of racial equity and supporting older Americans.
- Expand and enhance opportunities to serve.

- Strategy: Continue to support current grantees in implementing high quality programs to support children and youth in academic and social-emotional growth.
- Strategy: Employ outreach strategies to reach communities and organizations that are underrepresented in the FGP portfolio, including targeting geographies that are not served by AmeriCorps Seniors, when funding comes available through program turnover.
- Strategy: Work with current grantees to expand their services into additional geographic areas and explore new service opportunities to meet community needs when funding comes available through program turnover.

Business Support - Funds in this category will support the development of national promotional and recruitment materials and resources as well as support outreach to new communities and potential grantees. Also included are funds to support a national grantee convening which will include training and technical assistance opportunities for current grantees.

Performance Results

Below is a selection of core metrics the program has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022 - FY 2026 Strategic Plan.

Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
Number of children mentored	70,000	60,000	60,000	60,000
Number of children served ¹⁴	164,000	116,000	116,000	116,000

Discussion of Performance Results

As indicated in this section’s performance data, AmeriCorps Seniors FGP continues to support programming that strengthens communities while focusing on new Administration priorities and longstanding statutory focus areas. In FY 2020, AmeriCorps Seniors volunteers in FGP delivered 11.9 million hours of service in their communities. Through a network of 324 grantees, 19,553 AmeriCorps Seniors FGP volunteers expanded the capacity of more than 8,250 community organizations nationwide to deliver essential services. Working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies, and other eligible grantees to fund local organizations that are tackling local problems. The following are recent examples of related success (FY 2020 unless otherwise noted).

New Opportunities, Inc., sponsor of the AmeriCorps Seniors Central Naugatuck Valley Foster Grandparent Program, continues to support the Greater Waterbury communities in Connecticut through creative, relevant service activities that support low-income families and students with the greatest needs.

¹⁴ Measure includes activities such as tutoring and social/emotional support.



- AmeriCorps Seniors FGP volunteers supported their communities by virtual read aloud recordings and safe, distanced in-person services outdoors and at operating childcare centers. The program is in the process of developing Story Walks at school and community sites to provide an outdoor learning to explore nature and books with students and families. Volunteers have also participated in other safe events that support children and engage families including a Book and Milk Donation Drive where families were able to receive free milk and books and see a familiar friendly face of the volunteers.
- AmeriCorps Seniors FGP volunteers supported at least 320 students and families through the variety of efforts and engagements of the project.
- AmeriCorps Seniors FGP volunteers have not been able to serve in-person at their school sites for over a year. Many volunteers have been isolated and lack the knowledge or resources to connect virtually. Staff and other volunteers have supported each other during this time through phone calls, writing letters and safely connecting with one another in small groups at outdoor gatherings.

The Opportunity Alliance Cumberland/York FGP (Foster Grandparent Program), during this unprecedented pandemic time, has pivoted to safe remote ways for 42 of their 88 FGP volunteers in 17 of 30 schools by having AmeriCorps Seniors volunteers in FGP participate in their Pen Pals Program, conduct Remote Zoom learning, and provide classroom curriculum development as alternative activities during COVID-19.

- 42 AmeriCorps Seniors FGP volunteers have been in service with 17 schools and child development centers during the pandemic, tutoring remotely via Zoom/Google classroom, coordinating a Pen Pal Project and/or developing academic activity packets for their students.
- Impact has been tremendous as is illustrated by these comments from their teachers:
 - "The kids love reading with her!" - teacher (Windham primary) about Foster Grandparent Bonnie reading with students via zoom.
 - "My Foster Grammy, 'Bestie,' has been a Pen Pal with each student in my class this year. On remote days, students write a letter to her and each week she comes to school (after dismissal) to pick up each letter and delivers any new letters she has written to each student. In January, Bestie included a knit hat which she embroidered with each student's initial! Each hat and personal letter was revealed to each student at the end of our reading of Jan Brett's story, *The Hat*. This was met with extreme excitement from each student. Although students have not met Bestie in person, this week we plan on having her join our weekly GoogleMeet so students can personally thank her and continue their relationship with her." - teacher, Reiche School

Evidence/Research

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

In 2018, AmeriCorps Seniors partnered with ICF, Inc., an independent contractor, to engage numerous case studies of FGP grantees on key topics such as relinquishments, a comparative



analysis of new grantees, and evidence-based program implementation. These reports were not designed to be published publicly or shared outside of AmeriCorps staff but have provided insight to guide the administration and management of AmeriCorps Seniors' grants.

This review of 27 evaluation studies completed on the effectiveness of AmeriCorps Seniors was intended to: (1) identify the strength of the evidence base for AmeriCorps Seniors, (2) contextualize these findings within the larger literature on the impacts of volunteering for older adults, and (3) offer recommendations and lessons learned from this review. Findings show a positive impact of AmeriCorps Seniors participation (75 percent of the outcomes studied having positive results) on both volunteers and beneficiaries. The majority of the evaluations reviewed examined psychosocial and physical health outcomes. Consequently, the majority of the positive outcomes observed for volunteers are in these two domains.

In 2018, JBS International, Inc. published *Longitudinal Study of Foster Grandparent and Senior Companion Programs: Service Delivery Implications and Health Benefits to the Volunteers*, a longitudinal evaluation of FGP and the AmeriCorps Senior Companion Program to build an evidence base of these programs' effectiveness, as well as to assess next steps in strengthening and expanding the national service programs in support of overall adult health and well-being.¹⁵ This multi-year study found the following:

- AmeriCorps Seniors' volunteers reported significantly higher self-rated health scores compared with older adults in similar circumstances who do not volunteer, and a significant number of AmeriCorps Seniors' volunteers showed stable health.
- Thirty-two 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.
- After two years of volunteering with AmeriCorps Seniors, 78 percent of those who reported more than five symptoms of depression at the beginning of the study said that they felt less depressed two years later.
- 88 percent of those who first described a lack of companionship said they felt less isolated after two years. In 2019, JBS International, Inc. published *A Systematic Review of Senior Corps' Impact on Volunteers and Program Beneficiaries*.

In 2019, AmeriCorps Seniors partnered with JBS International, Inc., an independent contractor to analyze ten years of internal AmeriCorps Seniors data. The internal reports and analysis used administrative datasets for applicant organizations, risk assessments, applicant review forms, progress reports, progress report supplements, performance measures, geographic footprint, Federal Financial Reports, and sponsor organization budgets to support their AmeriCorps Seniors grants. This project addressed the following topic areas which were used to inform decision making and overall management of the program:

- Portfolio stability and turnover, and the identifiable factors affecting this.

¹⁵

https://americorps.gov/sites/default/files/evidenceexchange/CNCS_Senior_Corps_Long_Study_FGP_SCP_Research_Brief_508_1.pdf

- Geographic footprint based on the placement of sponsors and service sites (stations) over time and in relation to the location of communities in need.
- Valuation of services, the Federal investment in AmeriCorps Seniors' sponsors over time, and in comparison, to similar programs.
- Performance measurement, the investment of AmeriCorps Seniors' resources in focus areas, objectives, and measures over time.
- Grantee budget requirements and execution using grantee fiscal information to learn how grants are fiscally executed.
- Application assessment related to grant performance and the relationship between risk assessments of grant applications and actual performance of funded grantees.

Related data is used to inform annual award decisions and coordinate research proposals with the Office of Research and Evaluation. In accordance with the agency's Strategic Evidence Plan¹⁶, the agency is currently assessing the following study:

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 (ROI) of the FGP and SCP programs.¹⁷ This study estimates that:

- The AmeriCorps Seniors Foster Grandparent Program (FGP) and Senior Companion Program (SCP) generate an ROI of \$3.50 per funder dollar. FGP has an ROI of \$2.75 per funder dollar.
- AmeriCorps Seniors FGP & SCP contributed to the savings in healthcare expenditures and assisted living expenditure savings from their improvement in health outcomes of participants, volunteers, and caregivers.

As part of AmeriCorps' continued effort to increase the impact of its programs, AmeriCorps Seniors FGP has successfully implemented agency performance measures across its portfolio. In addition, as AmeriCorps does not currently have the authority to compete grants in FGP, AmeriCorps introduced additional emphasis in the administrative renewal process in FY 2022 to require that successfully renewed grants demonstrate full compliance with AmeriCorps' national performance measure goals.

¹⁶ https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

¹⁷ <https://www.americorps.gov/evidence-exchange/return-investment-study-americorps-seniors-foster-grandparent-program-senior>

AMERICORPS SENIORS SENIOR COMPANION PROGRAM (SCP)

Program Summary

For almost five decades, AmeriCorps' Senior Companion Program (SCP) has partnered with communities to deliver high impact services across the nation. It engages Americans 55 years and older to help older Americans live independently, a cost-effective option to the continuum of care available to the nation's aging population. Each year, AmeriCorps Seniors volunteers in SCP provide the companionship and support needed to help aging adults remain independent and in their own homes at a cost much lower than institutional care. They help aging Americans maintain their dignity and independence, while enriching their own lives through a high-quality service experience, all while reducing the devastating effects of social isolation. In addition, AmeriCorps Seniors volunteers gain benefits from their service, which often improve their quality of life, their health and wellness, and give them a strong sense of purpose.

AmeriCorps Seniors volunteers in SCP serve between 5 and 40 hours per week and income-eligible volunteers receive a modest hourly stipend. AmeriCorps Seniors volunteers in SCP also receive service-related insurance, mileage reimbursement, and other non-monetary incentives. AmeriCorps Seniors SCP grants are provided to eligible sponsoring organizations, including nonprofit organizations and state, local, and Tribal governments. The required non-federal share is 10 percent of the total budget.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Grants	\$49,020	\$50,488	\$55,592	\$5,104
Business Support	\$1,870	\$2,375	\$2,926	\$551
Total	\$50,890	\$52,863	\$58,518	\$5,655

Budget Request and Priorities

The Budget provides \$58.518 million to the AmeriCorps Seniors Senior Companion Program, an increase of \$5.7 million above the FY 2021 Enacted level that will support the following Administration priorities:

- Advance racial and economic equity.
 - Strategy: Increase the AmeriCorps Seniors SCP stipend from \$3.00 to \$3.50 per hour to assist more low-income seniors can serve as SCP volunteers in their communities.
 - Strategy: Support improved benefits, stipend increase, for low-income seniors participating in SCP programming. Approximately 87 percent are women and 45 percent are people of color, primarily African American. This increase does not only speak to bringing equity amongst AmeriCorps programs, but to the Administration's priorities of racial equity and supporting older Americans.

- Strategy: Remove barriers and provide additional technical assistance for grantees who are underrepresented in the SCP portfolio by reviewing grantmaking through the lens of diversity, equity, and inclusion.
- Expand and enhance opportunities to serve.
 - Strategy: Continue to support current grantees in implementing high quality programs to meet the needs of seniors served by SCP.
 - Strategy: Employ outreach strategies to reach communities and organizations that are underrepresented in the SCP portfolio, including targeting geographies that are not served by AmeriCorps Seniors, when funding comes available through program turnover.
 - Strategy: Work with current grantees to expand their services into additional geographic areas and explore new service opportunities to meet community needs when funding comes available through program turnover.

Business Support - Funds in this category will support the development of national promotional and recruitment materials and resources as well as support outreach to new communities and potential grantees. Also included are funds to support a national grantee convening which will include training and technical assistance opportunities for current grantees.

Performance Results

The following table shows a selection of core metrics the program has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022-2026 Strategic Plan.

Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
Number of Americans who received support to help them live independently	32,000	27,000	27,000	27,000
Number of Americans receiving respite care	5,200	4,200	4,200	4,200
Number of Veterans receiving independent living assistance	2,200	1,700	1,700	1,700

Discussion of Performance Results

As indicated in this section’s performance data, AmeriCorps Seniors SCP continues to support programming that strengthens communities while focusing on new Administration priorities and longstanding statutory focus areas.

