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GENERAL

1. What is the Service Year Exchange?

The Service Year Exchange is a dynamic online space that aims to help make a year of service a common expectation and opportunity for all young Americans. It allows people and organizations—both new and existing—to search, interact, communicate, and partner.

In the future, Service Year plans to expand to offer opportunities to support service positions, and additional resources for organizations and corps members, including online trainings, classes, rewards, and greater opportunities for cross-collaboration and communication.

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2. What is a service year?

A service year is a paid, full-time position for young Americans looking to improve people's lives and make a lasting impact in communities across the country. From fighting poverty to working with kids to responding to natural disasters – a service year is a meaningful and fulfilling way to tackle the most pressing challenges facing our nation.

By serving a year, you can live in a new city, meet new people, learn new skills, and gain valuable leadership and professional experience – all while receiving a stipend and often a scholarship to help pay for college or student loans. Plus, this experience will help you stand out when applying to college and future jobs.

When you serve a year, you'll be joining a nationwide community of corps members and alums who are committed to making a difference. No matter where you are in your education or career, a service year is an incredible opportunity that will let you be a part of shaping your future and your community for years to come.

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3. Who is the Service Year Exchange relevant to?

We hope the Service Year Exchange is relevant to everyone, which includes: organizations looking to address national and community problems; young adults looking to give a year of service to address these problems and gain valuable skills; communities working in partnership with service organizations; and individuals and groups across the country that want to support service year opportunities.

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4. What is the relationship between Service Year and AmeriCorps?

Individuals can complete a service year by serving in any certified Service Year position, which includes AmeriCorps positions.

Regardless of the service organization, the basic concept of completing a service year is the same: helping to address an unmet community need through direct service or capacity building activities. All Service Year positions include a modest living allowance, and may sometimes include benefits such as health coverage and housing. AmeriCorps positions can include additional benefits such as student loan forbearance or deferment and education awards.

The AmeriCorps website still exists as an independent entity. Service Year allows AmeriCorps programs to list their opportunities and recruit for new members, but it will not replace the

application process and grant management functions within the AmeriCorps site.

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5. Do I need to create an account to use the Service Year Exchange?

While you can browse and search for organizations and positions on the Service Year Exchange without registering, you will need to create an account to utilize Service Year's opportunities for hosting or serving.

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6. Is the process for joining different for people looking to serve a year and organization staff?

Yes. You can [sign up to start searching for opportunities here](#), and as an [organization user here.](#)

If you need to update your account status, you can do so by going to the Account Settings in your dashboard.

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7. Can I link my account to Facebook?

Yes, when you create your account, you have the option of joining through Facebook.

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8. I'm having technical trouble or don't see an answer to my question—what should I do?

If you have an account, you can click the icon in the lower right corner to start a chat with one of our team members. If you are not signed in, you can click the "Contact Us" link in the footer, or directly email support@serviceyr.org.

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SERVING

1. How do I find service positions?

In the header, click "Browse" and "Listings" to view a directory of opportunities. You can filter the listings by attributes such as focus area, preferred location, and start date.

When you complete a profile, Service Year will also suggest matches for you.

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2. Do I need to create an account or profile to view service year opportunities?

No. You do not need an account or profile to view service year opportunities.

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3. Why should I create an account and profile on the Service Year Exchange?

We recommend that you create an account and profile so that you can easily get matched with positions that fit your preferences, and begin to express interest in ones that look like good opportunities for you. This will also allow organizations to contact you if they think you might be a good fit for one of their opportunities.

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4. Do I need to have a high school diploma, GED, or college degree to join?

You do not need a GED, high school diploma, or college degree to join the Service Year Exchange. Specific positions may require a degree, depending on the work being performed. Some programs provide assistance or guidance for completing a GED or degree. Service Year can help you find appropriate positions based on your profile information and filters that you apply to your searches.

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5. Why should I consider doing a service year?

A service year is an opportunity to get firsthand experience addressing important issues, while building skills and discovering more about areas that interest you. A service year can serve as a gap year, an opportunity after graduation, or, in some cases, as part of a college experience.

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6. How could the experience of doing a service year translate to real life skills/marketability?

