AmeriCorps

Days of Service Grantee Handbook
Volunteer Initiatives
December 2023

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1. Introduction and Overview

1.1 Handbook Purpose

The Days of Service Grantee Handbook addresses roles, responsibilities, and expectations related to AmeriCorps Martin Luther King, Jr. (MLK) Day of Service and September 11th (9/11) Day of Service and Remembrance grant and project management for all grantee staff including Project Directors, Authorized Representatives, fiscal staff, and others. Throughout this resource, links to further information or best practices are provided when available.

The Handbook provides ideas and suggestions for effective practices in operating and managing many aspects of an AmeriCorps Day of Service project. It is a technical assistance document and not a compliance guide. Many of the suggestions refer to specific sections of the federal regulations that govern AmeriCorps and Days of Service grants, but the Handbook does not address all issues covered in the regulations. Grantees are required to follow all statutes and regulations shared in the Legal Framework section of the Handbook as well as all applicable local, state, and federal laws.

1.2 Handbook Design

The Handbook is designed to be a comprehensive, straightforward resource manual with easy-to-locate information that spans the entire lifecycle of an AmeriCorps MLK Day or September 11th grant. The

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Handbook contains content and guidance on all aspects of Day of Service project management, including but not limited to core responsibilities, project and grants management, and reporting requirements.

The Handbook is organized into chapters that contain important guidance about specific requirements and responsibilities as well as success tips and best practices throughout the lifecycle of the grant. Project Directors, Authorized Representatives, and other staff involved with the Day of Service project will benefit from reviewing some or all of this information.

Key AmeriCorps acronyms used throughout this Handbook and their meanings can be found in Appendix I.

This electronic resource is easily searchable and contains links to additional resources and information. Additionally, this resource will be updated periodically and reviewed at least annually to ensure alignment with all Days of Service resources and guidance. As a result, we recommend that you do not print this resource but rather bookmark the Handbook in your preferred browser and take advantage of its digital features.

Suggestions for the Handbook regarding new content, corrections, and deletions are always welcome. To offer suggestions, email DaysofService@americorps.gov and copy your corresponding AmeriCorps Region Office.

2. About AmeriCorps and Days of Service Grants

2.1 About AmeriCorps

AmeriCorps was established in 1993 under the National and Community Service Trust Act to connect Americans of all ages and backgrounds with opportunities to give back to their communities and nation. AmeriCorps is the operating name for the Corporation for National and Community Service (CNCS).

AmeriCorps empowers and supports Americans to tackle persistent challenges such as helping youth succeed in school, securing safe affordable housing for economically disadvantaged families, and helping communities respond to disasters. Through this work, AmeriCorps achieves its mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

At its inception, AmeriCorps was directed to manage three main programs:

- AmeriCorps, which incorporated the longstanding VISTA program, the new National Civilian Community Corps (NCCC) program, and the new AmeriCorps State and National program, the full-time demonstration program that had been established under the National and Community Service Act of 1990 (NCSA);

- AmeriCorps Seniors, which incorporated the Foster Grandparent, Senior Companion, and RSVP programs; and

- Learn and Serve America, formerly known as Serve America, which ceased operation in 2011.

AmeriCorps members and AmeriCorps Seniors volunteers serve at more than 50,000 locations across the country to meet community needs related to education, health, environmental stewardship, economic development, veterans and military families, and disaster services.

2.1.1 AmeriCorps Strategic Plan

The [AmeriCorps 2022-2026 Strategic Plan](#) presents the long-term objectives AmeriCorps hopes to accomplish by describing general and long-term goals the agency aims to achieve, what actions the agency will take to realize those goals, and how the agency will deal with challenges and risks that may hinder achieving results.

The Strategic Plan provides a roadmap for using national service to address critical challenges facing our communities and our nation. It builds on the strong foundation of national service that has developed over the past four decades and the vision set forth in the bipartisan [Edward M. Kennedy Serve America Act of 2009](#).

2.2 About AmeriCorps Volunteer Initiatives

The AmeriCorps Volunteer Initiatives program office was established in 2022 to bring together the existing Volunteer Generation Fund (VGF) and Days of Service grant programs. VGF and Days of Service are the agency's grant programs that are **not** national service programs, meaning they are not attached to AmeriCorps members or AmeriCorps Seniors volunteers. Volunteer Initiatives is the agency's program office for these direct funding opportunities that support AmeriCorps volunteer-based projects that focus on investments in volunteer recruitment and engagement practices in communities.

2.3 About Days of Service Grants

2.3.1 Martin Luther King, Jr. Day of Service

The Martin Luther King, Jr. Federal Holiday was designated as a National Day of Service in 1994 with the passing of the King Holiday and Service Act, and AmeriCorps was the agency charged to lead the effort. The legislation was sponsored by civil rights champion John Lewis and former AmeriCorps CEO Harris Wofford.

The [King Holiday and Service Act of 1994](#) amended the [National and Community Service Act of 1990](#) and authorized AmeriCorps to make grants to eligible entities to carry out service opportunities in honor of Dr. King's birthday. The first grants were awarded in 2004, and the agency has continued to award MLK Day grants annually since.

MLK Day grantees receive funding to carry out service projects on or near MLK Day that honor Dr. King's life example by increasing economic, environmental, educational, or other forms of equity. Service projects must meet an important, immediate community need and/or help to address systemic issues, and grantees are expected to offer ongoing opportunities for volunteers to serve throughout the year.

2.3.2 September 11th Day of Service and Remembrance

Originally founded by the nonprofit organization My Good Deed (now known as 9/11 Day), the September 11th Day of Service and Remembrance later became federally recognized and authorized as a National Day of Service in 2009 through the passage of the [Serve America Act](#). As with MLK Day,

AmeriCorps was the agency designated to lead national efforts for the Day of Service, and the agency awarded the first grants for September 11th projects in 2010.

September 11th grantees receive funding to carry out service projects on or near the Day of Service that honor and pay tribute to those who lost their lives on September 11, 2001, their families, and those who rose in service in response to that tragedy. Service projects must meet an important, immediate community and/or help to address systemic issues, and grantees are expected to offer ongoing opportunities to serve throughout the year.

2.3.3 Legal Framework

Days of Service grants operates under parameters defined by federal law, federal regulations, and agency policies and guidance. It can be helpful to know where to find the relevant legal requirements when learning how to manage your Day of Service project.

Statute: The statute, or legislation, governing the Days of Service grant programs can be found in Section 198, 42 U.S.C. § 12653, of the NCSA, as amended by the King Holiday and Service Act of 1994 and the Serve America Act of 2009. The NCSA as amended is the authorizing legislation of the Days of Service grants, and it is the federal law enacted by Congress that outlines the purposes of the programs and the parameters within which they may operate. By law, AmeriCorps cannot operate the programs in any way that violates these parameters. Statutes relevant to MLK Day grants can be found in the King Holiday and Service Act (36 U.S.C. 169j) and Section 198(i) of the NCSA. The statute relevant to September 11th grants can be found in Section 198(k) of the NCSA.

Regulations: Statutes, such as the NCSA, tend to be very broad, and Congress often leaves the details of the law to the federal agency charged with its implementation. Congress grants executive branch agencies, such as AmeriCorps, with authority to interpret the law and develop the programmatic details. Many of these details ultimately appear as regulations, codified in the Code of Federal Regulations (CFR), accessible online as the eCFR. The AmeriCorps regulations can be found in Title 45, Chapter XXV, Part 2500 of the CFR. All federal grantees must also follow the Uniform Administrative Requirements outlined in 2 CFR 200. Citations for regulations are written like this: 45 CFR 2522.230, 45 CFR §2522.230, or abbreviated as §2522.230.

Terms and Conditions: AmeriCorps Terms and Conditions are additional grant requirements that have two versions: General (all AmeriCorps) and Program-Specific (Days of Service). New Terms and Conditions are issued each year and are a condition of the Notice of Grand Award issued for each grant. All subrecipients of AmeriCorps grantees are subject to both the General Terms and Conditions and Program-Specific Terms and Conditions. All Terms and Conditions can be found on the Grantee Resources page of the AmeriCorps website.

2.4 Key Staff Roles

2.4.1 At AmeriCorps

AmeriCorps has a headquarters office in Washington, D.C. and eight region offices throughout the country. The AmeriCorps Region Offices administer the AmeriCorps State and National, VISTA, Seniors, and Volunteer Initiatives programs.

Volunteer Initiatives Headquarters

AmeriCorps Volunteer Initiatives Headquarters (HQ), in consultation with the AmeriCorps Region Offices and other AmeriCorps staff, determines goals, policies, administrative procedures, training, and budgetary requirements for effective and efficient program operation. The HQ office performs the following tasks:

- Monitors progress toward achieving program goals and priorities;

- Sets policies and procedures;

- Prepares reports to Congress, the White House, and the public;

- Develops and implements training and technical assistance for grantees; and

- Develops and monitors the program budget.

AmeriCorps Region Office

Every state has a designated AmeriCorps Region Office to help develop and manage Days of Service projects. The roles of the AmeriCorps Region Office include conducting outreach, assisting with project development, and providing technical assistance. Each AmeriCorps Region Office is led by a Regional Administrator (RA) and a Deputy Regional Administrator (DRA). The office also includes Senior Portfolio Managers (SPMs) and Portfolio Managers (PMs). Major duties of AmeriCorps regional staff are to:

- Manage a portfolio of AmeriCorps projects;

- Provide technical assistance to grantees and monitor grants data indicators to affirm compliance with performance measurement requirements;

- Assure portfolio records are well organized and comply with office requirements;

- Continually review and evaluate project operations through electronic progress report review and feedback;

- Initiate or facilitate the processing of amendments to existing awards; and

- Close out projects.

Office of Monitoring
AmeriCorps Office of Monitoring staff may conduct on-site or off-site compliance monitoring reviews of your project. The purpose of the Office of Monitoring is to ensure the compliance of AmeriCorps award recipients, in order to:

- Increase their impact;

- Strengthen their capacity to reduce risks; and

- Promote a holistic approach to continuous improvement.

More information on monitoring can be found in Section 8.2 Project Compliance Monitoring of the Handbook.

