

SSN and Citizenship Verification Process FAQs

What is the SSN and citizenship verification process?

When an individual accepts an AmeriCorps position in the My AmeriCorps portal (or in regards to many AmeriCorps State and National positions, when the organization enrolls the individual through eGrants), the individual's name, DOB, gender, and SSN will be automatically sent to and reviewed by the Social Security Administration within 3 business days to verify the social security number and citizenship for the individual. If the individual's information is verified, the AmeriCorps grantee or sponsor will not need to do anything. The individual's status will appear as "Verified" in their My AmeriCorps account and in eGrants.

If the individual's social security number and citizenship cannot be automatically verified by the Social Security Administration, AmeriCorps State and National grantees will receive an email regarding the issue and what needs to be done. AmeriCorps VISTA sponsors will be contacted by the Corporation State Office regarding next steps. For both grantees and sponsors in this scenario, the grantee or sponsor will need to review and maintain copies of the individual's SSN and citizenship documentation. For AmeriCorps State and National grantees, the email is automatically sent to the grantee administrator for the program and to the grantee staff member who selected (or offered the service position to) the individual to serve via eGrants.

Does the automated process verify that the individual meets the minimum age requirement?

The process will verify that the DOB, first name, last name, gender, citizenship, and SSN matches what the Social Security Administration has in their records for this individual. So if the social security number is verified, the DOB is considered valid. Thus, the grantee can look in the system and see if the DOB meets the minimum age requirement once the social security number is verified.

The individual mentioned in the email is not (or will not be) serving with our organization, what do I need to do?

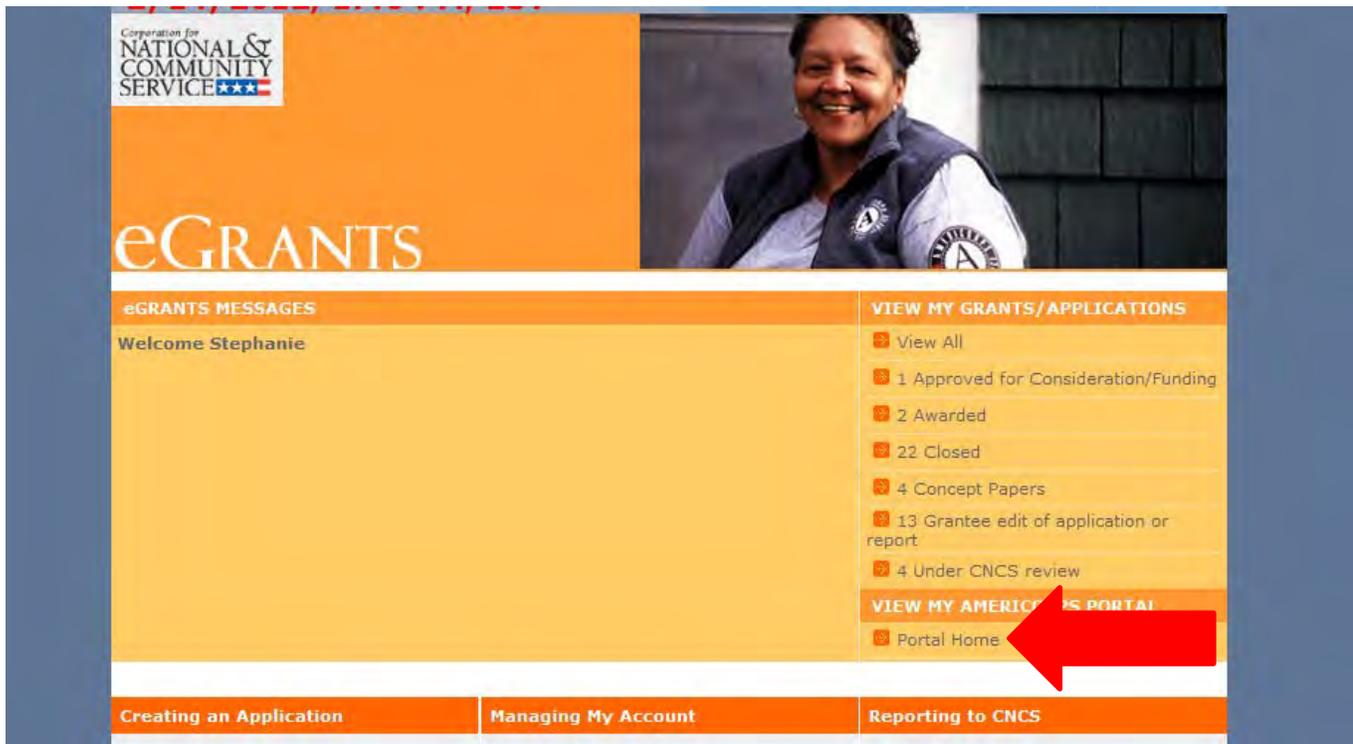
Remove this individual from your eGrants workbasket. As long as the individual is showing up in your organization's eGrants account in your workbaskets or member listings, you will continue to receive emails and be held accountable for obtaining the needed information.