- In FY 2020, AmeriCorps Seniors SCP volunteers delivered 5.7 million hours of service in their communities. Through a network of 187 grantees, 9,300 AmeriCorps Seniors volunteers in SCP expanded the capacity of more than 1,900 community organizations nationwide to deliver essential services.
- AmeriCorps Seniors SCP continued working through such infrastructure networks as Area Agencies on Aging, Volunteer Centers, United Ways, social services agencies,



and other eligible grantees to fund local organizations that are tackling local problems.

Below are recent examples of related success (FY 2020 unless otherwise noted).

From the start of the pandemic, Hawkeye Senior Companion Program's goal was to determine community pandemic needs and assets. Their AmeriCorps Seniors SCP volunteers have deep, long-term 1:1 relationships with the clients they are serving. Many of these clients need respite care, assistance, transportation, and house cleaning, in addition to companionship. From the beginning and throughout the pandemic, the SCP volunteers have connected with their clients with regular phone calls to provide wellness checks and to make sure that the essential needs of clients were met, including by providing contactless deliveries of food and other essential items.

Hawkeye SCP's volunteers have been able to safely serve thanks to the coordinated efforts of the Blackhawk County Public Health Department and the college's Pandemic Preparedness Team. By making educated safety decisions, a quarter of their volunteers were able to visit their clients in-person, in outside socially distanced settings from July through mid-November of last year. When the case levels increased, the college's Pandemic Preparedness Team put strict guidelines in place to protect the safety of the AmeriCorps Seniors SCP volunteers. When SCP volunteers were unable to safely visit in person, they continued to serve their clients through regular phone calls, letter-writing, and virtual visits.

- Hawkeye SCP partnered with a care provider in the community, Homecare Assistance, to empower the AmeriCorps Seniors SCP volunteers to do a holiday gift and holiday card drive. These gifts, tailored to the client desires, not only consisted of fun gifts, but also gifts of essential needed items requested by the clients. Paired with holiday cards written by the SCP volunteers, this allowed their presence to be felt in their client's home, even when they could not be safely physically present.
- All of Hawkeye SCP's 50 volunteers maintained individual client relationships, except in the event of a passing or a move. However, even with some client moves, thanks to phone call and letter writing activities, and the AmeriCorps Seniors SCP FAQ #52 allowing volunteers to combat social isolation for clients in nursing homes, volunteers continued those relationships to support their clients. An example of this is when Hawkeye SCP and a care home set up the technology for a virtual visit between a SCP volunteer and a client who recently moved. They were both so incredibly thrilled to see each other, they now have a standing weekly appointment.
- Over 75 seniors were served in some capacity during this past year in the pandemic, through having essential needs met, phone calls, receiving letters, and having in-person visits when it was safe to do so.
- The AmeriCorps Seniors SCP volunteers served via the sponsoring organization by being connected to needed resources for their health and well-being during these times.
- The Program Director for the Hawkeye SCP project expressed her gratitude for the Temporary Pay Allowance (TPA). She explained that her volunteers are such incredible people, some who have served for over ten years. They also are in lower-income brackets and do depend on their pay allowance to get by. During the more



unsafe times with limited volunteer opportunities, the project would have lost volunteers because they would have had to seek employment to offset reduced volunteer hours. With the TPA, they were able hang on and continue their volunteer activities, their caring relationships with their clients, and in person visits when it was safe to do so. Instead of wondering how the project will recover from losing volunteers, she is looking forward to how much they will be able to grow from here. As the community has responded so well to vaccination efforts, half of the volunteers are engaged in home visits again, and she is working on new matches for volunteers and clients who truly serve each other in senior companionship.

Evidence/Research

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

In 2018, AmeriCorps Seniors partnered with ICF, Inc., an independent contractor, to engage numerous case studies of SCP grantees in on key topics such as relinquishments, a comparative analysis of new grantees, and evidence-based program implementation. These reports were not designed to be published publicly or shared outside of AmeriCorps staff but have provided insight to guide the administration and management AmeriCorps Seniors' grants.

In 2018, JBS International, Inc. published *Longitudinal Study of Foster Grandparent and Senior Companion Programs: Service Delivery Implications and Health Benefits to the Volunteers*, a longitudinal evaluation of FGP and SCP to build an evidence base for these programs' effectiveness, as well as to assess next steps in strengthening and expanding the national service programs in support of overall adult health and well-being. This multi-year study found the following:

- AmeriCorps Seniors' volunteers reported significantly higher self-rated health scores compared with older adults in similar circumstances who do not volunteer, and a significant number of AmeriCorps Seniors' volunteers showed stable health.
- Thirty-two 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.
- After two years of volunteering with AmeriCorps Seniors, 78 percent of those who reported more than five symptoms of depression at the beginning of the study said that they felt less depressed two years later.
- 88 percent of those who first described a lack of companionship said they felt less isolated after two years.

In 2019, AmeriCorps Seniors partnered with JBS International, Inc., an independent contractor to analyze ten years of internal AmeriCorps Seniors data. The internal reports and analysis used administrative datasets for applicant organizations, risk assessments, applicant review forms, progress reports, progress report supplements, performance measures, geographic footprint, Federal Financial Reports, and sponsor organization budgets to support their AmeriCorps Seniors grants. This project addressed the following topic areas which were used to inform decision making and overall management of the program:

- Portfolio stability and turnover, and the identifiable factors affecting this.
- Geographic footprint based on the placement of sponsors and service sites (stations) over time and in relation to the location of communities in need.
- Valuation of services, the Federal investment in AmeriCorps Seniors' sponsors over time, and in comparison, to similar programs.
- Performance measurement, the investment of AmeriCorps Seniors' resources in focus areas, objectives, and measures over time.
- Grantee budget requirements and execution using grantee fiscal information to learn how grants are fiscally executed.
- Application assessment related to grant performance and the relationship between risk assessments of grant applications and actual performance of funded grantees.

In 2019, JBS International, Inc. published *A Systematic Review of Senior Corps' Impact on Volunteers and Program Beneficiaries*.¹⁸ This review of 27 evaluation studies completed on the effectiveness of AmeriCorps Seniors was intended to: (1) identify the strength of the evidence base for AmeriCorps Seniors, (2) contextualize these findings within the larger literature on the impacts of volunteering for older adults, and (3) offer recommendations and lessons learned from this review. Findings show a positive impact of AmeriCorps Seniors participation (75 percent of the outcomes studied having positive results) on both volunteers and beneficiaries. The majority of the evaluations reviewed examined psychosocial and physical health outcomes. Consequently, the majority of the positive outcomes observed for volunteers are in these two domains.

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 (ROI) of the FGP and SCP programs.¹⁹ This study estimates that:

- The AmeriCorps Seniors FGP and SCP generate an ROI of \$3.50 per funder dollar. SCP has an ROI of \$5.08 per funder dollar.
- AmeriCorps Seniors FGP & SCP contribute to the significant savings in healthcare expenditures and assisted living expenditure savings from their improvement in health outcomes of participants, volunteers, and caregivers.

As part of AmeriCorps' continued effort to increase the impact of its programs, AmeriCorps Seniors SCP has successfully implemented agency performance measures across its portfolio.

In addition, as AmeriCorps does not currently have the authority to compete grants in SCP, AmeriCorps introduced emphasis in the administrative renewal process in FY 2022 to require that successfully renewed grants demonstrate full compliance with AmeriCorps national performance measure goals.

¹⁸ [https://americorps.gov/sites/default/files/evidenceexchange/2019-09-09-Senior-Corps-Research-Review-Synthesis-Report%20to%20CNCS 508 1.pdf](https://americorps.gov/sites/default/files/evidenceexchange/2019-09-09-Senior-Corps-Research-Review-Synthesis-Report%20to%20CNCS%20508%201.pdf)

¹⁹ <https://www.americorps.gov/evidence-exchange/return-investment-study-americorps-seniors-foster-grandparent-program-senior>

INNOVATION AND DEMONSTRATION

Program Summary

Innovation funding provides resources for AmeriCorps to strengthen the nation’s volunteer sector, bring more Americans into service, strengthen existing national service programs, and support and encourage new forms of national service and civic participation.

This includes the Volunteer Generation Fund (VGF) 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. The activities promote national service and volunteering, disseminate effective practices, and strengthen the reach and impact of national service programs and voluntary organizations across the country.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Innovation (Call to Service)	\$3,200	\$3,200	\$3,400	\$200
Volunteer Generation Fund Grants ²⁰	\$6,400	\$6,400	\$6,700	\$300
Total	\$9,600	\$9,600	\$10,100	\$500

Budget Request and Priorities

The Budget provides \$10.1 million to AmeriCorps Innovation activities, an increase of \$500,000 above the FY 2021 Enacted level that will support the following Administration priorities:

- Build awareness, partnerships, and support for national service.
 - Strategy: Administer the VGF grant program which funds State Service Commissions to develop and support community-based entities to recruit, manage, and support volunteers through funding 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.
 - Strategy: Increase outreach to mobilize underserved individuals in volunteering.
- Increase access to AmeriCorps resources.
 - Strategy: Provide online tools to support volunteer engagement and project implementation supporting community needs and Administration priorities.
 - Strategy: Introduce those interested in volunteering and days of service about how to access AmeriCorps as a member or volunteer.
 - Strategy: Increase outreach to organizations, especially those providing services to under-resourced communities, about accessing AmeriCorps resources.

²⁰ FY 2020 included \$238K to fund a Social Innovation Fund grantee.



In addition to the Administration priorities above, the program will utilize the Martin Luther King Jr. National Day of Service to advance racial justice and equity solutions and the September 11th National Day of Service and Remembrance to increase support for veterans, military members, and their families.

The agency seeks to increase volunteer support and opportunities for veterans, military families, and wounded warriors through increased outreach, volunteer, and recognition activities on existing days dedicated to their honor including Memorial Day and Veterans Day.

Performance Results

Below is a selection of core metrics the program has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022-2026 Strategic Plan.

Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
VGF Leveraged Volunteers ²¹	See note	117,003	122,853	128,996
VGF Number of Organizations that received capacity building services	2,666	5,534	5,811	6,102
VGF Number of Organizations that increase their efficiency, effectiveness, and/or program reach	1,019	3,376	3,545	3,722
Days of Service Leveraged Volunteers	200,000	215,000	215,000	215,000

Discussion of Performance Results

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

In FY 2019, the Colorado Commission’s VGF grant supported significant success on the pro bono mental health side of the programming. Spark the Change onboarded 25 new volunteer mental health professionals in this time period, which is the most they have ever onboarded in the history of the program. Furthermore, the Mental Wellness Program had positive outcomes in communities. They were able to activate telehealth as a method of, reaching those who could not or did not feel comfortable being person to person during COVID-19.

Because of this, they were able to recruit new volunteers from many areas of the state including Colorado Springs, Estes Park, Durango, Boulder, and Longmont. They were able to serve a broader geographic area as well, including rural areas surrounding Pueblo. In

²¹ In FY18, leveraged volunteers were captured in the performance measures of GPRs. In the shift of data collection for FY19, leveraged volunteers were captured in the performance data elements and cover 10/1/2019-9/30/2020 but were submitted in the FY19 GPRs.





addition, Spark the Change was able to expand the scope of the work to serve those experiencing homelessness and living in the auxiliary shelters during COVID-19. Mental Wellness volunteers served over 200 clients experiencing homelessness. Volunteers provided counseling and case management services to these women.

