

July 16, 2010

TO: 2009-10 New York State AmeriCorps Grantees  
2010-11 New York State AmeriCorps Grantees

FROM: Mark Walter, Executive Director  
New York State Office of National & Community Service

RE: Requirement to Assign Members to Service Locations in the Portal

The purpose of this memo is to convey information on a new procedure for AmeriCorps State Grantees as distributed by the Corporation for National & Community Service and to be monitored by the State Commission on National and Community Service. If you have specific questions after reading the following please contact your Commission State Office AmeriCorps Program Administrator at (518) 473-8882.

#### Requirement to Create Operating Sites and Assign Members to Service Locations in the Portal

As of the first of July the Corporation is implementing a new procedure designed to ensure they know where AmeriCorps State and National members are serving. As you know, creating accurate operating sites and service locations is already an option in the My AmeriCorps portal. The new requirement makes entering all operating sites and a service location for all members enrolled on or after July 1, 2010, mandatory. The Corporation is making this change in order to better track resources, increase transparency, align with federal-wide open government initiatives, enhance communication among national and state stakeholders, and to build our capacity to accurately tell the story of national service. This new requirement went into effect July 1, 2010. It applies to all members enrolled on or after that date.

- If you have already enrolled member slots awarded for the 2010-2011 program year in the portal without a service location, please go back in and enter the service location by either organization name and zip-plus-four or organization name and full address for each service location.
- If you have already enrolled members under a single operating site but your program design uses more than one operating site, please create the appropriate operating sites, allocate slots to the operating sites, and transfer members to the operating sites and change the service location.

The Corporation anticipated questions about this new requirement and has prepared the following FAQs, and will add to these as the new requirement is fully implemented.

**1. What is an operating site?**

An operating site is the organization that places AmeriCorps State and National members into service locations. State subgrantees (programs) are operating sites. National grantees have had the option of listing all of their operating sites in the portal, or assigning all members to one operating site. The new requirement makes it mandatory for national grantees to enter at least one operating site to which they can assign service locations in each state where they are placing members.

**2. What is a service location?**

A service location is the organization where a member provides most of his/her service in the community. Typical service locations are schools, food banks, health clinics, community parks, etc. Service locations are not typically operating sites, unless the member actually serves at the operating site most of the time.

3. **What if I do not know member service locations at the time of member enrollment?**  
Programs have up to 30 days from start of service to enroll a member in the portal, and we expect programs to determine where a member will provide service within this timeframe.
4. **By when must service locations be assigned to members who are already enrolled?**  
We expect all members enrolled on or after 7/1/10 to be assigned to a service location by 8/1/2010, or within 30 days of start of service, whichever is later.
5. **How do I create a service location if I am a national grantee?**  
First, you must create all of your operating sites. Then, click the *manage programs* link, search by 14 digit program code and/or program name of the operating site to which the service location is linked, select the appropriate program name, click *view service locations*, click *create*, complete the required fields, and save.
6. **How do I create a service location if I am a state subgrantee?**  
Click the 'manage programs' link, search by 14 digit program code and/or program name, select the appropriate program, click '*view service locations*,' click '*create*,' complete the required fields, and save.
7. **How do I assign already-enrolled members to a service location?**  
After new service locations have been created, search for member, navigate to the Member Home screen, select the '*change service location*' link, choose appropriate service location from the dropdown menu, and save.
8. **How do I assign members to service locations at the time of enrollment?**  
In the Placement Information part of the enrollment form, the program staff should select the appropriate service location from the dropdown menu. Service locations that have been created and linked to the selected program title will populate the drop-down service location menu.
9. **What should programs do if members enrolled after 7/1/10 are assigned to service locations in the portal that do not meet the definition of service location in FAQ #1 above?**  
Programs must create new service locations that do meet the definition above and then change service location per guidance in FAQ #5.
10. **What if a member serves in more than one location?**  
Please enter the service location where the member serves a majority of his or her time. If the member serves equal amounts of time at more than one location, pick one location to enter. You cannot assign a member to more than one service location.
11. **What if a member is assigned to one service location and then moves to another service location?**  
Please reassign member to the new service location via the "*change service location*" link available on the member home page in the portal.
12. **To what extent will grantees be able to access data from the service location screens in the portal?**  
The service location information for an individual member is viewable on the member's service term information screen. To view a list of all the members in your program with their service location information, first click the 'Manage Service Locations' link, and then click on the operating site you would like to view and 'View Members' link. This brings up a list view of all the members at that operating site and the service locations to which each of the members is assigned. By clicking on the column heading name Service Location you can sort all the members into their assigned service locations. In addition, if you click the 'Reports' option, you can run the Member Download Report to pull in the members and their service location information.

13. **An EAP has almost 70 operating sites across the country. Most members meet at the operating site every day and serve on many different projects. Can we use the operating sites as their service location?**

If members are assigned to operating sites only, create one service location for each operating site and assign the members to this service location.

14. **May we use a school district as the service location if we will not have assigned members to individual schools by the 30-day deadline?**

Yes, you may use a school district as a service location if it only covers one zip plus four. If it covers multiple zips plus four you should create service locations for the actual location of the schools. You may create a service location which is the same as an operating site for now, and then move members to their actual locations once they are determined.

15. **Do I have to create the service locations or can operating site users create them for themselves?**

Operating site users can create service locations.

16. **Can the same staff person have permissions at the operating site and service location levels at the same time?**

The Operating Site User Role includes all of the functions of someone with the Service Location User Role. The Service Location User Roles does not include all of the functions of someone with the Operating Site User Role. In other words, roles are more inclusive of functionality the higher your assigned role is in the hierarchy of roles.

17. **Our 2010-2011 grant year does not start until 8/19/2010 so we're still in our 2009-2010 grant year. Does the new requirement apply to members enrolled on or after July 1st funded for the 2009-2010 program year?**

Yes. The new requirement applies to all members enrolled on or after July 1, 2010 regardless of when the member's service term was funded.

18. **Does this requirement apply to a member's start date, or when their enrollment is approved?**

You are required to enter member service locations on or before the date you approve their enrollment. So in the example above, you will have to add a service location for the member that started on 6/25/2010 and was approved on 7/1/2010.

19. **How do I run a report that will show all approved enrollments?**

Run the Member Download Report from the Reports page. The "TERM INFO UPDATE" column indicates the date that enrollments were approved.

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