Along with placing you in an environment to perform worthwhile service, service year organizations help you utilize and build skills through trainings and experiences that can help make you successful in current and future endeavors. Additionally, service year positions offer mentorship opportunities, as well as a process for exploring your life after your service year, which could include school, work, or an additional service year.

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7. Does it cost money to do a service year?

Absolutely not! In fact, most service year opportunities provide a living stipend and other benefits, which can include health insurance and loan deferment. Service Year opportunities are open to individuals from all backgrounds.

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8. How long is the commitment?

Service Year positions generally range from about nine months to two years, though a smaller number of positions might fall outside of this range. The length of service is visible for each position.

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9. Do I get an Education Award for completing a service year?

At present, only those positions funded through AmeriCorps include the Segal AmeriCorps Education Award.

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10. What does it mean if I click "I'm Interested" on a listing?

Expressing interest in a listing notifies an organization that you are interested in learning more about the position and its application process. Organizations will have the option to reach out to you with more information. This will also save the listing information in the "My Service" tab on your dashboard.

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11. What are the next steps once I click "I'm Interested?"

Once you have expressed interest, an organization will have the opportunity to reach out to you with next steps. You can view positions that you have expressed interest in by clicking the "My Service" tab on the sidebar of your dashboard. If the organization has provided a link to its external application, you will also be able to follow that link from this page to directly apply.

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12. How do I apply for a position?

Applications for positions are conducted externally through each individual organization's process. If the organization has provided a link to its application, you'll be able to go this when you click "I'm Interested" on their listing. Additionally, you can view this link at any time after expressing interest by going to "My Service" on your dashboard.

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HOSTING

1. What are the benefits to being a Host Organization on the Service Year Exchange?

The Service Year Exchange connects organizations hosting service year positions and individuals who want to complete a year of service. Service Year uses a streamlined process to certify both new and existing service positions on the Exchange.

For organizations, Service Year provides a direct connection to a large pool of individuals who are looking for the right organizations with which to spend their service years.

Service Year will also expand over time to provide opportunities for crowdfunding, training resources, and increased abilities for organizations to communicate.

By joining Service Year, you will be featured alongside a broad network of service organizations from across the country.

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2. How does Service Year help my organization recruit?

Interested individuals will be able to find and view your listings in one of two ways: either through a suggested match with your listing based on shared attributes in their profiles, or by searching using filters such as start date, location, and focus area. Listings will be visible both to users of the Service Year Exchange and the general public.

Service year candidates that have added a profile have the option to click "I'm Interested" on your listing, letting you know that you can reach out to them with more information and next steps to apply. You can find candidates who have expressed interest by going to the "Corps Member" section of your dashboard.

Additionally, you have the option of reaching out directly to candidates with public profiles, potentially aiding your recruitment process. You can go to the "Corps Members" tab and search for candidates who might be a good fit for your positions.

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3. What does the process look like for joining the Service Year Exchange as an organization?

The basic process for joining is to:

1. Create a personal account
2. Enroll your organization
3. Add your organization profile and service year positions
4. Submit your positions to the Service Year team for certification
5. Create listings to recruit for your positions, once they are certified

Once you have active recruitment listings, candidates will be able to discover your open positions, and you will be able to enroll accepted members.

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4. How do I add my colleagues to our Service Year Host Organization?

To add additional staff members to your Service Year Host Organization, first make sure that they have created personal accounts. Once they have done so, follow these steps:

1. Go to the "Account Settings" tab in the left sidebar of your Organization Dashboard
2. Select the "Team Members" tab
3. Click "Add a Team Member"
4. Type in the email of the colleague that you are adding

A colleague can also request access when they sign up, or by going here if they already have a personal account. When they've requested access, you will be able to add them by going to the "Team Members" tab in your dashboard.

As a general note, staff members will want to have separate personal accounts. In the future, the Exchange will offer the ability to assign different access levels based on what is most relevant to each team member's role.

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5. How much does it cost to host a Service Year position?