In FY 2019, the Mississippi Commission's VGF grant supported regionally accessible, comprehensive capacity building services to nonprofits and disaster-resiliency programming to communities through strategically placed Nonprofit Resource Hubs. The Mississippi Hub Network collectively shifted their attentions to help alleviate the increasing number of families in need of food. Hubs coordinated food projects and recruited volunteers for food pantries and drive-up food box distributions throughout the state. They also held Hunger Summits and Hunger Coalition meetings to mobilize more resources. Hubs supplied information about ever-changing food distribution sites and helped pantries apply for money to buy and repair refrigerators and freezers. Hubs also distributed information and held on-line learning instructing nonprofits and volunteers about safe volunteering procedures, and personally distributed thousands of masks to nonprofits to use to keep staff, volunteers, and clients safe.

In FY 2020, Martin Luther King Jr. National Day of Service grantee, Center for Food Action in Englewood, NJ hosted 866 volunteers and packaged over 5000 snack packs for students and raised \$29,700 in sponsorships to support the snack pack program. In FY 2020, Martin Luther King Jr. National Day of Service grantee, Samaritan's Feet engaged over 4200 volunteers in packaging and distribution of new athletic shoes and socks in over 30 communities while teaching proper foot care and encouraging recipients to share their dreams and believe in them.

Evidence/Research

AmeriCorps will continue to work through its Office of Evaluation and Research to identify innovative initiatives that support and expand the knowledge base for community service. Additional information will be provided, if available, in the agency's FY 2021 Annual Management Report, which will be released in the fall of 2021.



EVALUATION

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. 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, 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.

Program Summary

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 (ORE), AmeriCorps has developed a Strategic Evidence Plan²² to guide its research and evaluation initiatives. Components of this plan are highlighted in the opening sections of this budget and throughout various AmeriCorps program activities. The following information focuses on the portion of the plan supported with dedicated agency evaluation funding.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Evaluation	\$4,000	\$4,000	\$4,250	\$250
Total	\$4,000	\$4,000	\$4,250	\$250

Budget Request and Priorities

The Budget provides \$4.250 million to AmeriCorps Evaluation activities, an increase of \$250,000 above the FY 2021 Enacted level that will support the following Administration priorities:

- Expand and enhance opportunities to serve.

²² https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

- Strategy: Aligned with the Strategic Evidence Plan²³ discussed above, determine and seek to address gaps in data needed to assess progress against priorities identified as the agency develops its new Strategic Plan.
- Strategy: Pilot test the addition of new demographic data with new members/volunteers. The agency needs to collect information about individual and family attributes that may be considered by some as sensitive questions. For example, the agency needs to collect information about education, income, language, and possibly other characteristics to assess diversity in all its forms.
- Strategy: Pilot test a revised member/volunteer exit survey that will allow the testing of new questions about barriers/facilitators to serving (e.g., living allowance, availability of other needed supports), national service as a way to increase civility and bridge divides, as well as the role of the pandemic in affecting the member/volunteer experience.

Additionally, the funding increase will allow the agency to invest resources in evidence-building activities to continue to build and use a robust body of evidence.

Performance Results

AmeriCorps does not currently have meaningful performance measures for Evaluation fund activities.

Discussion of Performance Results

The agency may develop performance measures for Evaluation fund activities in the future.

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 following lines of inquiry and their associated evaluation projects illustrate how evaluation program funds helped advance the evidence base and ensure access to the research for decision-making.

AmeriCorps Invested in Demonstrating Positive Economic and Social Returns on Investment (ROI) for National Service Programs

AmeriCorps has established a credible evidence base for its national service programs and will continue to assess the return on investment in targeted national service programs selected for analysis. Findings from four targeted analyses identify significant returns to AmeriCorps investments as well as other funders based on accrued monetized benefits to program stakeholders. Stakeholder groups include members, program beneficiaries, and funders. Taken together, the findings from these targeted analyses give the agency compelling empirical data that demonstrates the economic and social value of national service solutions. A multi-year contract was awarded in FY2021 to build on this work and will

²³ https://americorps.gov/sites/default/files/documents/CNCS%20Strategic%20Evidence%20Plan%20FY2020_508.pdf

support additional annual targeted ROI analyses for different evidence-based national service interventions.

Program	Total Benefits Per Federal Dollar	Total Benefits Per Funder Dollar	Federal Government Benefits Per Federal Dollar
College Possible College Access Program	\$7.87 to \$33.58	\$1.50 to \$6.41	\$4.64 to \$11.09
Minnesota Reading Corps - Kindergarten*	\$10.11 to \$12.94	\$5.47 to \$6.99	\$5.63 to \$6.27
Community Technology Empowerment Project*	\$4.58 to \$53.20	\$2.95 to \$34.26	\$1.30 to \$1
AmeriCorps Seniors' FGP and SCP (Combined)	\$4.57	\$3.50	\$0.69
FGP Only*	\$3.45	\$2.75	\$0.16
SCP Only	\$7.29	\$5.08	\$1.97

* The long-term benefits to the children and youth that are served by FGP are not captured because those outcome data are not available. As a result, this ROI estimate likely understates the value of the program.

AmeriCorps Invested in Empirically Demonstrating National Service Results

- *AmeriCorps NCCC Program Evaluation.* As referenced above, significant Evaluation Program funds have been invested in the NCCC program's research agenda. This multi-year agenda includes four studies designed to deepen the agency's understanding of member and community outcomes. These four projects include:
 - Service Project Database and Analysis
 - Member Retention Study
 - Leadership Development Longitudinal Study
 - Community Impact Study
- *Program Lifecycle Evaluations.* The agency invested in a multi-year project designed to integrate research and evaluation at the early stages of a program's development to ensure that theories of change can be tested early and that any necessary adjustments or refinements can be made, increasing the likelihood of achieving desired results.

This project funds up to four program evaluations that will have different purposes and uses such as program development, improvement, accountability, or replicability. Furthermore, in order to leverage limited evaluation resources and build the evaluation capacity of the national service field, these are multi-site evaluations that pool (or "bundle") AmeriCorps grantees delivering the same or similar programs targeting the same or similar outcomes and that have a shared program evaluation purpose. One of the four evaluations will assess the agency's Volunteer Generation Fund with the goal of improving volunteer management

practices. Another evaluation will focus on the Opioid Recovery Coach model that the Office of Research and Evaluation staff evaluated in FY2020. Other project goals include:

- Improved evaluation capacity of grantees (e.g., the individuals and institutions) that participate in the program evaluations.
- Publicly available resources developed or identified to complete the program evaluations as well as resources summarizing findings from the program evaluations that can be utilized by any interested practitioner or evaluator.

AmeriCorps Invested in Increasing Use of Evidence for Decision Making

- Between 2016 and 2020 the Office of Research and Evaluation (ORE) conducted the Scaling Evidence-Based Models (SEBM) project to support the scaling of effective interventions. The research project aimed to deepen the agency's understanding of the most effective program innovations and its knowledge base on scaling them in order to bring solutions to underserved communities and priority target groups. A suite of products and resources has been produced through this project for documenting what was learned, strengthening the grantees' work in evidence building and readiness for successful scale up, as well as developing actionable guidance that other grant makers (federal agencies and private grant making organizations) can use in their efforts to support scaling of evidence-based interventions. The agency has offered a webinar series to disseminate findings and resources.
- The agency provided AmeriCorps State and National grantees with a robust evaluation and technical assistance program. Technical assistance included 1:1 coaching, review of evaluation plans, review of evaluation reports, and access to a technical assistance portal for customized assistance and access to a range of evaluation resources including curricula, rubrics, guides, and templates.
- The Office of Research and Evaluation continued to work closely with AmeriCorps State and National to embed evidence into investment decisions. As described in the program chapter above, the grant portfolio reflects increased investment in national service projects with strong and moderate levels of evidence as independently assessed and scored during the grant application process.
- The agency provided public access to evaluation reports and resources through various communication tools. This access is possible through a multi-year contract with a firm that supports content development for the agency's virtual repository of research reports and other products that help distill evidence for various types of audiences (e.g., Evidence Exchange²⁴, Webinar series, Quarterly Newsletter, Videos, Infographics).

²⁴ <https://www.nationalservice.gov/impact-our-nation/evidence-exchange/search>

SALARIES AND EXPENSES

Program Summary

AmeriCorps Salaries and Expenses (S&E) 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.

Budget Summary (in thousands)

Items	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Salaries	\$40,220	\$38,854	\$40,965	\$2,111
Benefits	\$11,344	\$13,652	\$14,394	\$742
Other Compensation	\$715	\$848	\$894	\$46
Subtotal Compensation	\$52,279	\$53,354	\$56,253	\$2,899
Contracts	\$21,156	\$22,805	\$24,044	\$1,239
Rental Payment	\$7,600	\$7,800	\$8,000	\$200
Travel	\$1,650	\$778	\$820	\$42
Communications	\$856	\$1,550	\$1,868	\$318
Supplies and Materials	\$196	\$200	\$201	\$1
Total	\$83,737	\$86,487	\$91,186	\$4,699
FTE	400	400	400	

Budget Request and Priorities

The Budget provides \$91.186 million to AmeriCorps, an increase of \$4.7 million above the FY 2021 Enacted level that will support the following Administration priority:

- Effectively steward national service resources.
 - Strategy: Identify and support opportunities to promote AmeriCorps as an employer of choice for current and prospective employees. Foster equity and inclusion in our workplace by utilizing the agency's Diversity, Equity, and Inclusion initiative to support planning recommendations and implementation strategies.
 - Strategy: Build workforce capacity and increase employee satisfaction by rewarding employee performance.
 - Strategy: Support data-driven decision making, including better integration of data from mission support functions into management resource decisions.
 - Review and refine the agency's programmatic and operational performance measures to support assessment of progress toward mission results and objectives.
 - Strategy: Continue to successfully implement shared services for operations.
 - Stabilize key financial management, travel, and procurement systems and processes migrated to the Department of Treasury's shared service platform and address functional and knowledge gaps to implement business process improvements across functional areas.

- Strategy: Ensure responsible management of financial resources. Continue to focus on efforts to correct agency material weaknesses and significant deficiencies.

In addition to the Administration priorities above, the agency will focus on the following:

Improved human capital planning and mission support

The increase of \$4.7 million above current levels will allow AmeriCorps to sustain staffing levels, support the 2.7 percent government-wide pay increase, and advance the agency's workforce planning efforts. With this increase, the agency will invest in payroll management software, make progress towards more stable staffing levels, and ensure integrity of the agency's payroll management practices.

The increase in funding will enable the agency to continue its work improving core business operations, including more efficient and reliable financial management and reporting, robust internal controls, and enhanced grants management and oversight. To prepare for an expected surge in the volume of procurement requests for supplies and services, the agency is proactively engaged in acquisition forecasting and soliciting an agency-wide Blanket Purchase Agreement, as well as the use of Indefinite Delivery Indefinite Quantity contracts and Government Wide Acquisition Contracts.

Strengthened Grant Monitoring

In 2019, the agency created a dedicated office to develop an effective compliance monitoring program for the AmeriCorps grant portfolio, which includes enhancing monitoring instruments, standardizing monitoring protocols, increasing consistency among the AmeriCorps grant recipient monitoring experience, applying a grant risk model to inform monitoring decisions, and aligning individual monitoring activities to specific risks. The office centralizes monitoring functions previously managed across various AmeriCorps programs and establishes appropriate separation of duties among AmeriCorps staff responsible for program management and AmeriCorps staff responsible for monitoring activities.

In FY 2022, Office of Monitoring will continue partnering with the HHS Quality Shared Management Office (QSMO) team to apply its centralized data resources to the monitoring framework and build out the use of modern technology to support business operations and data-driven decision making.

Performance Results

The following table contains a selection of core metrics AmeriCorps has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022-2026 Strategic Plan.