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AmeriCorps Hotline

Frequently referred to as the Hotline, this service is operated via an AmeriCorps contract. The AmeriCorps Hotline is a service that provides general AmeriCorps program information and assistance with eGrants, AmeriCorps' online grants management system. Grantees may call the Hotline with questions regarding eGrants technical issues, password help, and for general assistance.

The Hotline can be reached at toll free at 800-942-2677 or via online web form.

The Hotline maintains the following hours:

- January, May, June, July, August, and September

    o Monday through Friday: 9:00 a.m. to 7:00 p.m. (all times Eastern)

- February, March, April, October, November, and December

    o Monday through Thursday: 9:00 a.m. to 7:00 p.m. (all times Eastern)

    o Friday: closed

- Federal Holidays: Closed

2.4.2 At Your Project

Project Director

The Project Director is the staff person at the recipient organization that has the overall responsibility of managing the Day of Service grant project and ensuring that the activities outlined in the approved application are completed. Project Directors are critical to ensuring the success of the project.

Authorized Representative

The Authorized Representative is the individual who has the authority to commit resources on behalf of the grantee organization. This individual authorizes the grant application and must have a personal eGrants account in order to do so.

Additional Contacts

Grantees may have additional staff working on the Day of Service project who wish to receive relevant communications from Volunteer Initiatives. Follow the steps outlined in Populating the Contact Information Module in eGrants to optionally designate other contacts for your Day of Service project. Grantees may identify contacts for the following roles in eGrants:

- Criminal History;

- Fiscal Contact;

- Impact Performance Evaluation;

- Programmatic Contact; and

- Senior Leadership.

Please do not select the Member/Volunteer Management role, as this option is for member-based national service programs only and does not apply to Days of Service projects.

3. Applying for an Award

3.1 Eligibility

The following entities are eligible to apply for Day of Service awards:

- Indian Tribes;

- institutions of higher education;

- local governments;

- nonprofit organizations;

- state service commissions; and

- states and U.S. territories.

Applicants, including those applying for continuation awards, must maintain an active registration with the System for Award Management (SAM) and a valid Unique Entity Identifier (UEI) to receive an award.

Applicants may apply and be awarded for both an MLK Day and September 11th award, but must submit a separate application for each Day of Service.

3.2 New Grant Applications

When AmeriCorps Days of Service grants are available, AmeriCorps conducts a grant competition and issues a Notice of Funding Opportunity, often referred to as the "Notice" in application-related instructions. Any eligible entity may apply for an AmeriCorps Day of Service grant. Notices are posted on Grants.gov and on the Funding Opportunities page of the AmeriCorps website.

Applicants must submit grant applications in eGrants, AmeriCorps' online grants system. Applications must be submitted following guidance in the Notice, Application Instructions, and other resources shared on the Funding Opportunities webpage. The application must be submitted by a representative of the grantee who is authorized by its governing body to certify that all data in the application are true and correct, the application has been duly authorized by the governing body of the applicant, and the applicant will comply with the Assurances submitted with the application if the grant is awarded. This individual is the "Authorized Representative" in eGrants.

3.3 Continuation Applications

Days of Service grants are designed as three-year funding opportunities. Projects are initially awarded a Day of Service grant for a period of one year, and continuation applications for continued funding must be submitted and approved for the second and third years of funding.

The process for a grantee to submit a continuation application begins when the Notice of Funding Opportunity is issued. At this time, the grantee's Portfolio Manager will notify the grantee that Days of Service continuation applications are open. The grantee must submit the application before the deadline in order to receive continuation funding.

The continuation process begins with a thorough review of the project's accomplishments to date and concludes with a decision by Volunteer Initiatives whether to continue the project beyond the end of the current project year. If the project has been successful in meeting its goals and building sustainability, continuation is highly probable; however, a continuation is not guaranteed and is based on annual appropriations to AmeriCorps from Congress. The continuation process is generally held the same time of year as the application for new funding. The process for reviewing a continuation proposal is similar to the review process for an initial project application, but with several important differences. The AmeriCorps Portfolio Manager reviews the application for adherence to the project guidelines and makes a recommendation to Volunteer Initiatives, who will make the final determination.

3.4 After Year Three

If funding is available to hold a competition, grantees who wish to renew their Days of Service projects after the three-year grant period must submit a new grant application. Recompeting applicants are not guaranteed funding; their applications are reviewed along with other new applications, and their past performance is taken into consideration.

4. Project Management

4.1 Grantee Responsibilities

Grantees have several responsibilities in executing their projects. It is critical that the Project Director and the Authorized Representative are familiar with the project application and other key documents to which they commit their organization, including the Notice of Grant Award (NGA) and award Terms and Conditions.

The following list summarizes some core responsibilities of grantees:

- Operate the project:

  - In accordance with applicable laws, regulations, policies, certifications, and assurances;

  - In accordance with the approved project application or amendment; and

  - With best efforts to accomplish the goals set out via performance measures in the project application.

- Complete all reporting requirements as outlined in the award Terms and Conditions, including:
  - Project Progress Reports (PPRs), annual and final; and

  - Federal Financial Reports (FFRs).

- Establish recordkeeping and reporting systems that ensure quality of program and fiscal operations and facilitate timely and accurate submission of required reports;

- Conduct National Service Criminal History Checks (NSCHC) for all staff assigned to the project who receive any portion of their salary from AmeriCorps grant funding (match and/or federal share); and

- Ensure that the official grantee and project information in eGrants is accurate and current, including:

  - The legal names of the grantee organization and the project; and

  - The names and respective post office addresses, email addresses, and phone numbers of the grantee's Authorized Representative and Project Director.

4.2 Project Changes and Amendments

Your approved grant application is available in eGrants for review at any time. This document captures the full scope of the project. When it is approved and a project is awarded, the grant application becomes part of the agreement between the grantee organization and AmeriCorps. The grantee is obligated to execute the project as detailed in the application.

During a grant year, you may have to modify your awarded application to reflect significant changes such as new project staff, additional performance measures, or changes to your budget. In this case,

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contact your AmeriCorps Region Office to discuss the proposed changes. Once the region office has approved the plan, you will submit an **amendment**. An amendment is the modification of an approved project application to reflect a significant change in program activities, budget, or other aspects of the project. Amendment requests are submitted via eGrants and must be approved by the region office.

Reasons for amending an application fall into three main categories:

1. **Programmatic changes:** Changes to the project's scope, objectives, goals, project period, or program staff;

2. **Performance measure amendments:** Addition or removal of performance measures or changes to output or outcome targets; and

3. **Budgetary changes:** Changes to budget line items or matching funds, the transfer of funds budgeted for direct costs to indirect costs, or an extension or reduction of the budget performance period.

The nature of the changes determines the amendment types that are necessary for the amendment. There can be more than one type selected for each amendment. The AmeriCorps Region Office can help identify the amendment type(s) needed to capture the changes as well as support amendment set-up. Access Amending a Volunteer Generation Fund or Days of Service Award for more information on amendment types and how to request or initiate an amendment.

4.3 Using eGrants

eGrants is AmeriCorps' online system designed to automate the entire grants management process from application to closeout. It allows organizations to find funding opportunities, submit grant applications and amendments, and manage reporting online. The system also allows AmeriCorps to review applications, award grants, and manage those grants efficiently and effectively. eGrants works best when accessed via Internet Explorer and with pop-up blockers turned off.

For technical assistance with eGrants, including password assistance and help with technical issues, contact the AmeriCorps Hotline at 800-942-2677 or via web form.

4.3.1 Managing Accounts

eGrants allows for each grantee to have multiple staff accounts, and each account is assigned specific user roles. Each individual must have their own account with the roles needed for their responsibilities. Users with the Grantee Administrator role can approve new accounts for their organization and assign appropriate roles to each account.

4.3.2 Maintaining Current Information

Grantees are responsible for ensuring their organization's information is up to date in eGrants. If there are any changes to the organization's contact information, identifying information, or key staff (including the Project Director and Authorized Representative), the grantee should enter the new information in eGrants by following the steps outlined in Populating the Contact Information Module in eGrants and notify the AmeriCorps Region Office directly.

Additionally, project staff who have left the grantee organization or are no longer supporting the project should have their eGrants account deactivated. Users with the Grantee Administrator role can deactivate a user's account by clicking to remove the checkmark from the account's Active setting on the Edit User Role/Permissions page in eGrants.

4.4 National Service Criminal History Checks (NSCHC)

Under the National and Community Service Act of 1990, as amended by the Serve America Act, all AmeriCorps grantees must conduct National Service Criminal History Checks (NSCHC) on all staff who receive any portion of their salary from AmeriCorps grant funding. In order for a staff member to charge time to the grant, NSCHC for that individual must be completed and adjudicated at least one day prior.

Grantees that do not comply with the NSCHC requirements may be subject to cost disallowance, as well as other enforcement actions. As a result, it is in an organization's interest to develop a system for monitoring its own compliance with NSCHC requirements. More information on cost disallowance can be found in the Monitoring and Enforcement section of the NSCHC Manual.

NSCHC rules and regulations are outlined in full in 45 CFR 2540.200-207. Additional information on NSCHC, including the **required annual NSCHC eCourse**, an FAQ document, and links to technical assistance resources can be found on the NSCHC webpage. Note that resources posted on this webpage may be updated at any time, so be sure to consult the webpage directly for the most current resources.

Some of the key resources available on the NSCHC webpage are:

- Links to the required annual NSCHC eCourse training & NSCHC Learning Path in Litmos;

- NSCHC Manual;

- Getting Started with NSCHC Resources;

- Common Findings of NSCHC Noncompliance;

- Recommendations for Effective Policies and Procedures;

- NSCHC Steps Table;

- NSCHC Frequently Asked Questions (FAQs);

- Using AmeriCorps-Approved Vendors Truescreen and Fieldprint Manual; and

- Using NSOPW and State Repositories Manual.

4.5 Prohibited Activities

All AmeriCorps grantees are subject to the prohibited activities outlined in 45 CFR 2520.65. Grantees must have written policies in place to ensure compliance with the list below. Contact your Portfolio Manager if you have questions as to the application of the following.

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While charging time to the Day of Service grant or otherwise performing activities supported by the Days of Service program or AmeriCorps, staff and volunteers may not engage in the following activities:

1. Attempting to influence legislation;

2. Organizing or engaging in protests, petitions, boycotts, or strikes;

3. Assisting, promoting, or deterring union organizing;

4. Impairing existing contracts for services or collective bargaining agreements;

5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;

7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;

8. Providing a direct benefit to:

    a. A business organized for profit;

    b. A labor union;

    c. A partisan political organization;

    d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986;

    e. An organization engaged in the religious activities described in paragraph 7 of this section, unless Corporation assistance is not used to support those religious activities.

9. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;

10. Providing abortion services or referrals for receipt of such services; and

11. Such other activities as the Corporation may prohibit.

Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while doing so.

4.6 Performance Measurement

4.6.1 Performance Measure Basics

Performance measurement is the ongoing, systematic process of tracking your program's outputs and outcomes. **Outputs** refer to the amount of service provided. They measure the completion of activities and document the fact that individuals received services, products were created, or programs were developed. **Outcomes** reflect the changes or benefits that occur. Outcomes can reflect changes in individuals, organizations, communities, or the environment. This may include changes in attitudes, knowledge, behavior, or condition.

Honoring the intent and vision of the Serve America Act of 2009, AmeriCorps has established a set of **national performance measures**. These measures allow all programs to use common terms, definitions, and approaches to measurement and make it possible to tell the story of national service with confidence.

AmeriCorps's national performance measures reflect seven programming priorities or focus areas:

- Disaster Services;

- Economic Opportunity;

- Education;

- Environmental Stewardship;

- Healthy Futures;

- Veterans and Military Families; and

- Capacity Building.

Days of Service grantees are not required to use performance measures. However, for those who wish to include national performance measures, the complete list that Days of Service applicants and grantees can select from can be found in Attachment A: Performance Measures Instructions of the VGF Application Instructions, which contain performance measure instructions for all Volunteer Initiatives grantees. Applicants and grantees may create their own performance measures, provided that they do not duplicate existing national performance measures.

It is recommended that grantees complete the six-module National Performance Measurement Core Curriculum series to gain a full understanding of AmeriCorps performance measures and ensure high-quality data and data collection procedures.

4.6.2 Purpose of Performance Measurement

Performance measurement is a valuable program tool that benefits the grantee, funder, and community being served. A commitment to measuring performance provides accountability and satisfies the need of funders and stakeholders — including AmeriCorps staff, board members, community members, taxpayers, and Congress — to see that the program or project is getting results. Performance

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measurement helps you communicate achievements in a way that funders and stakeholders will find meaningful and compelling.

Measuring performance is also a way to determine if the change you expected to see with your program's intervention(s) is occurring. Performance measurement is a systematic way to collect reliable information about an intervention's implementation and progress toward outcomes. You can also use performance measure data to identify and correct problems in your intervention(s). Are you reaching the population you intended? Do some circumstances require more or less intensive service to show a positive outcome? Even when an intervention is implemented exactly as planned, performance measurement can help you find ways to strengthen the intervention and make it more effective.

4.6.3 Days of Service Performance Measures

Days of Service grantees are not required to include any performance measures in their Days of Service projects. However, while not a requirement, it is recommended that grantees select performance measures to reflect the work that their project is doing across any of the national performance measure focus areas.

For example, an MLK Day grantee organizing service projects focused on food distribution might include one or more performance measures in the Healthy Futures focus area, such as Output H10A (number of pounds of food provided) and Outcome H12 (number of individuals who report increased food security).

Using performance measures that accurately reflect your project's goals and intended impact will allow you to better measure your progress towards those goals and communicate the full impact of your Day of Service program to stakeholders, including AmeriCorps.

5. Day of Service Project Resources and Timeline

5.1 Resources for Project Promotion

5.1.1 Toolkit and Webinar Series

The MLK Day Resources and 9/11 Day Resources pages of the AmeriCorps website contain communication resources available for grantees to use in implementing and amplifying their Days of Service projects, as well as extensive project ideas and tips for successful projects. Each year, AmeriCorps publishes a toolkit for each Day of Service containing key messaging, logos and brand resources, volunteer recruitment and promotional materials, templates for social media posts, and other materials. Grantees are strongly encouraged to make use of these resources in promoting their projects. Toolkits are typically made available two to three months before each Day of Service.

Each year, AmeriCorps additionally hosts a webinar series in advance of both MLK Day and September 11th to share project ideas, best practices, and other suggestions for leading successful Days of Service projects. Webinars in the series are open to the public, and grantees are encouraged to attend as many sessions as possible to strengthen their projects and incorporate best practices. Full webinar schedules will be posted on the MLK Day Resources and 9/11 Day Resources pages three to four months before each Day of Service.

5.1.2 Grantee Calls

Days of Service grantees will be invited to two calls open to grantees only in the two to three months leading up to each Day of Service. The calls will address the following topics:

- **Communication Resources:** This call will provide an overview of the resources available to grantees in planning, promoting, and implementing their Day of Service events. The Volunteer Initiatives program office will also share expectations for pre- and post-event reporting and address grantee questions.

- **Elected Official Outreach:** This call will feature AmeriCorps Government Relations staff, who will provide information and guidance on encouraging elected officials to attend or otherwise engage with your Day of Service events.

Calls will be held virtually via Microsoft Teams, and invitations will be sent out in the weeks leading up to each call. Grantees are strongly encouraged to attend both calls to learn strategies for maximizing volunteer and elected official engagement in their service projects.

5.1.3 Event Registration and Champions

Grantees are asked to register all Days of Service events and volunteer opportunities via the AmeriCorps Volunteer Search in order to make events publicly searchable and boost general awareness of the Day of Service.

Follow these steps to register an MLK Day or September 11th service project, also listed at the bottom of the MLK Day and 9/11 Day webpages:

1. Create a free project listing with Idealist, JustServe, or VolunteerMatch for your event.

2. You must use **#MLK** or **#9/11** in the title of the project to be discoverable in search results.
3. Anyone searching for MLK Day or 9/11 Day volunteer opportunities on the AmeriCorps site will see your post.

In addition to registering events, Days of Service grantees are encouraged to sign up to be MLK Day Champions or 9/11 Day Champions with AmeriCorps. Champions commit to:

- Promoting MLK Day or 9/11 Day in their marketing channels and to their networks;

- Registering MLK Day or 9/11 Day volunteer opportunities using the process outlined above; and/or

- Using the MLK Day or 9/11 Day toolkit to join the national conversation.

All MLK Day and 9/11 Day Champions will receive:

- Invitations to MLK Day or 9/11 Day planning webinars;

- Access to AmeriCorps national marketing materials;

- Opportunities to invite AmeriCorps leadership to your volunteer event; and

- An exclusive MLK Day or 9/11 Day Champions badge for you to post on your website and/or social media channels.

5.1.4 Support with Elected Official Outreach

Grantees are strongly encouraged to invite elected officials to their Days of Service events and have the option to receive direct support from the AmeriCorps Government Relations team in doing so.

Grantees will be asked during mandatory pre-event reporting whether they wish to have AmeriCorps reach out to elected officials on their behalf. Grantees who opt to receive direct support from AmeriCorps must share the following details for **each event** they would like support with on or before the pre-event reporting deadline (six weeks before the Day of Service), in addition to other required pre-event information:

- Event goals (such as number of individuals served, number of items distributed, etc.);

- On-site event contact name, email, and phone number;

- Organizational partners involved, and an indication of which organization is the primary;

- How elected officials would participate in the event;

- Whether media will be present;

- Whether the grantee plans to reach out to any non-federal elected officials, and if so whom;

- Whether there is an interest in having an elected official speak at the event;

- Whether flash photography is permitted or will require privacy release; and

- Whether there is an opportunity for a representative of an elected official to deliver a letter or other message of support, if scheduling conflicts do not allow a Member of Congress to join.

5.2 Timeline

Projects are expected to take place no earlier than two weeks before and no later than two weeks after the respective Day of Service, with the majority of events taking place on or very close to the day itself. The following timeline provides an overview of the months leading up to and immediately following MLK Day and September 11th each year:

Timeframe relative to the Day of Service	Occurrence
3 to 4 months before	The full schedule of planning webinars is posted to the MLK Day Resources or 9/11 Day Resources page

2 to 3 months before	The AmeriCorps Day of Service toolkit is posted to the MLK Day Resources or 9/11 Day Resources page
2 to 3 months before	Grantees register their events via AmeriCorps Volunteer Search and sign up to be MLK Day or 9/11 Day Champions
2 to 3 months before	Volunteer Initiatives hosts two calls with grantees on communication resources and elected official outreach
10 weeks before	Volunteer Initiatives shares instructions for pre-event reporting with grantees via email
6 weeks before	Deadline for grantees to submit pre-event information to Volunteer Initiatives
6 weeks before	Deadline for grantees to request AmeriCorps' support in reaching out to elected officials and providing information outlined in Section 5.1.4 Support with Elected Official Outreach
2 weeks before to 2 weeks after	Day of Service projects take place
1 week before	Volunteer Initiatives shares instructions for post-event reporting with grantees via email
2 weeks after	Deadline for grantees to submit post-event information to Volunteer Initiatives

During the time after post-event reports have been submitted and before ramp-up to the following year's Day of Service begins, grantees are encouraged to do the following:

- Collect additional quantitative and qualitative data to be reported in the annual Project Progress Report (PPR) and review PPR instructions posted on the Grantee Resources webpage;

- Consider implementing an evaluation activity for future years of your program using AmeriCorps Evaluation Resources to better understand the impact and effectiveness of your project's service intervention(s);

- Return to your program design and determine whether changes need to be made to your project based on past performance or new lessons learned;

- Read monthly newsletter updates from the Volunteer Initiatives program office and incorporate the best practices and other suggestions shared in those messages;

- Connect with other Days of Service grantees to exchange event ideas, effective strategies, and more;

- Complete annual administrative requirements, including NSCHC, the NSCHC eCourse, and the Key Concepts in Financial Grants Management eCourse;

- Amplify AmeriCorps messaging around the other National Day of Service and consider hosting a small event if you are able; and

- Start planning early with your partners and subgrantees for the following year's Day of Service.

5.3 Recruitment and Retention

As part of their Days of Service projects, grantees are expected to offer ongoing opportunities to volunteer and to share information about how to serve with AmeriCorps and its national service programs.