The minimum cost of hosting a Service Year position is the required living allowance paid to corps members, which currently ranges from $12,530 to $25,060 (in line with AmeriCorps' standard). This living allowance is paid to corps members to offset the cost of service during their service year. Though the living allowance is generally expected to fall within the required range, the specific amount is determined by the organization.

In some circumstances, the living allowance may fall outside the range. For example, the allowance may be lower if benefits such as housing and meals are provided by the organization to the corps member while serving; it may be higher if a position requires a corps member with professional skills and education, such as medical training or a law degree.

There may be additional costs to the organization depending on how the organization accounts for overhead costs associated with hosting a corps member (e.g. supervision, supplies, etc.). For more information on costs and other requirements, please see the Service Year Handbook.

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6. What is certification?

The term "certification" refers to the process of a prospective Host Organization creating an organization profile and defining its program(s) and Service Year position(s) and submitting that data to the Service Year Exchange program team for review and approval. An organization's positions will be certified if the information provided aligns with the Certification Criteria and appears to meet the larger intent of each criterion. The certification process relies on the truthful and accurate responses of the submitting organization, as well as, over time, feedback from serving corps members. It does not imply that the Service Year Exchange has exhaustively vetted and verified the information submitted.

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7. What are the Certification Criteria?

The criteria for being evaluated and certified as a Service Year position include several items. Primary factors include that positions:

1. Address unmet community needs and specify intended outcomes
2. Engage individuals in approximately one to two years of full-time service through direct service or indirect capacity building for direct service programs
3. Provide orientation, training, supervision, and mentoring to corps members, including support to participants as they transition out of the program and into school or work
4. Provide a living allowance allowable under AmeriCorps (currently $12,530 to $25,060)
5. Agree to comply with existing law governing AmeriCorps and VISTA, including prohibitions on advocacy, proselytizing, and displacement of workers.

Click here for the complete list of Certification Criteria.

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8. How long does the certification process take?

Once you have completed your organization profile and position information, you may submit positions to the Service Year team for certification review. Positions are reviewed as they come in, and our goal is to have a decision made and returned to you within five business days of the date submitted.

If your position is certified, it will become public and you will be able to create tailored listings for that position. If your submission is denied, you will receive feedback about the reason for denial, or with suggested additions or revisions to make before resubmitting. Resubmissions will be reviewed in the same timeframe as initial submissions.

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9. How does Service Year define positions, number of corps members, and programs?

A position is a defined opportunity for one or more corps members. "Total number of corps members" (or "slots") refers to the number of availabilities for that position. For example, if your organization has 23 availabilities for the position of school-based tutor, you would identify that as one position with 23 corps members.

A program is a group of positions organized with common activities and outcomes. You do not need to submit a program if that distinction does not apply to any of your positions. As an example of a program, an organization might choose to create a "School-based Corps Member" Program, and include its Tutor and After-School Coach Positions.

Sample Program	Sample Position	#of corps member opportunities	# of Positions to create on the Service Year Exchange
School-based Corps Member Program (with 70 total corps	Tutor	55	1
	After-School Coach	15	1

members)	Total:	70	2

10. What's the difference between a position and a listing?

A position is a distinct service opportunity for one or more corps members that can be certified on the Service Year Exchange. A position describes the program design of the corps member opportunity, including describing the community needs addressed, the anticipated outcomes, the type of service, and the supervision, training and support that corps members will receive. Once a position is certified, it will become public and you can actively recruit for it as needed by creating listings.

A listing is a way to actively recruit for certified positions during each recruitment cycle. Unlike positions, which need to be certified by the Service Year team, listings are controlled completely on your end, and you can create as many as needed for each cycle. Listings include more timely information such as location(s), dates recruiting, and when the position will start and end. We recommend keeping time dependent information (such as when you're recruiting) for the listing, rather than including it in the position.

11. Do I need to add a program?

No. Programs are completely optional and are not required for certification. Only a certified position and organization profile are necessary for you to appear on the Service Year Exchange. A program is an optional way for you to group similar positions. You can create or remove programs at any time.

12. I created an organization profile but cannot find it when I search for my organization. Did it not submit correctly?

You do not need to submit your profile separately from your positions. The information from your organization profile will be submitted for certification review when you submit a position. Your profile will become public once you have one or more positions certified.