Items	FY 2019 Actuals	FY 2020 Actuals	FY 2021 Targets	FY 2022 Targets
FEVS (Employee Satisfaction) ²⁵	43%	54%	55%	57%
Percent of Planned Financial Management Shared Services Milestones Completed ²⁶	N/A	100%	100%	100%

Discussion of Performance Results

As reflected in this section’s performance table, AmeriCorps continues to focus on employee satisfaction and shared services as priority initiatives.

AmeriCorps recently implemented organizational changes including a workforce restructuring of 46 state offices into eight regional offices. This change is largely complete but resulted in disruption to the agency’s staffing and operations. This is reflected in the decrease in employee satisfaction scores in 2019. In 2020, the agency’s employee satisfaction score increased by 11 points, demonstrating improved levels of satisfaction, though still lower than previous years.

Moving forward, AmeriCorps leadership is focused on building and retaining a strong workforce through initiatives such as increasing high-performance pay awards, increasing monthly and annual CEO recognition for employees who make outstanding agency contributions, and reducing time-to-hire well qualified job applicants. AmeriCorps anticipates that these and other initiatives will increase employee satisfaction and help the agency attract and retain a diverse, motivated, and productive workforce.

In FY 2021, AmeriCorps has already completed the first phase of its migration to shared services, the transition of many routine financial management transaction functions. In FY 2020, AmeriCorps:

- Created a new process for collecting and analyzing grantees’ operational and financial information as part of the application pre-award risk assessment. The new process lowers burden on staff and aligns with the agency’s risk model factors.
- Reduced expired, un-closed grants by 47 percent and identified several efficiencies that have been incorporated into ongoing closeout activities. These successes addressed longstanding challenges with timely grant closeout.
- Launched a new data dashboard, the Portfolio Navigator, to provide real-time tracking and insights into each Portfolio Managers’ grant portfolio.
- Initiated a new, standardized onboarding and training program for grant management staff. This approach will help ensure that all respective staff have the comprehensive core skills necessary to effectively manage AmeriCorps awards.
- Enabled all staff to pursue a professional certification in financial grant management, an opportunity that previously was available to only a few staff each year. In addition to the standard training mentioned above, the certification will strengthen staff

²⁵ OPM FEVS Global Satisfaction Index

²⁶ Once AmeriCorps has finalized its Phase 2-3 plans, the agency will update this metric to track related progress.



capacity to provide support and technical assistance to more than 2000 agency awardees.

Evidence/Research

AmeriCorps will continue to work with its Office of Research and Evaluation to identify priority operational research that will inform business decisions. Additional specific information will be provided if available in the agency’s FY 2021 management report in the fall of 2021.



NATIONAL SERVICE TRUST

Program Summary

The National Service Trust (the Trust) 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, interest earned, and proceeds from the sale or redemption of Trust investments. 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. A member generally has seven years to use an education award.

Budget Summary (in thousands)

	FY 2020 Enacted	FY 2021 Enacted	FY 2022 Budget	Delta FY 2021 - FY 2022
Trust	\$208,342	\$185,000	\$191,000	\$6,000
Total	\$208,342	\$185,000	\$191,000	\$6,000

Budget Request and Priorities

The Budget provides \$191.0 million to the AmeriCorps Trust, an increase of \$6.0 million above the FY 2021 Enacted level that will support the following Administration priority:

- Advance racial and economic equity.
 - Strategy: Language that allows individuals with Deferred Action for Childhood Arrivals (DACA) status who successfully serve a term in AmeriCorps State and National, AmeriCorps NCCC or AmeriCorps VISTA, to be eligible for an Education award.
 - Strategy: Language that allows AmeriCorps VISTA members age 55 and older to transfer education awards to eligible individuals in the same manner those age 55 and older may do following service in AmeriCorps’ State and National program.

Performance Results

The following table provides a selection of core metrics AmeriCorps has used to track progress. New measures are under consideration and will be added as the agency develops the FY 2022 - FY 2026 Strategic Plan.

Item	PY 2019 Actuals	PY 2020 Actuals	PY 2021 Targets	PY 2022 Targets
Percent of Members Who Earned Award ²⁷	80%	30%	80%	80%

Discussion of Performance Results

Prior year earned award numbers will increase as grantees complete their reporting. Historically, the portion of members earning education awards has been approximately 80 percent.

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.

²⁷ AmeriCorps education awards are earned by Program Year (PY). PY 2020 data represents grantee program year reporting through the end of FY 2020 as reflected in the agency’s Trust Report, which is included in AmeriCorps’ FY 2020 Annual Management Report (AMR). This percent of earned awards will continue to increase as grantees complete PY 2020 reporting. The full Trust Report can be located at: https://americorps.gov/sites/default/files/document/AmeriCorps%20FY%202020%20Annual%20Management%20Report_508.pdf



Program/Mission Summary

Protecting the public’s investment in national service is the mission of the AmeriCorps Office of Inspector General (OIG). The AmeriCorps OIG’s independent oversight promotes efficiency and effectiveness in agency programs, holds agency officials and grantees accountable for misconduct, and protects the rights of whistleblowers. The OIG’s work strengthens AmeriCorps programs, operations, and activities by conducting audits and reviews to identify wasteful spending and mismanagement, investigating fraud and wrongdoing, recommending appropriate 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.

AmeriCorps OIG is responsible for conducting audits, investigations, and other oversight for over 3,300 grants (not including subrecipients) throughout the United States, the Territories, and the Indian Tribes. In FY 2021, the OIG performed its oversight functions with five auditors and six investigators, supplemented by attorneys, contractors, a data scientist, college and law school interns, and the Inspector General and Deputy Inspector General. However, a larger workforce is needed to continue providing timely and meaningful oversight that keeps the public informed. In particular, additional oversight is needed following the recent AmeriCorps reorganization and restructuring to ensure the agency is effectively managing its grant programs and satisfactorily executing its core business functions. The risks posed by this recent reorganization and restructuring includes a new AmeriCorps workforce, a new grant risk assessment model, a new grant monitoring unit, an outdated grants management system, and cybersecurity challenges. AmeriCorps’ new leadership team recognizes these challenges and has invited OIG recommendations.

FY 2022 Budget Request Summary

The Budget provides \$6,960,000 to the AmeriCorps OIG, an increase of \$460,000 above the FY 2021 Enacted level that will support the Administration’s oversight and transparency priorities. These resources will allow the OIG to continue delivering the audits and investigations (including those mandated by statute) needed for informed decision-making. Personnel is the largest component of the OIG’s costs, and the Budget will support two additional professionals, including a grant specialist, to expand the OIG’s oversight.

OIG Budget Summary (in thousands)

	FY 2020 Enacted	FY 2021 Enacted	FY2022 Budget	Delta (2021-2022)
Audit	2,511	2,404	2,406	2
Investigation	1362	1,729	2,139	410
Counsel	213	323	496	173
Support	1,022	1,114	1,155	41
Information Technology	577	850	639	-211
Training	40	50	95	45
CIGIE	25	30	30	0
Total	5,750	6,500	6,960	460



The OIG's work is divided into two operating sections, Investigation and Audit, with support from Information Technology and Data Analytics, the Office of Counsel, the Administrative Support Section and the Inspector General's Immediate Office. Below are highlights from each of these areas.

Investigation Outcomes and Strategic Focus

The OIG's Investigation Section 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 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. The OIG's investigators 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 resources primarily to civil and criminal enforcement of significant frauds. These efforts have yielded six civil settlements, two criminal pleas, and the recovery of nearly \$4 million, not including the anticipated restitution of over \$500,000 from recent plea agreements. The OIG is currently working with Federal prosecutors throughout the country on ten 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 use;
- time and attendance fraud by grant-funded staff and members that deprives communities of needed services, defrauds the public, and misdirects Federal resources;
- fabrication or alteration of the criminal history checks needed to exclude convicted murderers and sex offenders from national service that can jeopardize the safety of program beneficiaries; and
- theft or fabrication of member/volunteer identities to steal stipends and living allowances.

Supported by the Office of Counsel, the OIG's suspension and debarment activities protect the public from individuals and organizations who have demonstrated that they cannot be trusted to do business with the Federal Government. Since FY 2019, the OIG has recommended 13 Government-wide suspensions and 10 Government-wide debarments, and AmeriCorps has instituted 18 administrative actions based upon the OIG's work.

Using data analytics, the OIG aggregates information from open and proprietary sources to identify suspicious patterns and anomalous conduct suggestive of fraud. This reduces the dependence on whistleblowers to come forward with allegations. The Budget provides for expanding investigative resources in FY 2022 so that the OIG can pursue more leads.

In addition to detecting and deterring fraud, the OIG's investigative work has identified gaps in agency processes and produced programmatic improvements. An outreach program led by AmeriCorps OIG investigators, counsel, and leadership provides training for incoming

agency staff and briefings for the grantee community intended to improve fraud awareness and decrease future cases.

Audit Outcomes and Strategic Focus

At the Budget level of \$6,960,000 for the AmeriCorps OIG, the Audit Section will conduct approximately six discretionary projects, in addition to the statutorily mandated oversight work. The OIG's Audit Section conducts evaluations and audits of AmeriCorps' contracts and grants, as well as audits and reviews of AmeriCorps' internal operations and programs. This oversight helps ensure that the financial, administrative, and programmatic activities of national service operate effectively, efficiently, and in compliance with law. OIG audits enable AmeriCorps to recoup misspent funds and improve management of awards and subawards to prevent future misuse of taxpayer money.

Areas of Internal Risk for Audit/Evaluation Coverage

Many of the audits and evaluations performed by the Audit Section are required by statute, including the:

- annual financial statements audit,
- annual assessment of information security (FISMA),
- evaluation of improper payments, and
- periodic review of compliance with the DATA Act.

This work is conducted by outside professional firms, with those contracts due to be re-competed in FY 2022. The OIG uses a risk-based approach to identify additional issues that warrant audit attention. The Audit Section has identified the following four high-risk areas:

Agency Financial Management

Since FY 2017, independent auditors have been unable to confirm the accuracy or completeness of the agency-wide financial statement, nor the financial statement for the National Service Trust. These auditors issued disclaimers of opinion and have identified nine material weaknesses that prevent AmeriCorps from accurately reporting on the taxpayer's investment. To address these findings, AmeriCorps shifted its accounting and financial management functions to a shared services platform operated by the Department of Treasury. Future audit work will assess the degree to which this transfer has improved accounting and financial management, as well as measure AmeriCorps' progress in resolving the material weaknesses and significant deficiencies identified by independent auditors.

Information Security

Annual evaluations since FY 2017 have shown that AmeriCorps' cybersecurity program experiences risk and vulnerabilities, with limited progress since initial reporting. OIG evaluations recommended a strategic approach to help AmeriCorps' Office of Information Technology prioritize remedial actions to achieve progress in addressing this ongoing risk.

Effects of Reorganization

In FYs 2019 and 2020, AmeriCorps completed an agency-wide reorganization and restructuring, moving to a regional model in which a Portfolio Manager conducts program activities. These changes disrupted the agency's staffing and operations, as well as reduced

employee satisfaction. The Budget level allows the Audit Section to assess the effects of these changes on operations and the agency's ability to executing core business functions.

Modernization of Grants Management Information System

AmeriCorps' grant management system is outdated and needs to be replaced with a system that supports best practices. Design and acquisition of IT systems are identified as high-risk activities across Government, and AmeriCorps' prior efforts to develop a new system resulted in the complete write-off of \$34 million. The Budget provides for the OIG's close and real-time oversight if AmeriCorps undertakes a new effort to acquire a modern grants management system.

Audits of Recipients of AmeriCorps Grant Funds

AmeriCorps disburses approximately three-quarters of its \$1.1 billion appropriations as grants, making oversight of funding recipients essential. Audits, evaluations, and other reviews of grantees and subgrantees assess whether recipients comply with the financial and administrative terms and conditions of awards and provide adequate stewardship of funds. The OIG's oversight identifies systemic deficiencies and misspent funds, and, increasingly, uncovers evidence of fraud or other unlawful conduct that auditors refer to the Investigation Section for further action. The recommendations from OIG audits strengthen the performance and the integrity of AmeriCorps grantees.