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

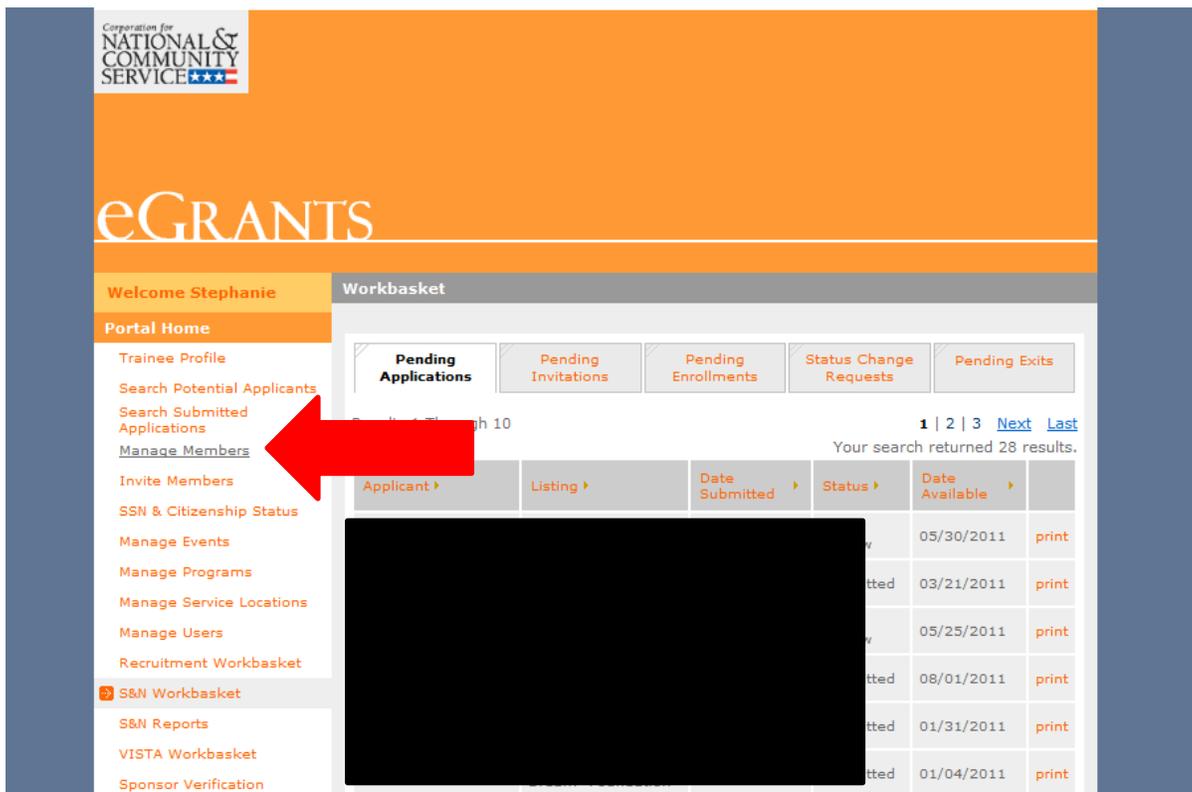
Yes, AmeriCorps State and National programs will still need to complete other items such as criminal history checks. This process only verifies social security number and citizenship.

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

Login to eGrants and select "Portal Home"



Select "Manage Members"



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

Corporation for NATIONAL & COMMUNITY SERVICE

eGRANTS

Welcome Stephanie

Manage Members

Portal Home

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

Member Search Attributes

To search for a member use the fields below and click the search button.
[Click here for help.](#)

Program: Select

Year: Select

Program Name: Select

Service Location: Select

Program Code: Select

Member ID:

First Name:

Last Name:

Date of Birth:

Click on the individual's name from the list

Corporation for NATIONAL & COMMUNITY SERVICE

eGRANTS

Welcome Stephanie

Member Search Results

Portal Home

- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members**
- Invite Members
- SSN & Citizenship Status
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket

Member Search Results

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

Results 1 Through 1

Your search returned 1 results.

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

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

The screenshot shows the eGrants Member Home page. The top left features the logo for the Corporation for National & Community Service. The main header is orange with the text 'eGRANTS'. Below this, a navigation bar includes 'Welcome Stephanie' and 'Member Home'. A left sidebar lists various portal functions such as 'Trainee Profile', 'Search Potential Applicants', and 'Manage Members'. The main content area is titled 'Member Information' and contains fields for Name, Date of Birth, Member ID, Username, SSN, E-mail, SSN Status, Citizenship Status, U.S. Veteran, Mailing Address, Permanent Address, Home Phone Number, and Work or Other Phone Number. A red arrow points to a question mark icon next to the 'SSN Status: Previously Served' and 'Citizenship Status: Previously Served' labels.

Who should I contact if I have any questions?

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