Implement the following strategies during your Days of Service events to encourage volunteers to continue to serve with your organization, a subgrantee, or a partner organization:

- Greet volunteers and collect contact information at the beginning of the event;

- Create a location for conversations so staff can get to know volunteers and volunteers can connect with one another;

- Have members and longtime volunteers share their service journeys; and

- Provide a thank you to volunteers when the event ends.

Grantees are also encouraged to connect their event volunteers to AmeriCorps and longer-term service opportunities by:

- Posting about AmeriCorps on social media before, during, and after the event;

- Displaying AmeriCorps Day of Service posters with QR codes for more information;
- Printing handouts with additional information for volunteers to take home; and

- Planning or sharing recruitment webinars.

Grantees should familiarize themselves with AmeriCorps' programs in order to share information with volunteers on how to serve. Grantees are also encouraged to use the AmeriCorps recruitment toolkit and accompanying "Choose AmeriCorps" messaging to share on their social media and at events.

6. Grants Management

6.1 Introduction to Grants Management

6.1.1 Basic Requirements

Grantees must manage grants awarded to them in accordance with all applicable statutes and regulations, the Notice of Grant Award (NGA), and the Terms and Conditions for AmeriCorps grants. As a

condition of your award, you are required to complete the [Key Concepts of Financial Management eCourse](#) on Litmos, which provides a basic introduction to grants management considerations applicable to all AmeriCorps grantees. Contact your Portfolio Manager for additional technical assistance on fiscal management of your AmeriCorps Day of Service grant.

Grantees must familiarize themselves with the following regulations governing all federal grants:

Topic	Purpose	Citations
Uniform Administrative Requirements	Standards of consistency and uniformity of grants to various institutions	2 CFR 200.300-345
Cost Principles	Principles for determining the costs of grants and other agreements with non-federal entities	2 CFR 200.400-475
Audits	Standards for obtaining consistency and uniformity among federal agencies for the audits of non-federal entities expending federal awards	2 CFR 200.500-520

In accordance with 2 CFR 200.302, non-federal entities that receive AmeriCorps grant funds are required to have financial management systems that provide for the following:

- Identification, in its accounts, of all federal awards received and expended and the federal programs under which they were received;

- Accurate, current, and complete disclosure of the financial results of each federal award or program in accordance with the reporting requirements set forth in 2 CFR 200.327 (Financial reporting) and 2 CFR 200.328 (Monitoring and reporting program performance);

- Records that identify adequately the source and application of funds for federally funded activities;

- Effective control over, and accountability for, all funds, property, and other assets;

- Comparison of expenditures with budget amounts for each federal award;

- Written procedures to implement the requirements of 2 CFR 200.305 (Payment); and

- Written procedures for determining the allowability of costs in accordance with 2 CFR Part 200 Subpart E (Cost Principles).

6.1.2 Budgeting Costs

Project costs for which grant funds are budgeted must be reasonable and justified as being essential to project operation. "Grant funds" refers to both the AmeriCorps share and, if applicable, the non-federal share of the grant, also referred to as match.

Specific costs are either allowable or unallowable. Only allowable costs may be included in the AmeriCorps share or grantee share of the budget. Only amounts approved by AmeriCorps may be expended.

Notices of Grant Award incorporate the [OMB Guidance for Grants and Agreements](#) found at 2 CFR Chapter I, and [OMB Cost Principles](#) found at 2 CFR Part 200, Subpart E. The Cost Principles distinguish between costs that are allowable and costs that are not allowable for all federal grants. Grantees should review 2 CFR Chapters I and II and refer to specific regulations within them as needed. The Cost Principles apply to both funds included in the grant as part of the AmeriCorps share and the non-federal share (match), if applicable.

6.1.3 Match Requirements

MLK Day grantees are required to supplement their grant with other budget support in the form of matching resources, also referred to as the grantee or non-federal share. The match requirement for MLK Day grants is set in the authorizing statute ([King Holiday and Service Act of 1994](#)) and stipulates that the grantee must meet a match requirement of **70 percent** of the total program budget. Subrecipients of the MLK Day grantee are also subject to the statutory match requirement. The match requirement can be fulfilled with cash resources, in-kind resources, or a combination of the two. There is no match waiver option for MLK Day grants.

There is no match requirement for September 11th grants.

6.1.4 Direct and Indirect Costs

Definitions

Direct costs are costs that are readily associated with a particular budget line item. **Indirect costs** are costs incurred by an organization that are not readily identifiable with a specific award, project, or program but are necessary to operate the organization and its programs. Indirect costs may also be referred to as facilities and administrative (F&A) costs. Typical examples of indirect costs for Days of Service programs include general administration and expenses, such as the salaries and expenses of executive officers, administrative personnel, and accounting.

A **cognizant federal agency** is an agency appointed by OMB that is responsible for negotiating and approving the indirect cost rates of a grantee on behalf of all federal agencies. Typically, the cognizant agency is the federal agency from which a grantee receives the majority of its federal support in the form of direct grants. When an organization that has no cognizant federal agency proposes indirect costs in a grant application, AmeriCorps may assume the role of providing oversight.

Establishing an Indirect Cost Rate

When a grantee does not already have a federally negotiated indirect cost rate (sometimes called a negotiated indirect cost rate agreement, or NICRA), they may request one. The grantee may contact IndirectCostRate@americorps.gov to initiate this process. The Indirect Cost Rate team will confirm AmeriCorps' status as the cognizant agency for indirect costs and initiate the rate negotiation process. See [Section 6.6.5. Indirect Cost Rate Negotiation](#) for more information on indirect cost rates and the role of the AmeriCorps Office of Audit and Debt Resolution. Once an indirect cost rate (IDCR) has been established, follow the [eGrants Indirect Cost Rate Instructions](#) to enter the rate in eGrants.

De Minimis Rate of Modified Total Direct Costs

Any non-federal entity that doesn't have a current negotiated indirect cost rate, except for those non-federal entities described in 2 CFR Appendix VII to Part 200 (States and Local Government and Indian Tribe Indirect Cost Proposals, paragraph D.1.b), may elect to charge a de minimis rate of 10% of modified total direct costs (MTDC), which may be used indefinitely.

6.2 Role of the AmeriCorps Portfolio Manager

Accepting an award from AmeriCorps creates a legal duty on the part of the grantee to use the available funds or resources in accordance with the Terms and Conditions of the award agreement. An obligation exists on behalf of AmeriCorps to fund the grantee in accordance with the award.

The Portfolio Manager for each Day of Service grant will work in tandem with Grant Specialists from the AmeriCorps Office of Grants Administration (OGA) to ensure compliance with award conditions and program regulations. The Portfolio Manager has overall responsibility for the receipt, approval and monitoring of all required financial documents for Days of Service awards. The Portfolio Manager, acting as the agent of the federal government, has the authority to:

- Modify the terms of a grant;

- Issue written instructions to the grantee to start or stop work;

- Execute any action which will result in increasing or decreasing the cost to the government;

- Extend or curtail the budget or project period cited in the applicable Notice of Grant Award (NGA);

- In conjunction with OGA, the Office of Monitoring, and the Office of General Counsel, propose Management Decisions upon completion of an audit; and

- Close out a grant.

The Portfolio Manager is ultimately responsible for determining the allowability and reasonableness of grant costs proposed or incurred, except in certain circumstances related to the resolution of audit findings. The Portfolio Manager named in the NGA is the representative of the grant official for the purpose of monitoring the programmatic performance of the grant and advises OGA on all activities that may adversely affect performance. OGA staff may accompany and work with the Portfolio Manager to conduct financial monitoring of the grant. However, grantees should first consult with the Portfolio Manager prior to seeking approvals where OGA has the ultimate approval authority.

6.3 Accessing Grant Funds and Managing Advances

All AmeriCorps grantees access grant funds through the Department of Health and Human Services' Payment Management System (PMS). AmeriCorps does not oversee the PMS system. It is established and maintained by the Department of Health and Human Services.

Grantees must establish an account with PMS that allows them to draw down funds. When a grant is awarded in eGrants, the grant is recorded in AmeriCorps' accounting system and transmitted to PMS, which maintains an account for each grant. Grantees draw funds from that account and must ensure that a codified drawdown policy is in effect for their organization prior to drawing funds.

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6.3.1 Setting up a PMS Account

Grantees who are new to direct AmeriCorps funding will receive a letter entitled "Establishing a New Grant with AmeriCorps" from the AmeriCorps Office of Grant Administration, which will including information about how to set up a PMS account. Please contact your Portfolio Manager if you are a new grantee and you have not received this letter within 30 days of your Notification of Grant Award. All actions within the letter must be completed before a grantee may gain access to grant funds.

6.3.2 PMS SMARTLINK

Grantees use SMARTLINK to access funds. SMARTLINK is an automated next-day direct deposit system for the federal government. Recipients assigned to SMARTLINK will access the PMS SMARTLNK Request For Funds application, enter their account and drawdown information (account number and amount requested), and receive a status message detailing their transaction. The transaction is completed online, and funds are direct deposited into the recipient's account on the next business day.

Funds should only be drawn down for immediate cash needs or on a reimbursement basis. Grantees should develop written policies and procedures for drawdowns in line with 2 CFR 200.305 so that they are done on a consistent basis and with a clear audit trail.

Grantees may:

- Draw down funds on a reimbursement basis;

- Draw down funds that they will be using in the immediate future, usually considered to be within three days of receipt;

Or:

- Maintain advance payment of federal funds in interest bearing accounts unless the following apply:

    o The grantee receives less than $250,000 in Federal awards annually;

    o The account would not earn interest in excess of $500 per year;

    o The depository would require an average or minimum balance so high that it would not be feasible within the expected federal and non-federal cash resources; or

    o A banking system prohibits or precludes interest bearing accounts.

- Interest earned amounts up to $500 per year may be retained by the non-federal entity for administrative expense. Any additional interest earned on federal advance payments deposited in interest-bearing accounts must be remitted annually to PMS through an electronic medium using either the Automated Clearing House (ACH) network or a Fedwire Funds Service payment.

To learn more about using PMS, access the PMS User Guide and the PMS Grant Recipient Training schedule. For help with PMS, please contact the PMS Help Desk at PMSSupport@psc.hhs.gov or 877-614-5533. To contact the PMS Liaison Accountant for AmeriCorps grants, visit the Find Your PMS Liaison

Accountant webpage. Scroll down to "Grants Awarded by Non U.S. Department of Health and Human Services (Non-HHS) Federal Agencies" and select "Corporation for National and Community Service (CNCS)" from the dropdown menu.