Outcomes and Strategic Focus of Support Functions

Office of Counsel

The Office of Counsel (OC) consists of the Counsel to the IG and an assistant counsel. OC provides legal advice and analysis, including legal review of OIG work products and select correspondence. OIG attorneys collaborate with investigators, assisting in interviews, document review, evidentiary assessment, and referral of cases to prosecutors. In addition, OC handles a wide range of administrative issues including procurement, information disclosure and privacy, ethics advice, personnel, and IG Act authorities. The legal team is also responsible for drafting recommendations for Government-wide suspension and debarment that has resulted in 18 administrative actions since FY 2019.

Counsel to the IG serves as a technical advisor to AmeriCorps' Policy Council, identifying opportunities to promote program integrity and increase efficiency and effectiveness by updating internal policies and grant terms and conditions. Counsel to the IG also introduces all new AmeriCorps employees to the mission of the OIG and informs them of how and when to contact the AmeriCorps OIG office to report waste, fraud, and abuse. The legal team's involvement in mission and mission support enables the office to quickly identify and resolve potential legal issues and risks.

Technology and Data Analytics

The OIG maintains its own IT systems, separate from those of AmeriCorps. The Information Technology Section consists of a Chief Technology Officer (CTO), an IT specialist, and a data scientist. Under their leadership, the OIG transitioned smoothly to full-time telework during the pandemic, ensuring that existing and new staff have the necessary tools and software to maximize productivity. The IT Section maintains OIG's public-facing website and procures

computers, phones, and software that will include the implementation of a new electronic investigative and audit management system in FY 2022.

The Budget also provides for increased use of data analytics in FY 2022, making oversight more efficient. The OIG's data scientist has developed automated tools that aggregates grantee information, refined the OIG's risk model, and created dashboards that provide information about civil, criminal, and administrative enforcement actions. For FY 2022, the OIG will expand its use of predictive analytics to pursue proactive leads.

Support

The Support Section includes the OIG's senior leadership, its business and administrative operations (budget, finance, contracts, personnel), the training program that ensures that AmeriCorps OIG staff possess the knowledge and expertise needed to complete their oversight role, and the contribution to the Council of Inspectors General on Integrity and Efficiency (CIGIE). For FY 2022, the AmeriCorps OIG requires \$95,000 to meet its training requirements and \$30,000 to support CIGIE.

Government-wide Outcomes

AmeriCorps OIG continues to make contributions to the OIG community and the Government at large. For example:

- The Inspector General has served since 2017 as the Vice-Chair of CIGIE's Integrity Committee that reviews, investigates, and makes recommendations concerning allegations of serious misconduct against senior officials in the IG community;
- The Deputy Inspector General compiled and edited a capstone report on the OIG community's efforts to protect Federal grants from fraud, waste and abuse that is now used to strengthen controls over pandemic recovery funds;
- Members of the AmeriCorps OIG are instructors and speakers for the Inspector General Academy and other training programs on a variety of grant-related subjects;
- The OIG's data scientist performed analyses to identify fraud for the Pandemic Response Accountability Committee in its start-up phase.

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:

- AmeriCorps OIG requests an appropriation of \$6,960,000 for FY 2022;
- The portion for OIG's training needs is \$95,000 which is expected to suffice; and
- The portion to support CIGIE's operations is approximately \$30,000, based on CIGIE's annual percentage assessment (.36 percent of FY 2022), which is expected to suffice.

ATTACHMENT - GOOD ACCOUNTING ACT

In accordance with The Good Accounting Obligation in Government Act (Public Law 115-414), AmeriCorps is providing the information below and in related tables on the following pages.

Report Summary

AmeriCorps has 187 total open Government Accountability Office (GAO) and AmeriCorps Office of the Inspector General (OIG) recommendations.²⁸ 10 of the 187 recommendations were issued by the GAO and stem from 3 separate reports. The remaining 177 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 20-02 as either Open and Unimplemented (OU) Recommendations or Not Yet Due (NYD) Recommendations. The report below reflects the 187 unique GAO and OIG recommendations. 21 recommendations have multiple sub-parts and require status tracking by individual sub-part. 166 recommendations do not have multiple parts. A status code for each recommendation or recommendation sub-part is included. The report lists recommendations and recommendation sub-parts 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 or recommendation sub-part 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. Recommendations with multiple parts and resolution timeframes are uniquely counted in the status code category reflecting the timeframe when resolution would be completed for all sub-parts. As reflected below, all 75 recommendations from AmeriCorps' FY 2019 Financial Statement Audit are open, along with 20 recommendations from prior financial statement audits. AmeriCorps has not included recommendations in this report that the agency considers to be duplicative, or that have been closed since the publication of the OIG's SAR 20-02. AmeriCorps remains committed to addressing all recommendations to resolve outstanding concerns.

Status Code Key

1. AmeriCorps has taken actions to fully resolve the recommendation or recommendation sub-part as of
 - (a.) the end of Q1 2021 and is awaiting auditor review. (34 recommendations)
 - (b.) the end of Q2 2021 and is awaiting auditor review. (3 recommendations)
 - (c.) the end of Q1 2020 and is awaiting auditor review. (1 recommendation)
 - (d.) the end of Q2 2020 and is awaiting auditor review. (2 recommendations)
 - (e.) the end of Q3 2020 and is awaiting auditor review. (2 recommendations)
 - (f.) the end of Q4 2020 and is awaiting auditor review. (14 recommendations)

²⁸ Report generated April 30, 2021 for recommendations and recommendation sub-parts open as of May 2020.

(g.) the end of Q1 2019 and is awaiting auditor review. (0 recommendations - 1 recommendation sub-part)

(h.) the end of Q3 2019 and is awaiting auditor review. (1 recommendation)

(i.) the end of Q4 2019 and is awaiting auditor review. (3 recommendations)

2. AmeriCorps has taken actions to partially resolve the recommendation or recommendation sub-part as of

(a.) the end of Q1 2021 and is awaiting auditor review. (3 recommendations)

(b.) the end of Q2 2021 and is awaiting auditor review. (27 recommendations)

3. AmeriCorps is taking actions to fully resolve the recommendation or recommendation sub-part as of the end of Q3 2021. Auditor review to follow. (1 recommendation)

4. AmeriCorps is taking actions to partially resolve the recommendation or recommendation sub-part as of

(a.) the end of Q3 2021. Auditor review to follow. (8 recommendations)

(b.) the end of Q4 2021. Auditor review to follow. (1 recommendation)

5. AmeriCorps has taken some actions to address the recommendation or recommendation sub-part and

(a.) is in the process of planning audit resolution activities. (6 recommendations)

(b.) is awaiting the results of GAO review. (3 recommendations)

(c.) shares updates with GAO on a regular basis. AmeriCorps plans to continue to implement improvements in 2021 and work with GAO on audit resolution. (3 recommendations)

6. Corrective action planning and/or the implementation of corrective actions to address the recommendation or recommendation sub-part is in process. AmeriCorps is working to assess progress where applicable and develop specific timeframes for completion. (40 recommendations)

7. AmeriCorps disagrees with the recommendation or recommendation sub-part and considers it to be closed and unimplemented. (35 recommendations)

Report No.	Report Title	Date Issued	Recommendation	Status Code
GAO 20-119	Evidence-Based Policymaking: Selected Agencies Coordinate Activities, but Could Enhance Collaboration	12/4/2019	GAO Report 20-119 Recommendation No. 1: The Chief Executive Officer of CNCS should develop an approach to ensure that all relevant participants are involved in the agency-wide process for prioritizing evidence needs.	5.c.



Report No.	Report Title	Date Issued	Recommendation	Status Code
GAO 20-119	Evidence-Based Policymaking: Selected Agencies Coordinate Activities, but Could Enhance Collaboration	12/4/2019	GAO Report 20-119 Recommendation No. 2: The Chief Executive Officer of CNCS should define roles and responsibilities for all relevant participants involved in the agency-wide process for prioritizing evidence needs.	5.c.
GAO 20-119	Evidence-Based Policymaking: Selected Agencies Coordinate Activities, but Could Enhance Collaboration	12/4/2019	GAO Report 20-119 Recommendation No. 3: The Chief Executive Officer of CNCS should revise written guidance for the agency-wide process for prioritizing evidence needs to ensure it identifies all relevant participants and their respective roles and responsibilities.	5.c.
GAO 17-267	Information Technology Modernization: Corporation for National and Community Service Needs to Develop a System That Supports Grant Monitoring	8/17/2017	GAO Report 17-267 Recommendation No. 1: The Chief Executive Officer should direct the Chief Information Officer to take steps needed to ensure that system requirements are defined to align with the business needs of CNCS's future risk-based grants monitoring process.	5.b.
GAO 17-267	Information Technology Modernization: Corporation for National and Community Service Needs to Develop a System That Supports Grant Monitoring	8/17/2017	GAO Report 17-267 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.	5.b.





Report No.	Report Title	Date Issued	Recommendation	Status Code
GAO 17-267	Information Technology Modernization: Corporation for National and Community Service Needs to Develop a System That Supports Grant Monitoring	8/17/2017	GAO Report 17-267 Recommendation No. 3: The Chief Executive Officer should direct the Chief Information Officer to ensure that test plans are defined and implemented to include the second version of the grant monitoring system in all stages of testing during development, and results of initial stages are approved before conducting subsequent test stages.	5.b.
GAO 17-90	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	3/21/2017	GAO Report 17-90 Recommendation No. 1: 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 ensure that CNCS completes its efforts to benchmark its assessment criteria and scoring process to further develop a risk-based approach to grant monitoring and that information from this effort is used to (a) score the indicators so that the riskiest grants get the highest scores; (b) revise the assessment indicators to meaningfully cover all identifiable risks, including fraud and improper payments; and (c) document decisions on how indicators are selected and weighted.	5.a.





Report No.	Report Title	Date Issued	Recommendation	Status Code
GAO 17-90	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	3/21/2017	GAO Report 17-90 Recommendation No. 3: 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 review monitoring protocols, including the level of information collected for oversight of subrecipients' activities such as criminal history checks, and enhance protocols, as appropriate.	5.a.
GAO 17-90	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	3/21/2017	GAO Report 17-90 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.	5.a.
GAO 17-90	Monitoring Efforts by Corporation for National and Community Service Could Be Improved	3/21/2017	GAO Report 17-90 Recommendation No. 6: 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, as part of CNCS's efforts to develop an employee development program, update critical competencies for grant monitoring, and establish a training planning process linked with agency goals and these competencies.	5.a.