13. Can I edit my organization profile and position(s)?

You can edit and update the information in your organization profile at any time.

Until your position is submitted for certification review, you can edit any of the information in it. Once the position has been certified, only certain fields will be editable. Some fields are locked to ensure that the public position matches what was originally certified on Service Year. Fields that are not editable post-certification are marked next to the question on the entry forms. You can contact the Service Year Exchange team if you need to make updates to any locked fields.

14. What is my next step once I have a certified position?

Once you have a certified position, you can create listings to show that you are actively recruiting. A listing will include locations where the position is offered, start and end dates, when you are accepting applications, and the living allowance. Listings also let candidates express interest in your position and begin to go through your application process.

You can create as many listings as you need once you have one or more certified positions. Listings can be added, revised, or removed at any time.

15. Why is the listing button grayed out on my dashboard?

In order to add a listing, you must have a certified position. Once you have a position certified, you will be able to add listings for it to show that you are actively recruiting.

16. What is a fiscal agent?

A fiscal agent is an organization that acts as the financial representative of a corporation or service organization. If applicable, this information is necessary for Service Year to verify your organization during registration.

17. The organization I work for sponsors multiple service year programs. Should our programs join as one organization, or should we create separate accounts?

Depending on how your organization wants to approach joining, there are two primary options you can choose:

A) Create a shared account for your organization's programs. If you took that approach, you would enroll the organization, add any staff who will be managing the account as administrators, create a general organization profile and then each program could add its positions through that account. In the Service Year Exchange, you can group positions together under a program, which would display them in one section on the profile, and would give you a chance to add a brief description of each program's work.

B) You could also create separate accounts for each of the AmeriCorps programs. This would mean having a completely separate profile for each program, and having each account managed by that program's staff. If you want to take this option, you could do so by registering your organization under a fiscal agent (the organization), and then using your program as the organization name. This option might make sense if you did not want to have multiple programs managing the same account. Please note that if you take this option, each program will be counted as a separate account for membership purposes.

Please reach out if you have specific questions about the best structure for enrolling your organization.

18. What is a Service Year URL, and how do I enter this?

Your Service Year URL is the landing page for your organization profile on the Exchange. Once you have at least one certified position, your organization profile will become public, and its URL will be the Service Year URL you entered.

When entering your Service Year URL, you are creating the text that you would want to come after "Serviceyear.org/." As an example, if your organization name is "Education Corps," you might choose to enter a URL of "EducationCorps," which would make your eventual landing page "Serviceyear.org/EducationCorps."

Make sure not to use any spaces when creating your URL, and do not include "Serviceyear.org/" when entering it.

19. Why am I asked to add the number of corps members a second time if I select that the position receives AmeriCorps funding?

In the previous field "Total Number of Corps Members for this Position," you should have entered the total number of corps member opportunities you are offering for that position (such as 20 Volunteer Coordinators, 50 Tutors, etc.). If you answered "yes" that at least some of these slots will be for AmeriCorps members, you are then asked to designate the type of AmeriCorps position (i.e. State/National, VISTA, VISTA Leader, NCCC, or NCCC Leader), as well as how many of the total corps members this designation applies to. This number should always be equal to or less than your total number of slots.

As an example, consider a position with 10 corps members. Here are three scenarios for how you might complete corps member slots:

In Scenario A, you don't anticipate any of these 10 availabilities for corps members will be AmeriCorps opportunities. You will fill in 10 as the total number of corps member slots and will not need to address the additional slot type question.

Sample Position	Total # of Corps Members	Will any of these corps members be AmeriCorps?	Choose an AmeriCorps slot type:	# of AmeriCorps Slots
Service Member	10	No	N/A	N/A

In Scenario B, you plan for all 10 corps member availabilities to be filled by AmeriCorps VISTA members. You will enter 10 as the total number of corps member slots, as well as select VISTA and fill in 10 slots.

Sample Position	Total # of Corps Members	Will any of these corps members be AmeriCorps?	Choose an AmeriCorps slot type:	# of AmeriCorps Slots

Service Member	10	Yes	VISTA	10

In scenario C, you intend for 5 of the 10 corps member availabilities to be filled by AmeriCorps VISTA members. You would enter 10 for the total number of corps member slots, as well as designate 5 corps member slots as AmeriCorps VISTA.