6.4 Audit Requirements

Recipients of federal grant awards are required to have audits performed in accordance with the Single Audit Act Amendments of 1996. The OMB Audit Requirements provide guidance on audit requirements pursuant to the Single Audit Act. The requirements establish that grant recipients that expend $750,000 or more of federal funds in a year must have an independent auditor perform a single audit, or program-specific audit. These audit requirements do not apply to organizations expending less than $750,000 in total federal funds in a given year.

When applicable, a single audit requires the sponsor to have an audit of its entire organization conducted by an independent auditor that determines:

- If the organization's financial statements present its financial position fairly;

- If the institution has the internal control structure to ensure that the program is managing the award in accordance with the applicable federal laws and regulations; and

- That the program has complied with the applicable laws and regulations that may have a direct and material effect on the program's financial statement.

Audits performed under the Single Audit Act are to be sent electronically to the Federal Audit Clearinghouse (FAC). The Internet Data Entry System (IDES) is the place to submit the single audit reporting package, including form SF-SAC, to the FAC.

In the case of grantees whose total federal funding falls below the $750,000 threshold, the grantee's policies apply. Grantees are expected to follow generally accepted accounting practices and must provide copies of any audit report partially or wholly charged to the grant to the AmeriCorps Portfolio Manager. Grantees must follow applicable federal, state, and local requirements for financial reporting and audits for their type of organization.

6.5 Avoiding Common Audit Findings

Audit findings frequently result from missing, incomplete, or insufficient documentation that grant requirements have been following. The following noncomprehensive list offers steps to help avoid common audit findings, either by independent auditors or the AmeriCorps Office of Monitoring:

1. Ensure all grant-funded staff have complete National Service Criminal History Check (NSCHC) documentation.

2. Ensure appropriate time tracking documentation is on file for grant-funded staff. Time tracking documents should clearly show that any time spent on non-grant or unallowable activities has been appropriately allocated to other grantee accounts.

3. Document receipt and valuation of all in-kind contributions counted toward the requirement grantee share of the award, if applicable.

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4. Submit all required Federal Financial Reports (FFRs) and Project Progress Reports (PPRs) on time.

5. Document your organization's policies and procedures, including internal financial controls, in a manual or handbook.

Familiarize all staff with 2 CFR 200, specifically the Cost Principles and Guidance for Grants and Agreements, to ensure compliance. Maintain good documentation that demonstrates that program costs are reasonable, necessary, allocable, allowable, and in adherence with grant guidelines. Ensure there is a clear audit trail for all financial reports, from accounting system to data submitted. If you have any questions about these requirements, contact your Portfolio Manager.

6.6 Office of Audit and Debt Resolution (OADR)

The AmeriCorps Office of Audit and Debt Resolution (OADR) leads and supports centralized compliance activities related to recipients in the following core functional areas: audit resolution for both single audits and OIG audits, indirect cost rate negotiation, and debt management. This section provides an overview of OADR's core functions.

Per 2 CFR 200.1, a recipient is defined as an entity, usually but not limited to non-federal entities, that receives a federal award directly from a federal awarding agency. The term recipient does not include subrecipients or individuals that are beneficiaries of the award.

6.6.1 Audit Resolution

Audit resolution represents an opportunity to strengthen a recipient's systems and processes while also ensuring accountability over taxpayer funds. OADR's role is to balance compliance with technical assistance to ensure a recipient is better off following conclusion of the audit resolution process. OADR performs audit resolution activities related to both single audits and OIG audits.

6.6.2 Single Audits

Under 2 CFR 200 Subpart F, a non-federal entity that expends $750,000 or more in federal awards during the non-federal entity's fiscal year must have a single or program-specific audit conducted for that year and submitted to the Federal Audit Clearinghouse. When there are findings related to AmeriCorps recipients, OADR ensures a streamlined audit resolution process. This includes identifying recipients subject to single audit requirements, reviewing audit reports, ensuring recipients have taken corrective actions for identified issues, and tracking all audit-related activities.

One of the significant outcomes of OADR's efforts within the single audit monitoring program is the issuance of management decisions to non-federal entities when audit findings are identified. In such cases, OADR is responsible for issuing the management decision within six months from the date when the single report is accepted by the Federal Audit Clearinghouse, in accordance with the guidelines outlined in 2 CFR 200.521. OADR issues these management decisions for AmeriCorps recipients in two specific scenarios:

- When there are direct findings related to the AmeriCorps award.

- When there are cross-cutting findings, and AmeriCorps is designated as the cognizant or oversight agency for the audit.

OADR concludes its audit resolution efforts by issuing a Notice of Final Action. This step takes place when all the corrective actions mentioned in the management decision have been successfully implemented and verified by the Audit Resolution Manager. The issuance of the Notice of Final Action occurs no later than 12 months, at which point the recipient must have addressed all corrective actions.

6.6.3 OIG Audits

Like the audit resolution process for single audits, OADR oversees the entire audit resolution process for OIG audits, starting from the initiation phase and extending to the issuance of the Notice of Final Action. This comprehensive approach involves tracking and providing support to recipients as they address any actions or recommendations arising from these audits. These compliance activities are carried out in accordance with the guidelines set forth in the Uniform Guidance and OMB Circular A-50 Audit Follow-up. OADR's key activities and objectives encompass:

- Developing and issuing a management decision to the Office of Inspector General (OIG) within six months after the issuance of the audit report;

- Developing and issuing the Notice of Final Action within one year after the audit report is issued; and

- Coordinating with OIG in addressing matters related to recipient audits, including participating in entrance and exit conferences with OIG and the recipient.

For questions related to audit resolution activities, contact auditresolution@americorps.gov.

6.6.4 Debt Management

OADR serves as the final validation point for establishing all debts related to recipients. OADR ensures fair and robust debt management activities, in accordance with the Federal Claims Collection Standards, with the primary objective of recovering debts owed to AmeriCorps. Furthermore, OADR conducts an examination of all debt appeals, ensuring objective assessments and determinations. OADR does so by:

- Reviewing disallowance actions to verify that proposed debts are accurate and supported by AmeriCorps' relevant grant or agreement terms and conditions, Uniform Guidance, and all applicable laws;

- Making evidence-based decisions on behalf of the agency as to whether a debt must be established and confirming the debt amount;

- Reviewing all debt appeals and preparing a response to the debtor; and

- Notifying debtors of the existence of debt using debt collection notices.

For questions related to grantee debt matters, contact debtresolution@americorps.gov.

6.6.5 Indirect Cost Rate Negotiation

OADR leads the agency's efforts related to recipient indirect cost rate negotiation. When AmeriCorps is the cognizant agency for indirect costs, any recipient choosing to negotiate their rate can submit their proposal or any related questions to OADR at indirectcostrate@americorps.gov. OADR works with its federal partnering agency, the Department of Veterans Affairs, to validate the proposed rate. OADR:

- Reviews indirect cost rate proposal submissions for completeness and accuracy for organizations for which AmeriCorps is the cognizant agency for indirect cost rate negotiation;

- Reviews and approves recipient requests for an extension of an indirect cost rate;

- Responds to questions relating to the application and utilization of indirect cost rates; and

Issues the formalized negotiated rate through the Negotiated Indirect Cost Rate Agreement (NICRA).

7. Reports and Recordkeeping

Reporting and recordkeeping are essential functions of grants management to ensure proper stewardship of public funds and provide information needed to report to Congress and the Executive Branch of the federal government on expenditures, project progress, and accomplishments. General reporting and recordkeeping requirements are discussed in this chapter, but grantees should always consult the Terms and Conditions of their Notice of Grant Award and any special conditions, as applicable, for the specific requirements of their grant. Days of Service Terms and Conditions are also available on the Grantee Resources page of the AmeriCorps website.

7.1 Federal Financial Report (FFR)

The Federal Financial Report (FFR), or Standard Form 425, is due on a semiannual basis as specified in the Days of Service Terms and Conditions. FFRs are submitted in eGrants and are used to report the following transactions:

- Federal Cash;

- Federal Expenditures and Unobligated Balance;

- Recipient Share; and

- Program Income.

Delays in submitting FFRs may cause advance or reimbursement requests to be delayed until the overdue FFR is received.

Projects completing the final year of their grant must submit, in lieu of the last semiannual FFR, a final FFR that is cumulative over the entire grant period. This final FFR is due 120 days after the close of the grant.

Grantees should complete the FFR Training for Grantees eCourse for guidance on completing and submitting FFRs.

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7.2 Project Progress Report (PPR)

7.2.1 Purpose and Timing

Grantees use the Project Progress Report (PPR) to document project accomplishments during the reporting period, as well as challenges and technical assistance needs. AmeriCorps staff use the PPR to assess progress and to determine what feedback, technical assistance, or other interventions may be needed. AmeriCorps also uses data reported in the PPR to respond to requests from Congress and other stakeholders or to share program successes and promote service.

Days of Service grantees are required to submit annual PPRs after each grant year and a final PPR at the end of the project period **in addition to** a last annual PPR. Reports are submitted and reviewed in eGrants, and the reporting periods and due dates for each report are viewable there.

Annual PPR due dates and reporting periods are published in the Days of Service Terms and Conditions, accessible on the Grantee Resources page of the AmeriCorps website. Annual PPRs are generally due 90 days after the end of the reporting period. Final PPRs are due 120 days after the end of the project period and are cumulative, meaning they cover a reporting period of the full, typically three-year grant length. The reporting period listed in eGrants for your final PPR may be incorrect; if so, please ignore it and follow the requirements in the Terms and Conditions.

7.2.2 Data Collection

To support the submission of quality data, all grantees should create data collection processes that will start on the first day of the grant and that satisfy the data collection protocols for any performance measures that were selected. Key definitions and data collection protocols for all national performance measures available to Days of Service grantees can be found in Attachment A of the VGF Application Instructions, which contain performance measure instructions for all Volunteer Initiatives grantees.

All Days of Service grantees must also have data collection processes in place for the following Performance Data Elements, which will be reported in the annual PPR:

1. **Number of episodic volunteers recruited, trained, or coordinated:** The total number of volunteers recruited, trained, or coordinated by your Day of Service program who served with you or your subgrantees' Day of Service activities during the program year.