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 12-04	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	11/9/2011	SAR 20-02, OIG OU Recommendation No. 1 (a): Rec. No. 3(b): Implement the text description functionality in the MyAmeriCorps Portal to allow grantee personnel –to document the Compelling Personal Circumstances justifications.	7
AC OIG 12-04	Audit of Earned Education Awards Resulting from Compelling Personal Circumstances	11/9/2011	SAR 20-02, OIG OU Recommendation No. 1 (b): Rec. No. 3(c): Implement monitoring controls requiring a secondary level of review of each approved partial education award.	7
AC OIG 13-06	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to Edna McConnell Clark Foundation	6/6/2013	SAR 20-02, OIG OU Recommendation No. 2: Rec. 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.	7
AC OIG 14-09	Audit of Blanket Purchase Agreements for Professional Consulting Services	6/20/2014	SAR 20-02, OIG OU Recommendation No. 3: 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.	7
AC OIG 15-06	Audit of Corporation for National and Community Service Cooperative Agreements Awarded to AFYA Incorporated and Education Northwest	6/25/2015	SAR 20-02, OIG OU Recommendation No. 4: Rec. No. 1: Identify risk areas for the training and technical assistance cooperative agreements and develop indicators to assess associated risks. Indicators could include special terms and conditions of the cooperative agreement, the status of a grantee's Negotiated Indirect Cost Rate Agreement, fraud risk indicators, deficiencies identified in prior OIG and non-OIG audits of the grantee, prior Corporation desk reviews, and prior Corporation site visits of the grantee.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 15-06	Audit of Corporation for National and Community Service Cooperative Agreements Awarded to AFYA Incorporated and Education Northwest	6/25/2015	SAR 20-02, OIG OU Recommendation No. 5: Rec. No. 2: Establish customized monitoring priorities, plans, and procedures based on programmatic and financial risk assessments developed in accordance with specific requirements of training and technical assistance cooperative agreements.	7
Various	Risk Management (multiple reports)	N/A	SAR 20-02, OIG OU Recommendation No. 6: Develop a risk-based process for monitoring grants, to replace its one-size-fits-all approach that uses risk assessment criteria developed for traditional cost reimbursement grants for fixed amount grants and grants for technical training and assistance. This system understates and/or ignores risks inherent in those other grants.	5.a.
Various	Risk Management (multiple reports)	N/A	SAR 20-02, OIG OU Recommendation No. 7: CNCS should validate its risk indicators for all grants against outcomes or use outcomes to identify other factors that could sharpen its analysis.	5.a.
AC OIG 16-05	OIG 5-13-16 response to DMD for Audit of Corporation for National & Community Service Grants Awarded to Hoopa Valley Tribe	11/13/2015	SAR 20-02, OIG OU Recommendation No. 8: Rec. No. 1(a): Impose stronger enforcement approach to CHC violations that establishes effective penalties, recognizes the high risk that CHC violations impose on our beneficiary and grantee community, and incentives strong risk management.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 9 (a): 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.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 9 (b): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 9 (c): 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	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 9 (d): Rec. No. 1(d): Enhance capacity of A-DRTs to deploy rapidly for disaster response.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 9 (e): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (a): Rec. No. 2(a): Treat FEMA and NCCC separately for purposes of achieving 50 participation by individuals from disadvantaged circumstances.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (b): 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.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (c): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (d): Rec. No. 2(g): Reduce reliance on existing recruitment partners and develop better screening of their referrals.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (e): Rec. No. 2(h): Inform recruiting partners of their high NCCC attrition rates so they can take appropriate action.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (h): Rec. No. 2(i): Develop a policy that limits recruitment of members from other Federal programs.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (i): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (j): 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.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (k): Rec. No. 2(n): Set program and campus recruitment and retention goals.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (l): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 10 (m): Rec. No. 2(p): Right-size NCCC and grow the program only after enrollment and retention have improved above a predetermined level	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 11(a): Rec. No. 3(a): Collect timely, objective, substantive feedback from sponsors, measured against objective outcomes, with results broken out by campus.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 11 (b): Rec. No. 3(b): Compare sponsor feedback to team leaders' assessments of each project.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 12 (a): 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.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 12 (b): Rec. No. 4(b): Expect that nearest teams will respond to a disaster and that disaster response takes priority over other projects.	7
AC OIG 17-05	Evaluation of the National Civilian Community Corps (NCCC) Program	12/5/2016	SAR 20-02, OIG OU Recommendation No. 13: Rec. No. 5(b): Connect NCCC alumni to non-profits in their home communities, to leverage the valuable training and experience provided by NCCC.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG Management Challenges	OIG Management Challenges - Issued 12/07/2016 - Modernizing Information Technology	12/7/2016	SAR 20-02, OIG OU Recommendation No. 14: 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.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 15: 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.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 16: Rec. No. 3: Conduct similar risk assessments, identification of at-risk grantees, communications and targeted monitoring for other prohibited activities.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 17: 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.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 18: 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.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 19: 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.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 20: 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.	7
AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 21: 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.	7





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AC OIG Management Alert	OIG Management Alert - Issued 11/03/2016 - NACHC Prohibited Activities: Missed Opportunities	11/3/2016	SAR 20-02, OIG OU Recommendation No. 22: 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.	7
AC OIG 18-01 and 18-02	Audit of the Corporation for National and Community Service's Fiscal Year 2017 Consolidated Financial Statements	11/15/2017	SAR 20-02, OIG OU Recommendation No. 24: Rec. No. 4: Automate the financial statement preparation process insofar as possible to reduce the potential for human error in the financial statement template;	1.a.
AC OIG 18-03	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	11/15/2017	SAR 20-02, OIG OU Recommendation No. 25: 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)	6





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 18-03	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	11/15/2017	<p>SAR 20-02, OIG OU Recommendation No. 26: Rec. No. 26: Ensure the facilities implement the following in regards to protection of mobile devices</p> <ul style="list-style-type: none"> • Enforce the prohibition of displaying passwords in public view • Require the use of passwords on mobile computer assets for all users • Change passwords and re-image IT assets upon the separation of the previous user • Monitor Team Lead laptops for compliance with security updates and antivirus signatures • Prohibit the use of non-governmental CNCS issued email accounts • Configure cell phones to require the enabling of security functions 	6
AC OIG 18-03	FY 2017 Federal Information Security Modernization Act Evaluation of the CNCS	11/15/2017	<p>SAR 20-02, OIG OU Recommendation No. 27: Rec. No. 27: Ensure the facilities implement the following in regards to protection of mobile devices:</p> <ul style="list-style-type: none"> • Require the use of passwords on mobile computer assets for all users • Change passwords and re-image IT assets upon the separation of the previous user • Prohibit the use of non-governmental CNCS issued email accounts 	6
AC OIG 18-05	Performance Audit of the Corporation for National and Community Service's Compliance with the Digital Accountability and Transparency Act of 2014	11/8/2017	<p>SAR 20-02, OIG OU Recommendation No. 30: Rec. No. 3: Focus on reducing the amount of SVs by fixing the root causes. SV's should be limited to those related to accrual adjustments or one-time, unusual transactions only. However, in the event an SV is required the SVs recorded should contain data elements required for File B such as the program activity name, program activity code, and object class.</p>	1.a.





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AC OIG 18-05	Performance Audit of the Corporation for National and Community Service's Compliance with the Digital Accountability and Transparency Act of 2014	11/8/2017	SAR 20-02, OIG OU Recommendation No. 31: Rec. No. 4: Validate the SVs to address errors and invalid balances carried forward from prior years and correct the data submissions.	1.a.
AC OIG 18-05	Performance Audit of the Corporation for National and Community Service's Compliance with the Digital Accountability and Transparency Act of 2014	11/8/2017	SAR 20-02, OIG OU Recommendation No. 33: Rec. No. 6: Capture institutional knowledge and mitigate the effects of employee turnover by documenting CNCS's DATA Act compliance processes and keeping them up to date. In addition, develop a succession plan to ensure that CNCS retains required expertise and capabilities.	1.a.
AC OIG 18-05	Performance Audit of the Corporation for National and Community Service's Compliance with the Digital Accountability and Transparency Act of 2014	11/8/2017	SAR 20-02, OIG OU Recommendation No. 35: Rec. No. 9: Ensure that accurate and complete data is presented to the general public by reviewing the CNCS information from residing external systems and reconciling the external site information to the CNCS source systems.	1.a.
AC OIG 18-07	Audit of Corporation for National And Community Service Grants Awarded to Mayor's Fund to Advance New York City	3/19/2018	SAR 20-02, OIG OU Recommendation No. 36: Rec. No 2(a): Disallow and recover \$1,663,952 in Federal costs awarded to Madison;	7
AC OIG 18-07	Audit of Corporation for National And Community Service Grants Awarded to Mayor's Fund to Advance New York City	5/23/2018	SAR 20-02, OIG OU Recommendation No. 37: Rec No. 1b: Determine whether other current SIF intermediaries have conducted criminal history checks for "partners" or other entities that perform core intermediary functions, ensure that any missing checks are completed and recover the costs for any missing or unperformed checks	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 18-12	VISTA Program Evaluation	6/5/2018	SAR 20-02, OIG OU Recommendation No. 38: Rec. No. 2: CNCS VISTA should develop a standard for capturing capacity building and measuring sustainability during and after the VISTA project is completed.	7
AC OIG 18-12	VISTA Program Evaluation	6/5/2018	SAR 20-02, OIG OU Recommendation No. 39: 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 overall effectiveness of the change and allow for continuous process improvement.	7
AC OIG Management Alert	Management Alert - Issued 06/26/2018 - Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	6/26/2018	SAR 20-02, OIG OU Recommendation No. 40: 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	7
AC OIG Management Alert	Management Alert - Issued 06/26/2018 - Final Management Alert: Serious Weaknesses in National Civilian Community Corps Recruiting Contract May Jeopardize Program Success	6/26/2018	SAR 20-02, OIG OU Recommendation No. 41: Rec No. 3: Assign a COR who has strong recruitment knowledge and experience to effectively manage and oversee this contract	7
AC OIG 19-01 and 19-02	Agreed-Upon Procedures for Corporation Grants Awarded SerVermont	8/20/2018	SAR 20-02, OIG OU Recommendation No. 42: Rec No. 2(d): Disallow and, if already used, recover education awards made to members who did not serve the minimum required service hours.	7





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 43: Rec. No.1: Establish responsibility and accountability to ensure that CNCS complies with OMB CircularNo.A-123 and holds appropriate CNCS management officials accountable in supporting the internal control assessment process.	1.i.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 44 (a): Rec. No. 2: Engage in periodic meetings with the functional offices to identify risks associated with significant financial statement line items and gather the necessary information to make informed decisions as part of the risk assessment process. Specifically, OCRO should:	1.h.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 44 (b): Rec. No. 2a: Stay informed regarding new and open audit recommendations to ensure that key operational and financial control deficiencies are identified, and those controls are documented in CNCS's business process narratives and risk control matrices.	1.i.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 44 (c): Rec. No. 2b: Actively participate in ongoing financial statement audit status meetings and stay informed on identified risks to ensure that functional offices are held accountable and addresses those specific risks through the assurance statement preparation process.	1.g.





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 45: Rec. No. 4: Develop guidance and best practices for functional offices for completing assurance statements. Guidance should clearly identify what would constitute an adequate internal control assessment from which the functional offices can rely on to submit an unmodified assurance statement. Guidance should also be provided to functional offices with clear definitions and examples on control deficiency, significant deficiency, material weakness; and when a modified or no assurance statement should be provided.	1.h.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 46: Rec. No. 5: Require functional offices to provide supporting documents for their assurance statements. OCRO should establish quality control reviews of the support for function offices' assurance statements to ensure that they are complete, and the functional offices address business cycles, financial statement line items and systems under their purview of responsibility to ensure consistency with the assurance statements.	1.c.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 47: Rec. No. 7: Record transactions in accordance with GAAP.	1.a.





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 54: Rec. No. 14: Revise its current cost allocation memorandum titled "Corporation for National and Community Service Financial Reporting Cost Allocation" to describe in detail the process for allocating indirect costs allocation among CNCS programs, including indirect cost allocation methodology, basis of allocation, assumptions, sources of data, allocation period timeline, and review process. Pending since FY 2017	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 55: Rec. No. 15: Review and research the balances for discontinued document types, such as "TJ" and "JV" to determine their validity and correct them accordingly. Document and maintain support for any accounting adjustments made to correct the balances. Pending since FY 2017	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 56: Rec. No. 16: Identify any additional unused document types and transaction types and related balances for possible liquidation. Pending since FY 2017	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 57: Rec. No. 17: Work with the Momentum support team to remove any document types that are no longer used.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 60: Rec. No. 20: Continue to evaluate and correct, if necessary, any ongoing negative impact of the financial system upgrade on financial reporting.	1.a.