Sample Position	Total # of Corps Members	Will any of these corps members be AmeriCorps?	Choose an AmeriCorps slot type:	# of AmeriCorps Slots
Service Member	10	Yes	VISTA	5

It is possible to designate a position with more than one slot type, if applicable.

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20. I'm having trouble designating whether my position is funded, partially funded, or not funded at all. Our positions will be fully funded, but we are still waiting to receive a grant. How should I label this?

If the funding for your position is not yet fully secured but you have partial funds, you should designate the position as partially funded. Once you have obtained full funding for the position you can designate it as such (you are able to change this status on the position post-certification). Selecting not funded signifies that you currently have no funds to support the position.

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21. After entering the living allowance, an additional question appears stating that the amount provided is above the AmeriCorps maximum. I know that our amount is not too high-why am I getting this question?

Make sure that you entering a monthly living allowance, rather than yearly.

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22. Why can't I click the "Submit" button to have my position sent for certification review?

You will be able to click "Submit" once you have completed all required fields in your position and your profile. If your organization profile is incomplete, you will receive notification at the top of the page. For the position, each section will have either a green checkmark indicating that it is complete, or a gold exclamation point indicating that one or more fields is incomplete. Once you successfully complete any remaining required fields, you will be able to submit your position.

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23. Why can't I click the "Publish" button on my draft listing?

Check the review page of your draft listing for any fields that have a red mark to the left of them. Any fields containing this mark are required and need to be completed before you can publish a listing.

24. What does it mean if a candidate has clicked "I'm Interested" on one of our listings?

If a candidate indicates interest in your listing, it means they would like to learn more about the position. You can reach out to the candidate with more information and next steps for completing your application process.

25. How do I know if a candidate is interested in one of our listings?

In your organization dashboard, follow the link in your left sidebar for "Corps Members." This will bring you to a table that shows every candidate who has expressed interest in your positions. You can click on individual names from this table to learn more about the candidates, and to see if you want to reach out to them with next steps in your application process. The contact information for candidates will be displayed on the table. You can also leave notes on candidates you view for other colleagues in your organization.

Your point of contact associated with the listing will receive an email notification when someone has expressed interest in the listing.

26. How do I actively search for new corps members?

You can search for corps members on the Exchange by clicking "Browse" and selecting "Corps Members" in the top navigation. You can use filters to narrow the results to candidates that might be a better fit based on their interests, availability, or your requirements for serving in the position. Corps member profiles contain contact information if you want to reach out with information and steps to apply to your service year opportunity.

27. How do I contact candidates?

A candidate's contact information will be displayed on your "Corps Members" table if they have expressed interest in your position.

28. How do I enroll corps members that are currently serving or have recently been accepted?

Once individuals go through your application process and you decide to have them join your corps, you can enroll them in the appropriate position on the Exchange.

To enroll one or more corps members, follow these steps:

1. The corps member must click "I'm Interested" on the appropriate public listing (note,

that a corps member must be a registered user and have completed all required profile fields to complete this step)
2. In your organization dashboard, follow the link your left sidebar for "Corps Members."
3. Click "Enroll" on the candidate card.
4. Complete the brief enrollment form for each corps member, which includes assigning a supervisor. A supervisor must be an organization account member.

If you are enrolling multiple corps members for a single listing, you can follow these steps:

1. Click on the "Listing" tab.
2. Click directly on the listing name you will be enrolling corps next to the corps member's name. This will bring you to the Listing Details Page.
3. On the Listing Details Page, click the checkbox to the left of each member you will be enrolling, and select "Enroll" at the top of the table.
4. Complete the brief enrollment form for each corps member, which includes assigning a supervisor. A supervisor must be an organization account member.

29. Do I need to have an active recruitment listing to enroll corps members?

At this time, you do need to have an active recruitment listing to enroll corps members. Please feel free to reach out to our team for assistance if you are looking to enroll your corps members and are not actively recruiting.