2. **Number of hours served by recruited or managed volunteers:** The number of volunteers that were recruited, trained, or coordinated by your Day of Service program who continued their service beyond the program year's Day of Service activities. Volunteers counted towards this number should only be those whose service with you/your subgrantees began with Day of Service activities; do not include volunteers who were engaged before or after Day of Service activities.

Throughout project implementation, grantees use their own processes to collect data that will be reported in the PPRs. This includes quantitative data for Performance Data Elements and specific performance measures as well as qualitative information, such as stories, anecdotes, explanations on performance measure progress, and other descriptions of program activities.

Grantees with subrecipients should ensure that their data collection procedures leave sufficient time to gather data and other reporting information from subgrantees in advance of PPR submission deadlines. Collecting and aggregating data on an ongoing basis from subgrantees is highly recommended to help set your project up for success.

7.2.3 Instructions and Review

Instructions for completing the annual or final PPR will be posted to the Grantee Resources page of the AmeriCorps website three to four months before the due date for submission. Read and follow the provided instructions carefully when submitting a PPR; reports that are incomplete, contain errors, or otherwise do not follow the instructions will be returned to you for rework by your Portfolio Manager.

Once you have submitted your PPR, your Portfolio Manager will review the report and provide feedback via eGrants. Your PPR may be returned to you for rework if it is incomplete, has errors, or contains data that may require further explanation. Your Portfolio Manager will share with you what corrections need to be made and a timeframe for completing them.

7.3 Pre and Post Event Reporting

Days of Service grantees must submit pre- and post-event "snapshot" reports to Volunteer Initiatives that include details on all events hosted by the grantee and their subgrantees, if applicable. The mechanism for submitting this information will be shared with grantees via email three to four weeks before the deadline; grantees will typically be asked to share event information via spreadsheet or Microsoft Form. Grantees with subrecipients are strongly encouraged to have a plan in place to collect required event details from subgrantees in a timely manner in order to meet the deadlines outlined below.

7.3.1 Pre Event

Grantees will be asked to share pre-event details with AmeriCorps on the following timeline:

Grant Type	Deadline to Share Pre Event Details with AmeriCorps	Number of Weeks Before Day of Service
MLK Day	December 1, 2023	Six
September 11th	July 31, 2024	Six

Grantees must share the following pre-event information for **all** Day of Service events sponsored by their program:

- Project host organization name;

- Project city and state;

- Venue name and address;

- Project date and time(s);

- Event contact name, email, and phone number;

- Description of event;

- Planned number of volunteers;

- Any elected officials or other VIPs you plan to invite and/or who will be in attendance;

- Whether you would like support from AmeriCorps in reaching out to elected officials;

- Whether any AmeriCorps members of AmeriCorps Seniors volunteers will be in attendance; and

- Plans for publicizing the event, including social media and shareable links.

Grantees who indicate that they would like AmeriCorps' support in reaching out to elected officials must additionally provide the information outlined in Section 5.1.4 Support with Elected Official Outreach.

7.3.2 Post Event

Grantees will be asked to share post-event details with AmeriCorps on the following timeline:

Grant Type	Deadline to Share Post Event Details with AmeriCorps	Number of Weeks After Day of Service
MLK Day	January 26, 2024	Two
September 11th	September 24, 2024	Two

Grantees must share the following post-event information for **all** Day of Service events sponsored by their program:

- Any changes or updates to the pre-event details shared, including updates to number of volunteers and a list of all elected officials/VIPs in attendance;

- Links to any media coverage of the event; and

- Any additional success stories or powerful anecdotes you would like to share from the event.

7.4 Informal Communication

In addition to formal reporting, Volunteer Initiatives is interested in hearing more regularly about your program's accomplishments and the impact of your program in the community. Grantees are encouraged to submit stories, accomplishments, photographs, news articles, information about major events, and anything else you would like to share about your Day of Service projects by emailing

Volunteer Initiatives at DaysofService@americorps.gov. AmeriCorps may use information you share for congressional office updates, social media content, and press releases to national media outlets.

7.5 Recordkeeping

As required by 2 CFR 200.334, grantees must retain all records pertaining to their AmeriCorps Day of Service award for a minimum of three years after submitting the final FFR. Records the grantee must retain include:

1. All financial records related to the grant.

2. Records for data reported in PPRs and documentation of how the data were collected. All data reported to AmeriCorps must be verifiable.

3. Documentation verifying that all required NSCHC checks were made, results were evaluated, and the grantee's NSCHC policy is on file and available for AmeriCorps compliance monitoring and other audit purposes.

4. Documentation of staff salary and wages in accordance with 2 CFR 200.430. Complete the Ensuring Correct and Supported Salary Allocations eCourse for guidance on developing a compliant system for staff timekeeping. The documentation of grant staff time and attendance must:

    a. Be supported by a system of internal controls and incorporated into the official records of the organization;

    b. Reflect an after-the-fact distribution of the employee's actual work activity for each pay period;

    c. Reflect the total activity of each employee paid from the grant;

    d. Comply with the established accounting policies and practices of the organization; and

    e. Be signed by the employee or supervisor having firsthand knowledge and certified by an authorized grantee official.

5. Records for all in-kind contributions that include documentation of the donation and valuation of each item (MLK Day grantees only).

    a. To be acceptable as grantee share (match), all cash and in-kind donations must be allowable, reasonable, necessary, and allocable for the performance of the grant award, as required by the Cost Principles.

    b. An **in-kind voucher** completed at the time of donation justifies the valuation of services, material equipment, building, and other non-cash donations. The voucher should include: the name and signature of the donor, the date and location of the donation, a description of the item or service donated, and the estimated value of the donation. The grantee should acknowledge the contribution with a receipt that includes the name of

the donor, the date and location of the donation, a description of the item or service, and the estimated value. The grantee should keep a copy of the receipt in their files.

c. To value an in-kind contribution, fair market value (FMV) — the price that property would sell for on the open market — is the standard. FMV is the price that would be agreed on between a willing buyer and a willing seller, with neither being required to act and both having reasonable knowledge of the relevant facts. If a donor puts a restriction on the use of donated property, the recipient of the donation must honor that restriction. The in-kind voucher form signed by the donor should be reviewed to ensure the value is reasonable and comparable with other estimates or bases for value.

8. Oversight and Monitoring

8.1 AmeriCorps Support and Oversight

The AmeriCorps Region Office helps manage Days of Service projects through oversight activities that include phone calls, emails, review of reports, and site visits.

8.1.1 Training and Technical Assistance

AmeriCorps staff can connect you to resources related to your specific training and technical assistance needs. The region office can also provide technical assistance via conference calls, webinars, email correspondence, and site visits regarding:

- eGrants;

- Access to resources and trainings; and

- Reporting.

8.1.2 Site Visits

Site visits, conducted by AmeriCorps Region Office staff to support the grantee organization, are designed to meet specific needs, enhance project effectiveness, deliver technical assistance, and support and recognize project successes. Site visits are a method of exchanging information, providing technical assistance and guidance as needed, and assisting with project promotion.

During the site visit, the AmeriCorps Region Office reviews the grantee and project for administrative effectiveness, compliance, and quality. AmeriCorps Headquarters staff may also participate in grantee site visits.

8.1.3 Quality Assurance and Compliance Oversight

As a federal agency, AmeriCorps has a responsibility and a requirement to ensure that federal assistance is properly managed and expended in accordance with federal statutes, regulations, and guidance. AmeriCorps has an obligation to ensure that taxpayer money is used properly and efficiently.

Your AmeriCorps Region Office will follow your project's quality and compliance from its early stages through its conclusion. On an ongoing basis, they will:

- Assess the project's progress toward meeting the specific goals and objectives stated in the project's application;

- Assess project compliance with applicable program and fiscal requirements; and

- Identify and address specific technical assistance needs.

A variety of tools and strategies are used to oversee compliance, including required reports and routine communications by phone, over email, and in person at site visits and events.

8.2 Project Compliance Monitoring

In addition to the ongoing oversight from your AmeriCorps Region Office, the AmeriCorps Office of Monitoring (OM) conducts on-site and remote compliance visits to monitor awardees. Limited resources require OM to direct monitoring resources to areas that pose specific risks to the agency. AmeriCorps uses a data-driven, internal risk assessment module which categorizes grants by a level of risk and groups these risk and performance indicators into the following categories: financial, programmatic, organizational, and compliance. This risk model informs OM of the type of issue-specific monitoring activities that should be assigned to grants.

AmeriCorps's monitoring framework consists of issue-based monitoring activities that link AmeriCorps objectives with the monitoring process. Monitoring of awardees supports the agency's ability to:

- Test compliance with AmeriCorps statutory and regulatory requirements;

- Identify and minimize potential risks to AmeriCorps;

- Identify specific technical assistance needs;

- Provide guidance and technical assistance; and

- Analyze recurring problems.

Monitoring activities:

- Vary in length, scope, and intensity;

- Can be conducted via various methods, such as on-site at grant recipient locations or remotely from AmeriCorps Headquarters;

- Can include a combination of one or more issue-based monitoring activities from the OM Uniform Monitoring Package (UMP), or monitoring toolkit;

- Can be initiated when a level of risk, along with other programmatic and/or fiscal indicators, warrant such an intervention; and

- Can be assigned randomly to grants with low or medium levels of risk, as a method of validating the grant portfolio risk assessment module and monitoring selection methodology.

Monitoring activities and outcomes can help to forge working relationships with recipients and partners, and to facilitate conversations about program successes, innovations, and challenges. The Monitoring page of the AmeriCorps website provides additional resources and information on the monitoring process.

8.2.1 Types of Monitoring Activities

OM uses a Uniform Monitoring Package (UMP), which consists of five issue-based compliance assessments. The UMP can be applied wholly to a grant award or separated to apply one or more of the issue-based compliance assessments, as determined by a grant's risk assessment results. The issue-based monitoring activity types are as follows:

1. **AmeriCorps Program-Specific Compliance**: Document review and interviews of a sample of grantee staff to assess compliance specific to Days of Service grants.

2. **Financial and Operational Fitness Assessment (FOFA)**: Document review, including grantee application submission of Operational and Financial Management Survey (OFMS) and cost-testing to assess compliance with key regulations of the Uniform Administrative Guidance, including timekeeping practices.