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 61: Rec. No. 21: Identify and collect feedback from all stakeholders to ensure all concerns and risks on the system upgrade are addressed and risks are mitigated.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 62: Rec. No. 22: Develop milestones for the complete implementation of the resolutions related to the system upgrade issues.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 65: Rec. No. 25: Track the outstanding balances with system configuration issues until their full liquidation.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 66: Rec. No. 26: Document and retain the results of actions taken for recommendations above, including the final decisions and solutions to resolve the system issue.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 68: Rec. No. 28: Discontinue obligating interest revenue automatically upon receipt and deobligate amounts representing interest previously obligated, or document the authority to automatically obligate interest earned. Pending since FY 2017	1.f.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 69 (a): Rec. No. 29: Document and implement policies and procedures to include the following Pending since FY 2017	4.a.





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 69 (b): Rec. No. 29(a): review obligations to verify that amounts, timeframe (i.e., grant dates are correctly reflected in the obligation) and age are accurately reflected in the status of the obligation to confirm their validity; Pending since FY 2017	4.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 69 (c): Rec. No. 29(b): ensure obligations are sufficiently supported (i.e., by documentary evidence); Pending since FY 2017	4.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 69 (d): Rec. No. 29(c): reconcile obligations to source documents (such as grant agreements); and Pending since FY 2017	4.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 69 (e): Rec. No. 29(d): perform complete reconciliations of all outstanding obligations monthly, and ensure any discrepancies identified are promptly researched and resolved. Pending since FY 2017	4.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 96: Rec. No. 57: Adhere to the accounting definition and guidance issued by OMB and Treasury for recording Recoveries and updates CNCS's financial reporting policy accordingly.	1.a.
AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 98: Rec. No. 59: Develop a financial reporting checklist to ensure completeness and recording of all transactions.	1.a.





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AC OIG 19-01 and 19-02	Audit of the Corporation for National and Community Service's Fiscal Year 2018 Consolidated Financial Statements	11/15/2018	SAR 20-02, OIG OU Recommendation No. 105: Rec. No. 66: Strengthen internal controls over the entire AR process cycle to ensure that AR transactions are properly supported, documented, and readily available for examination.	1.a.
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 110 (a): 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 FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 110 (b): 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. (Modified Repeat) Pending since FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 110 (c): Rec. No. 1(b): Ensure replacement of information system components when support for the components is no longer available from the developer, vendor or manufacturer. (Repeat) Pending since FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 110 (d): 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. (Modified Repeat) Pending since FY 2017	6





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AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 110 (e): Rec. No. 1(d): Enhance the inventory process to ensure all devices are properly identified and monitored. (Modified Repeat) Pending since FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 111: Rec. No. 2: Ensure that OIT evaluates if the internet connections at the Field Financial Management Center, National Civilian Community Corps Campuses, and State Office is sufficient to allow patches to be deployed to all devices within the defined risk based patch timeline in CNCS policy. If the internet connections are determined to be inadequate, develop and implement a plan to enhance the current internet connections.	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 112: Rec. No. 4: Develop and document a comprehensive risk register at the mission and business process level. (Modified Repeat) Pending Since FY 2014	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 113: Rec. No. 7: 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	6





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AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 114: Rec. No. 8: Ensure that standard baseline configurations for all platforms in the CNCS information technology environment are appropriately implemented, tested, and monitored for compliance with established CNCS security standards. This includes documenting approved deviations from the configuration baselines with business justifications. Pending since FY 2016	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 115: Rec. No. 11: Implement Personal Identification Verification multifactor authentication for local and network access for privileged users. Pending since FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 116: Rec. No. 12: Implement Personal Identification Verification multifactor authentication for network access for non-privileged users. Pending since FY 2017	6
AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 117: Rec. No. 21: 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.	6





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AC OIG 19-03	Fiscal Year 2018 Federal Information Security Modernization Act (FISMA) Evaluation of the Corporation for National and Community Service	3/1/2019	SAR 20-02, OIG OU Recommendation No. 118: Rec. No. 23: 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.	6
AC OIG 19-06	Agreed-Upon Procedures (AUP) review of AmeriCorps grant funds to Serve Indiana	3/12/2019	SAR 20-02, OIG OU Recommendation No. 119: 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.	7
AC OIG 19-08	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	5/28/2019	SAR 20-02, OIG OU Recommendation No. 120: 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.	7
AC OIG 19-08	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	5/28/2019	SAR 20-02, OIG OU Recommendation No. 121: 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.	7





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 19-08	Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Serve Guam Commission	5/28/2019	SAR 20-02, OIG OU Recommendation No. 122: 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.	7
AC OIG 19-04	Performance Audit of the Corporation for National and Community Service's Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 123: Rec. No. 1: Fully implement planned programmatic corrective actions and identify periodic reporting mechanisms to address the root causes of improper payments identified in the AmeriCorps, FGP, RSVP, and SCP grant programs.	1.b.
AC OIG 19-04	Performance Audit of the Corporation for National and Community Service's Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 124: Rec. No. 2: Develop a step-by-step approach that contains specific milestones identifying target completion dates and responsible Office of the Chief Risk Officer (OCRO) program staff for each corrective action.	6





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AC OIG 19-04	Performance Audit of the Corporation for National and Community Service's Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 126: Rec. No. 4: Develop a detailed plan to report realistic reduction targets based on an evaluation of the root causes of improper payments identified in the FY 2018 IPERA testing and CNCS's planned corrective actions. The detailed plan should include establishing accountable parties in OCRO and the four grant programs tested for IPERA to achieve the reduction targets and should focus on the availability of staff to implement planned corrective actions. Further, CNCS should consider the potential effects of any guidance that CNCS publishes during FY 2019 regarding the IPERA testing process, planned updates to the statistical methodology and test plans for the FY 2019 IPERA program and whether it can reasonably justify the rationale used to establish the reduction target rates.	2.b.
AC OIG 19-04	Performance Audit of the Corporation for National and Community Service's Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 127: Rec. No. 5: Update its sampling and estimation methodology to ensure that future improper payment estimates are complete and accurate.	7
AC OIG 19-04	Performance Audit of the Corporation for National and Community Service's Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 128: Rec. No. 6: Consult with OMB to determine whether its methodology appropriately considers all types of errors identified in the sample, particularly non-response and unmatched errors.	7





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AC OIG 19-04	Performance Audit of the Corporation for National and Community Service’s Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 140: Rec. No. 18: Update the mandatory training for all CNCS reviewers based on the latest test plans to ensure that all reviewers share a consistent testing methodology and documentation retention plans.	1.b.
AC OIG 19-04	Performance Audit of the Corporation for National and Community Service’s Compliance with the Improper Payments Elimination and Recovery Act of 2010 (IPERA) for Fiscal Year 2018	6/3/2019	SAR 20-02, OIG OU Recommendation No. 141: Rec. No. 19: Implement controls that strengthen supervision and oversight to ensure that CNCS reviewers thoroughly, sufficiently, and adequately document all testing attributes and final conclusions and maintain adequate supporting documentation, justification, and rationales to support conclusions.	7
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service’s Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 1: Rec. No. 1: Establish a formal process that provides the CEO with comprehensive information on the results of CNCS’s internal control assessment, status of open material weaknesses and significant deficiencies from prior year’s financial statement audits, and information on issues that could be reported as a significant deficiency or a material weakness in the current year’s financial statement audit for consideration in preparing the CNCS assurance statement. This should also include the status of open recommendations from other audits that have a significant impact on CNCS’s operations or financial reporting. (new)	1.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 2: 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)	1.e.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 3 (a): Rec. No. 3: Revise the CNCS Statement of Assurance Preparation and Submission Guidance (March 2019) to:	1.d.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 3 (b): Rec. No. 3(a): Require the functional offices to consider external and internal audits and investigations in identifying and reporting on control deficiencies.	1.d.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 3 (c): Rec. No. 3(b): Require the functional offices to identify the impact that the material weakness or significant deficiency has on the financial statements or on CNCS's operations in their assurance statements. (new)	1.d.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 4: Rec. No. 4: Revise the CNCS Financial Reporting Testing Plan to include verifying that the fluctuation analyses are conducted properly within the required thresholds. (new)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 5: Rec. No. 5: Revise the FY 2019 CNCS Grants Financial Management Business Process Narrative to address the control gap concerning the verification of the Advances to Others balance accuracy. (new)	1.d.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 6: Rec. No. 6: Provide training to appropriate CNCS personnel regarding the purpose of the Data Quality Plan. (new)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 7: Rec. No. 7: Update and maintain the Data Quality Plan in accordance with OMB Circular No. A-123, Appendix A, Management of Reporting and Data Integrity Risk (M-18-16, June 6, 2018), and subsequent amendments. (new)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 8: 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)	3





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 9: 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)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (a): Rec. No. 10: Develop comprehensive policies and procedures for the financial statements preparation process and related internal controls. The policies and procedures should address, among other subjects:	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (b): Rec. No. 10(a): The process to determine and document CNCS's balance fluctuation expectations. Expectations should be documented based on a combination of internal and external operating factors, and program and financial relevant information available.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (c): Rec. No. 10(b): The materiality threshold used to determine significant balance fluctuations that require further research should be more conservative than that used by external auditors.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (d): Rec. No. 10(c) : Detailed process to research significant balance fluctuations. CNCS should research and explain all significant balance fluctuations at the account and transaction level. Maintain and have the supporting documentation readily available.	4.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (e): Rec. No. 10(d): Research and retain supporting documents required for any identified account balance differences derived from its abnormal balance review or the tie point analysis.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (f): Rec. No. 10(e) : Address fatal and non-fatal Government-wide Treasury Account Symbol Trial Balance edit failures.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (g): Rec. No. 10(f): Address all balance differences and retain supporting documentation of related research.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 10 (h): Rec. No. 10(g): Document and maintain support for all prior period adjustments and changes to Net Position accounts, Cumulative Result of Operations, and Unexpended Appropriations. (repeat)	4.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 11: Rec. No. 11: Monitor outstanding balances resulting from financial system configuration issues and fix these issues prior to data migration to the future shared service provider (Department of Treasury's Administrative Resource Center) in FY 2021. While waiting to transition, CNCS should strengthen its current trial balance review including tie-point analysis and review of abnormal balances. (modified repeat)	2.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 12: Rec. No. 12: Coordinate with the future shared service provider to ensure that its accounting platform is compatible with CNCS's operations and the type of accounting transactions that the CNCS process. (new)	2.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 13: Rec. No. 13: Develop a plan to clean up CNCS's balances prior to migration to the shared service provider's system (Department of Treasury's Administrative Resource Center). The plan should include coordination with the future service provider to review CNCS balances in detail to ensure they are properly supported and can be mapped into the Administrative Resource Center's platform. Maintain all documentation regarding meeting minutes and any mapping of account balances developed as part of the migration effort. (new)	2.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 14: 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)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 15: 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)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 16: Rec. No. 16: Validate and ensure standard vouchers/journal vouchers are properly supported, documented, and are readily available for examination. (modified repeat)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 17: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (a): Rec. No. 18: Develop and implement policies and procedures for the standard vouchers/journal vouchers (SV/JV) process that include:	1.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (b): Rec. No. 18(a): Tracking the sequence of SVs/JVs for completeness;	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (c): Rec. No. 18(b): Appropriate use of SVs/JVs;	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (d): Rec. No. 18(c): Determining and maintaining relevant documentation to support each SV/JV;	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (e): Rec. No. 18(d): Use of specific and accurate SV/JV descriptions; and	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 18 (f): Rec. No. 18(e) : Timely review and approval of SVs/JVs for accuracy and propriety. (modified repeat)	1.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 19: Rec. No. 19: Finalize its research to establish the amount to capitalize for tenant improvement costs and retain proper documentation of the research. While the research is ongoing, CNCS should disclose non-GAAP accounting and the impact on the financial statements. (modified repeat)	1.e.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 20: Rec. No. 20: Evaluate CNCS's compliance with all sections of OMB Circular No. A-136, Financial Reporting Requirements, including preparing comparative financial statements and notes to comply with the financial reporting framework for federal government agencies. (modified repeat)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 21: 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)	1.f.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 22: 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 23 (a): Rec. No. 23: Strengthen controls to ensure the Trust modeling is performed by trained personnel to:	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 23 (b): Rec. No. 23(a): Conduct detailed analysis and validation of data sources.	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 23 (c): Rec. No. 23(b): Review and ensure the reasonableness of assumptions used and document the rationale behind estimation assumptions.	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 23 (d): Rec. No. 23(c) : Consider changes in conditions or programs that require further research and analysis. Update the assumptions when necessary.	1.f.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 23 (e): Rec. No. 23(d): Compare estimates with subsequent results to assess the reliability of the assumptions and data used to develop estimates.	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (a): Rec. No. 24: Document and implement policies and procedures to include the following:	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (b): 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;	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (c): 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;	1.f.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (d): Rec. No. 24(c) : Review obligation amounts to ensure amounts accurately reflect the status of the obligation;	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (e): Rec. No. 24(d): Review obligations to verify that amounts, timeframe (i.e., grant dates are correctly reflected in the obligation);	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (f): Rec. No. 24(e) : Ensure obligations are sufficiently supported (i.e., by documentary evidence); and	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 24 (g): Rec. No. 24(f): Perform complete reconciliations of all outstanding obligations monthly, and ensure any discrepancies identified are promptly researched and resolved. (repeat)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 25: 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 26 (a): 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:	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 26 (b): Rec. No. 26(a): Train, mentor, and work to retain qualified employees;	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 26 (c): Rec. No. 26(b): Cross-train employees so that knowledge of the model will reside with multiple staff rather than with one person; and	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 26 (d): 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 27 (a): 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 27 (b): 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 27 (c): 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 27 (d): 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 27 (e): 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 28 (a): Rec. No. 28: Revise and implement policies and procedures for the grant accrual methodology so that:	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 28 (b): 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 28 (c): 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 29: Rec. No. 29: Develop a process to validate grant advances, incurred but not reported and payable estimates. Such validation should be performed for all program elements included in the estimation process and over a few years to show a trend of the estimates. Unusual fluctuations, if any, should be investigated and the research conclusions documented. (modified repeat)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 30: Rec. No. 30: Centralize the storage of all procurement documents in contract files and maintain them electronically. (repeat)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 31: Rec. No. 31: Strengthen internal control to ensure procurement documents are properly approved and retained. (repeat)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 32: 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 33: Rec. No. 33: Research, resolve and document the disposition of any abnormal undelivered orders transactions/balances. (repeat)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 34: 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)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 35: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 36 (a): 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:	4.a.





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 36 (b): Rec. No. 36(a): Subsequent activities against the amount estimated to determine the level of precision in the estimation;	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 36 (c): Rec. No. 36(b): Trend the validation results and adjust the incurred but not reported estimation process to address any recurring significant fluctuations; and	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 36 (d): Rec. No. 36(c) : Update the incurred but not reported estimation process as necessary to reflect changes in payment patterns. (repeat)	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 37: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 38: 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)	1.f.





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 39: Rec. No. 39: Analyze contractor-developed software costs that were expensed but not capitalized in accordance with accounting standards. (repeat)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 40: Rec. No. 40: Update CNCS policy to recognize and record capitalized costs in the period incurred. (repeat)	2.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 41: 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 42: 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)	1.i.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 43: 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)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 44: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 45: Rec. No. 45: Develop and perform a periodic analysis of expenses incurred, e.g., software-in-development costs and repairs and maintenance, to determine if they meet the capitalization requirements and conduct any follow up to ensure costs are properly capitalized. (new)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 46: 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)	1.f.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 47: 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 48: Rec. No. 48: Determine the root causes and resolve expenditure differences between the Payment Management System and Momentum. (repeat)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 49 (a): Rec. No. 49: Strengthen controls around the review of expired grant obligations by ensuring that:	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 49 (b): 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.	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 49 (c): Rec. No. 49(b): Document justifications for all required reports submission extensions granted to the grantee. (repeat)	4.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 50: 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)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 51: Rec. No. 51: Establish a requirement for Grant Officer/Portfolio Managers to provide documented certification that all required grantee information has been received, accepted, and documented before the grant is closed out. (repeat)	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 52: Rec. No. 52: Revise its OMB Circular No. A-123 internal control program testing to include a review of contract modifications. (new)	1.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 53: 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)	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 54: 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)	1.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 55: 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 56: 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)	1.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 57: 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)	4.a.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 58: 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)	6
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 59: 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.b.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 60: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 61: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 62: Rec. No. 62: Strengthen and refine the process for holding contractors accountable for remediation of control deficiencies in CNCS information systems. (repeat)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 63: Rec. No. 63: Implement all detailed recommendations in the FY 2019 FISMA Evaluation report. (repeat)	4.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 64: Rec. No. 64: Reconcile the Accounts Receivable subsidiary ledger to the general ledger monthly. (repeat)	1.a.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 65 (a): Rec. No. 65: Reevaluate the policies and procedures for calculating the allowance for doubtful accounts. Related policies and procedures should include:	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 65 (b): Rec. No. 65(a): CFO Office's staff's periodic review of the accounts receivable aging report, (repeat)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 65 (c): 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)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 65 (d): Rec. No. 65(c) : Determination for possible write-offs. (repeat)	1.f.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 66: Rec. No. 66: Revise the Allowance for Doubtful Accounts methodology to be consistent with the Debt Management Policy. (repeat)	1.f.





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 67: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 68: 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. (repeat)	2.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 69: 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.b.
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 70: 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)	6





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 71: 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)	6
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 72: 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)	6
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 73: 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)	6
AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 74: 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)	6





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AC OIG 20-01 & 20-02	Audit of the Corporation for National and Community Service's Fiscal Year 2019 Consolidated Financial Statements and National Service Trust Fund Financial Statements	11/20/2019	OIG SAR 20-02 NYD Recommendation 75: 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)	6
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 76: Rec. No. 1: Complete and finalize its Data Quality Plan. (Repeat)	2.b.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (a): Rec. No. 2: Revise the CNCS DATA Act Business Process Guide to:	2.b.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (b): Rec. No. 2(a): Develop, implement, and maintain a CNCS Data Quality Plan (New);	2.b.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (c): Rec. No. 2(b): Include a control process for documenting the basis for the Senior Accountable Official's certification, which includes addressing all differences between the files (Modified Repeat);	1.f.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (d): Rec. No. 2(c) : Implement a control process to complete and document the data inventory, data mapping, and establishing data validation controls for the required DATA Act Schema and supporting data elements (Repeat);	1.a.





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AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (e): Rec. No. 2(d): Clearly identify the parties responsible for each data file and to indicate how the responsible parties will (Modified Repeat): <ul style="list-style-type: none"> • Research and resolve validation or reconciling errors between data files prior to submission; • Research and resolve DATA Broker errors and warnings before submitting the DATA Act files; • Document the corrective actions taken to resolve all identified errors and warnings, and • Develop and document corrective action plans for any unresolved error or warning detailing the reasons for the unimplemented correction and monitor such corrective actions to completion. 	1.a.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (f): Rec. No. 2(e) : Develop, document, and implement a process to ensure that de-obligations of grants with canceled funds are reported to FABS when they occur and not when they are administratively closed out (New).	4.a.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 77 (g): Rec. No. 2(f) : Establish and implement internal controls procedures to (New): <ul style="list-style-type: none"> • Verify quarterly that the SQL is compiling the data correctly for the data submission, and • Establish change controls over the SQL to ensure that only necessary an authorized changes are made to the SQL. 	1.a.





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AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 78: Rec. No. 3: Work with its third-party consulting contractor to update transaction processing in Momentum to ensure that Program Activity Name and Program Activity Code are properly captured at the transactional level (Repeat).	1.a.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 79: Rec. No. 4: Establish a written process that includes validating the required Program Activity Name and Program Activity Code data fields reported in File B against the source system prior to its submission to the DATA broker (Modified Repeat).	1.a.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 80: 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 (New).	6
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 81: Rec. No. 6: Review the SQL used to prepare the grant award details (D2 File) for submission and ensure that it pulls the Non-Federal Funding Amount based on the information in the Notice of Grant Award, which is the obligation award document. Such action should also ensure that the Total Funding Amount is correct (New).	6
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 82 (a): Rec. No. 7: Coordinate with the point of contact for the new shared services provider to (New):	1.a.





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 82 (b): Rec. No. 7(a): Ensure that the required 57 data elements, where applicable, are mapped and the source of the data elements are identified within the source systems, and	1.a.
AC OIG 20-05	Fiscal Year 19, Quarter 1 DATA Act Submission	11/14/2019	OIG SAR 20-02 NYD Recommendation 82 (c): Rec. No. 7(b): Establish controls over the compilation of the data files to prevent any unauthorized changes.	1.a.
AC OIG 20-06	Audit of Corporation for National and Community Service AmeriCorps Grant Awarded to St. Bernard Project	11/15/2019	OIG SAR 20-02 NYD Recommendation 83: 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.	7
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 92: 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 CNCS policy. If the internet connections are determined to be inadequate, develop and implement a plan to enhance the current internet connections.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 93: 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.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 94: Rec. No. 5: Develop and implement a written process to ensure RemedyForce tickets are completed at the time the inventory is updated.	6





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AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 95: Rec. No. 6: Develop and implement a written process to perform periodic reconciliations between CMDDB and the FasseTrack system.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 96: Rec. No. 7: Perform and document analysis to determine the feasibility of completely automating the inventory management process.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 102: Rec. No. 13: Develop and implement a written process for the Director of Infrastructure to monitor the employee separation process to ensure CNCS policy is followed for disabling system accounts within one working day following separated employees' termination and disabled network accounts of separated individuals are removed from the Active Directory My AmeriCorps Staff Portal Organizational Unit.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 103: Rec. No. 14: Enhance information systems to automatically disable user accounts after 30 days of inactivity in accordance with CNCS policy. This includes monitoring automated scripts to validate accounts are disabled properly.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 104: 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.	6





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 105: Rec. No. 18: Complete background investigations in accordance with the developed schedule based on prioritization of higher-level risk.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 106: Rec. No. 19: Develop and implement a written process to ensure that Contracting Officer’s Representatives are aware of their roles and responsibilities related to contractor background investigations. The process should require Contracting Officer’s Representatives regularly provide the Office of Human Capital a list of names of contractors, who require background investigations, and their associated companies.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 107: Rec. No. 20: Develop and implement a written process to ensure the Office of Human Capital completes background investigations for all contractors.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 108: Rec. No. 21: Assess the NCCC campus member credentialing process and mechanism to ensure compliance with CNCS personnel security policy for badging.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 109: Rec. No. 22: Document and implement a policy to minimize personally identifiable information on the physical access and identification badges utilized for NCCC Pacific Region Campus members.	6





Report No.	Report Title	Date Issued	Recommendation	Status Code
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 110: Rec. No. 23: Physically or mechanically disable the networking capability of the laptop used for member badging at the NCCC Pacific Region Campus.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 111: Rec. No. 24: Periodically provide training for the NCCC campus personnel on the data retention and disposal requirements.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 112: 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.	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 113: Rec. No. 28: Secure the networking infrastructure located at the NCCC Southwest Region Campus in a locked room or cage	6
AC OIG 20-03	Fiscal Year 2019 Federal Information Security Modernization Act Evaluation of The Corporation for National and Community Service	1/24/2020	OIG SAR 20-02 NYD Recommendation 115: 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.	6