3. **National Service Criminal History Check (NSCHC)**: Review of NSCHC records for entities required to comply with 45 CFR 2540.200-207. NSCHC grant records are sampled in accordance with the NSCHC Manual.

4. **Subrecipient Monitoring Oversight**: Document review to assess a prime grantee's compliance with 2 CFR § 200.332 (Requirements for pass-through entities).

5. **Prohibited Activities**: Interviews of a sample of grantee staff to assess compliance with 45 CFR 2540.100 and other regulations addressing AmeriCorps prohibited activities for individual grant programs.

6. **New to AmeriCorps**: This activity is assigned to first-time AmeriCorps grantees. It will consist of a review of grantee policies, practices, and systems with the intention of confirming that a recipient's foundational practices comply with federal and program requirements. This activity will touch on selected items from the FOFA, Prohibited Activities, NSCHC, Programmatic, and Subrecipient Oversight monitoring activities, as applicable.

Prior to conducting monitoring assessments, AmeriCorps monitoring officials will notify awardees of their selection for one or more monitoring activities. These notifications consist of email communications containing a letter from the Office of Monitoring and will describe the type of monitoring activity to be conducted, the timeframe for responding to requests for information, and instructions for providing secure file transfers, if applicable. Notifications are addressed to the grantee's Authorized Representative with a courtesy copy to the Program Director and AmeriCorps Portfolio Manager.

Timeframes for each phase of a monitoring activity vary across projects. OM will make continued efforts to keep grantees informed of the status of monitoring activities, including when to expect monitoring results.

If a grantee is selected for an on-site monitoring visit, AmeriCorps monitoring officials will provide at least 30 days' notice of the planned visit and will provide details about the type of documentation to be made available, as well as coordinate interviews with staff. All monitoring reports are provided to the Portfolio Manager for awareness.

8.2.2 Monitoring Results and Corrective Action

At the completion of monitoring activities, OM communicates monitoring results to grantees, including findings of noncompliance, in order to mitigate financial, programmatic, and operational risks and resolve noncompliance. OM consults with the AmeriCorps Portfolio Manager to share the monitoring results and review any corrective measures that may be required of the grantee.

If during any phase of the monitoring activity a monitoring official discovers potential waste, fraud, or abuse, this information will be reported to the AmeriCorps Office of the Inspector General (OIG), per AmeriCorps policy.

Monitoring results may include findings, which are a violation of compliance with federal statute, regulations, or AmeriCorps policy. If a finding is identified, OM will require the awardee to resolve the finding(s) of noncompliance by developing a Corrective Action Plan (CAP). OM will provide the grantee with a timeframe in which the CAP must be submitted, as well as a CAP template to help determine the root cause of the issue(s), appropriate corrective measures, and measurable outcomes that indicate whether the finding(s) was resolved. OM will coordinate consultation with the Portfolio Manager during the CAP development and implementation process as an added level of technical assistance in developing an efficient plan for avoiding future recurrence of noncompliance.

To facilitate this process, OM will receive the CAP submitted by the grantee and either approve the plan or decline it and provide suggested modifications to be integrated into the CAP and resubmitted to OM for review and approval.

Depending on the nature of noncompliance and AmeriCorps policy, OM may recommend one or more enforcement actions such as disallowing costs, withholding further grant payments, or wholly or partially suspending the grant, pending corrective action. OM may also recommend the termination of the grant for cause.

8.2.3 Monitoring Resources

Specific resources available on the AmeriCorps Monitoring webpage include:

- **Remote Monitoring At a Glance**: Provides information on the steps and timeline of the remote monitoring process from initial notification to the resolution of the Corrective Action Plan.

- **On-Site Monitoring At a Glance**: Provides information on the steps and timeline of the on-site monitoring process from initial notification to the resolution of the Corrective Action Plan.

- **Overview of Uniform Monitoring Package (UMP)**: Shows each of the question items across all of OM's tools that monitoring officials use to make compliance determinations. Grantees are able to use this in developing their own tools for overseeing their Days of Service programs.

- **Guide to Developing Corrective Action Plans**: Assists in the development of creating corrective action plan responses after monitoring findings are issued to grantees, if applicable.

- **Monitoring Frequently Asked Questions (FAQs)**

9. Advancing National Service and Volunteering

By engaging with the public and the broader national service network, grantees build awareness of and support for their projects, the Days of Service grant program, and AmeriCorps. Publicizing your Day of Service project is a means of building support and increasing the likelihood of success. Taking the time to communicate with the public helps attract resources from the community — including volunteers, supporters, and funding — and helps educate people about the project.

9.1 Branding and Social Media

In addition to toolkits specific to each Day of Service, general marketing and communications resources for all AmeriCorps grantees, including logos, brand guidelines, posters, and fact sheets, can be found year-round on the [Communications](#) page of the AmeriCorps website.

Grantees are also encouraged to "like" and share national service and volunteering-related posts and to follow AmeriCorps on social media platforms. AmeriCorps has a presence on a number of social media sites:

- X (formerly Twitter): [@AmeriCorps](#);

- Facebook: [Facebook.com/AmeriCorps](#);

- Instagram: [@AmeriCorps](#);

- YouTube: [youtube.com/nationalservice](#); and

- Snapchat: [nationalservice](#).

For questions about AmeriCorps social media, contact [socialmedia@americorps.gov](#).

9.2 Partnering with Other National Service and Volunteer Programs

Grantees are encouraged to connect with other national service and volunteer programs in their geographic areas. The AmeriCorps Region Office can make introductions between grantees that may not otherwise be connected. Reports on AmeriCorps projects by state are also available to the public at [Service by State](#).

9.3 AmeriCorps Week

AmeriCorps Week takes place every March and is a celebration of all things AmeriCorps, from the programs and organizations that make national service possible to the impact that AmeriCorps projects, including Days of Service grants, have had on their communities. More information and resources are available on the [AmeriCorps Week](#) webpage.

9.4 External Partners and Resources

9.4.1 The King Center

The King Center is a nonprofit organization founded by Coretta Scott King as a living memorial to Dr. Martin Luther King, Jr. that serves as a resource on his life, legacy, and teachings. The mission of the King Center is to "empower people to create a just, humane, equitable and peaceful world by applying Dr. King's nonviolent philosophy and methodology."

The Center shares regular topic-based Beloved Community Talks that grantees may find useful in planning and implementing projects in honor of MLK Day, and hosts the Beloved Community Network that grantees may wish to join to connect with like-minded organizations. The King Holiday page provides a calendar of observance events for MLK Day and reflections on past years' events. Grantees are encouraged to join the King Center mailing list to stay informed of the Center's events and resources.

9.4.2 My Good Deed (9/11 Day)

My Good Deed, now known as 9/11 Day, is the organization that founded September 11th as a National Day of Service and Remembrance. 9/11 Day partners with AmeriCorps to create co-branded materials for September 11th, including logos that will be shared in AmeriCorps' 9/11 Day toolkit, and to boost participation and recognition of the day nationwide.

The organization shares 9/11 Day Resources that grantees may choose to use in addition to AmeriCorps resources that include a social media toolkit, educational materials, and a resource guide for nonprofit organizations. 9/11 Day also leads the annual #IWillFor911Day campaign for September 11th, which encourages Americans to pledge to do good deeds in honor of the Day of Service and Remembrance. Grantees may choose to use the #IWill toolkit to help develop their project promotion and/or social media plan.

Appendix I: Acronyms

CAP – Corrective Action Plan

CFR – Code of Federal Regulation

eCFR – Electronic Code of Federal Regulation

EIN – Employer Identification Number

FFR – Federal Financial Report

IDCR – federally approved indirect cost rate

MTDC – modified total direct costs

NCSA – National and Community Service Act of 1990

NGA – Notice of Grant Award

NICRA – Negotiated Indirect Cost Rate Agreement

NOFO – Notice of Funding Opportunity

NSCHC – National Service Criminal History Check

OADR – AmeriCorps Office of Audit and Debt Resolution

OFMS – Operational and Financial Management Survey

OGA – AmeriCorps Office of Grant Administration

OIG – Office of the Inspector General

OM – AmeriCorps Office of Monitoring

OMB – Office of Management and Budget

PM – Portfolio Manager

PMS – Payment Management System

PPR – Project Progress Report

SF-424 – Application for Federal Assistance (grant application)

SPM – Senior Portfolio Manager

Appendix II: Glossary of Terms

Amendment – The modification of an approved grant application to reflect a significant change in program activities, budget, Authorized Representative, or other aspects of the project. Amendments vary in type and are initiated in eGrants by the grantee or Portfolio Manager.

AmeriCorps – Originally established as the Corporation for National and Community Service (CNCS), AmeriCorps is the federal agency that funds AmeriCorps State and National, AmeriCorps VISTA, AmeriCorps Seniors, and AmeriCorps Volunteer Initiatives projects. AmeriCorps was authorized by the signing of the National and Community Service Trust Act of 1993. The agency is still formally recognized as CNCS doing business as (dba) AmeriCorps.

AmeriCorps member/volunteer – An individual serving in an AmeriCorps national service program (AmeriCorps State and National, AmeriCorps VISTA, AmeriCorps Seniors, or AmeriCorps NCCC). Individuals who serve with AmeriCorps State and National, VISTA, or NCCC are members; individuals who serve with AmeriCorps Seniors are volunteers. AmeriCorps Seniors volunteers are distinct from volunteers serving with a Day of Service grantee's volunteer program. Days of Service grants are not associated with AmeriCorps members or AmeriCorps Seniors volunteers.

AmeriCorps NCCC – AmeriCorps National Civilian Community Corps (NCCC, pronounced 'N triple C') is a full-time, team-based residential service program for 18- to 26-year-olds. Members serving in the NCCC program are assigned to one of four regional campuses and placed into teams ranging between 8 and 12 members. Teams complete a variety of service projects, which are generally 3 to 13 weeks in duration, and respond to local community needs throughout the United States and territories.

AmeriCorps Seniors – AmeriCorps Seniors engages volunteers aged 55 and older to serve their communities in programs including the Foster Grandparent Program (FGP), the Senior Companion Program (SCP), and the Retired and Senior Volunteer Program (RSVP).

AmeriCorps State and National – AmeriCorps State and National members participate in direct service programs operated by nonprofit organizations, local and state government entities, Native Nations, territories, institutions of higher education, local school and police districts, and partnerships among any of the above.

AmeriCorps VISTA – AmeriCorps VISTA (Volunteers in Service to America) members serve annual terms to alleviate poverty by helping local organizations expand capacity to make change.

AmeriCorps Volunteer Initiatives - AmeriCorps Volunteer Initiatives leads the AmeriCorps Volunteer Generation Fund (VGF) and Days of Service grant programs. Volunteer Initiatives projects focus on volunteer recruitment and management in their communities and are not attached to any AmeriCorps members or AmeriCorps Seniors volunteers.

Cognizant federal agency – The agency responsible for negotiating and approving the indirect cost rates of a grantee on behalf of all federal agencies. It is typically the federal agency from which a grantee receives the majority of its federal support in the form of direct grants.

Continuation application – A grant application submitted by a current grantee to receive an additional year of funding. Although AmeriCorps grants are typically three years in length, funding for years two

and three is not guaranteed, and grantees must submit continuation applications to receive continuation funding.

Direct costs – Costs that are readily associated with a particular budget line item of a grant.

eGrants – AmeriCorps' online grant application and management system.

Federal Financial Report (FFR) – A consolidated federal cash and expenditure report submitted in eGrants that details the status of AmeriCorps and grantee funds within a specific timeframe.

Indirect costs – Costs associated with the standard business operations of a program. Indirect costs are those that are not readily identifiable with a specific award, project, or program but are necessary to operate the organization and its programs.

Indirect cost rate – The percentage of indirect costs a grantee may charge to a grant. Grantees that do not have a federally negotiated indirect cost rate agreement (NICRA) may request one or use the de minimis rate of 10% of modified total direct costs (MTDC).

Match, grantee share, or non-federal share – The percentage of the total grant program budget that grantees supply from non-AmeriCorps sources. Match requirements may be fulfilled with cash resources, in-kind resources, or a combination of the two. The grantee share is considered a part of the program budget and is subject to the same regulations and requirements as the AmeriCorps share. Only MLK Day grants have a match requirement; September 11th grants do not.

National Criminal History Checks (NSCHC) – Criminal history background checks that AmeriCorps grantees are required to conduct on all staff who receive any portion of their salary from AmeriCorps grant funding.

Notice of Funding Opportunity (Notice) – A federal publication that informs the public that funding is available for a specific purpose and can be requested through an application process.

Office of Audit and Debt Resolution (OADR) – AmeriCorps' office supporting grantee single and OIG audit resolution, debt management, and indirect cost rate negotiation.

Office of Grant Administration (OGA) – AmeriCorps' grantmaking authority that effectively and efficiently safeguards federal resources through fair and compliant grantmaking, which includes managing grant application review processes, issuing awards, and providing guidance and training to staff and external stakeholders.

Office of Management and Budget (OMB) – The federal office that assists the President in preparing the annual federal budget and oversees its execution. OMB must approve AmeriCorps regulations, applications, forms, and any other documents that affect the public.

Office of Monitoring (OM) – AmeriCorps' office responsible for ensuring the compliance of AmeriCorps award recipients by conducting regular monitoring activities of grantees.

Office of Regional Operations (ORO) – The primary workforce administering more than 2,000 projects and grants for AmeriCorps State and National, AmeriCorps Seniors, AmeriCorps VISTA, and AmeriCorps

Volunteer Initiatives programs. Established in 2019 through AmeriCorps' Transformation and Sustainability Plan, ORO consists of eight AmeriCorps Region Offices.

Office of the Inspector General (OIG) – The federal office for government oversight that is dedicated to fighting waste, fraud, and abuse of federal resources. AmeriCorps OIG provides independent oversight to identify and mitigate risks and vulnerabilities and promote accountability and integrity in AmeriCorps' management, programs, and operations.

Outcome – A measure that reflects the changes or benefits that occur. These changes may be in individuals, organizations, communities, or the environment, and the types of changes that may occur include attitudes, knowledge, behavior, or condition.

Output – A measure that reflects the amount of service provided. Outputs measure the completion of activities and document the fact that individuals or organizations received services, products were created, or programs were developed.

Payment Management System (PMS) – The system operated by the U.S. Department of Health and Human Services through which AmeriCorps grantees access grant funds.

Performance measurement – The ongoing, systematic process of tracking a project's outputs and outcomes. It can show whether a change occurred but does not indicate whether the change occurred as a result of an intervention.

Portfolio Manager – An AmeriCorps Region Office team member responsible for managing relationships with external stakeholders and supporting grants and projects for organizations located in the states and territories within their region.

Project Progress Report (PPR) – A report submitted in eGrants that details progress toward achievement of performance targets within a specific timeframe. PPRs are collected annually and at the end of a grant.

Public Health AmeriCorps (PHA) – An AmeriCorps State and National program established by a partnership between AmeriCorps and the Centers for Disease Control and Prevention with the goal of supporting recruitment, training, and development of the next generation of public health leaders who will be ready to respond to the nation's public health needs.

Prohibited activities – A specific set of mandated activities that AmeriCorps grantee staff and volunteers may not engage in while charging time to the AmeriCorps grant or otherwise performing activities supported by the AmeriCorps program.

Subgrantee – An entity that receives AmeriCorps grant funds from a prime grantee of AmeriCorps.

Training and technical assistance – The support and assistance provided to AmeriCorps programs to strengthen program operations.

Appendix III: Resources

AmeriCorps Resources:

- [AmeriCorps.gov](#) is the AmeriCorps website, where you can find agency information, funding opportunities, grant resources, agency news, and more.

- [eGrants](#) is AmeriCorps' online grants system for submitting grant applications and managing awards.

- The [AmeriCorps Hotline](#) provides eGrants assistance via [live chat](#), [webform](#), or phone (1-800-942-2677).

- The [Manage Your Grant](#) page contains extensive resources for all AmeriCorps grantees, including Terms and Conditions, pre-award requirements, post-award requirements, and training and technical assistance resources.

Days of Service Resources:

- The [Grantee Resources](#) page of the AmeriCorps website contains resources for Days of Service and Volunteer Generation Fund grantees including general and grant-specific Terms and Conditions, instructions for submitting PPRs, and governing authorities for Days of Service grants.

- The [Fiscal Year 2023 Days of Service Grants](#) funding opportunity webpage provides information on the closed 2023 Days of Service competition and continuation process, including the [Notice of Funding Opportunity](#) and [Application Instructions](#).

- The [Days of Service New Grantee Checklist](#), available on the Grantee Resources page under "Access program tools", provides suggestions for new grantees to set up their Day of Service award successfully at the beginning of a grant.

- The [Days of Service New Grantee Resource Guide](#), available on the Grantee Resources page under "Access program tools", provides guidance for grantees who are new to Days of Service or AmeriCorps grants.

- [Amending a Volunteer Generation Fund or Days of Service Award](#), available on the Grantee Resources page under "Access program tools", provides guidance for grantees on initiating and submitting award amendments.

- The [MLK Day](#) and [MLK Day Resources](#) pages of the AmeriCorps website contain resources for planning, implementing, and promoting MLK Day projects, including links to register volunteer opportunities, project planning webinars, and a communication toolkit.

- The [9/11 Day](#) and [9/11 Day Resources](#) pages of the AmeriCorps website contain resources for planning, implementing, and promoting September 11th projects, including links to register volunteer opportunities, project planning webinars, and a communication toolkit.

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Statute and Regulations:

- The [Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (2 CFR 200)](#) are legal guidelines that all recipients of federal resources are required to follow.

- [Title 45 Chapter XXV](#) of the CFR outlines regulations specific to AmeriCorps, with which all AmeriCorps grantees must comply.

- The [National and Community Service Act of 1990 (NCSA)](#), as amended by the King Holiday and Service Act of 1994 and the Serve America Act of 2009. The statute relevant to MLK Day grants can be found in the [King Holiday and Service Act (36 U.S.C. 169j)](#) and Section 198(i), 42 U.S.C. § 12653(i), of the NCSA. The statute relevant to September 11th grants can be found in Section 198(k), 42 U.S.C. § 12653(k), of the NCSA.

Online Courses and Trainings:

- [Litmos](#) is AmeriCorps' online learning platform. Access the [Litmos Getting Started Guide](#) to set up an account and access AmeriCorps eCourses.

- [Key Concepts in Financial Grants Management](#) is a required eCourse on grants management and compliance that all grantees must complete annually.

- The [NSCHC eCourse](#) is a required training on criminal history check requirements and procedures that all grantees must complete annually.

- [Ensuring Correct and Supported Salary Allocations](#) is a recommended eCourse on compliant timekeeping and salary allocation practices for AmeriCorps grants.

- The [FFR Training for Grantees](#) is a recommended eCourse on successful and compliant completion of semiannual financial reports.

- The [National Performance Measurement Core Curriculum](#) is a six-part modular course on AmeriCorps' national performance measures and best practices in data collection and performance measurement.

NSCHC Resources:

- The [National Service Criminal History Checks](#) webpage contains comprehensive resources, guidance, and recorded trainings on conducting compliant criminal history checks, including the following.

  - The [Getting Started with NSCHC Resources](#) guide is an introduction to NSCHC for new grantees and staff.

  - [Common Findings of NSCHC Noncompliance](#) outlines common ways grantees fall out of compliance with NSCHC requirements and how to avoid them.

  - The [NSCHC Manual](#) is a comprehensive guide to NSCHC requirements, components, timing, and monitoring and enforcement.

Monitoring Resources:

- The Monitoring webpage contains resources on monitoring activities, worksheets and forms, information on corrective action plans, and training on the Office of Monitoring's WebGrants site for grantees who have been selected for monitoring activities, including the following.

  - The Uniform Monitoring Package (UMP) provides an overview of monitoring questions that grantees may be asked if selected for monitoring.

  - Remote Monitoring At a Glance and On-Site Monitoring At a Glance provide information on the steps and timeline of the remote and on-site monitoring processes, respectively.

  - The Office of Monitoring FAQ provide answers to questions commonly asked by grantees during the monitoring process.

PMS Resources:

- The Payment Management System (PMS), not run by AmeriCorps, is where AmeriCorps grantees draw down grant funds. Grantees can receive assistance with PMS via the PMS Help Desk.

- Grantees can access the PMS User Guide and PMS Grant Recipient Training for additional support using PMS.