



# Close of Service Travel

## What is the Close of Service Travel Allowance?

The Close of Service Travel Allowance is based on direct mileage between your service site and Home of Record (HOR). VISTA members who received relocation assistance at the start of service for relocating 50 miles or more from their HOR (or permanent address) to a new residence at their service site will receive a Close of Service Travel Allowance. The Close of Service mileage is calculated using the same points of travel from the start of service. This allowance, regardless of the mode of transportation used, is calculated using the VISTA relocation mileage amount of \$0.40 cents per mile

Receipts are not required to collect this allowance.

## How am I reimbursed for my travel expenses?

The VISTA Member Support Unit (VMSU) will send a close of service travel voucher to you through [My.AmeriCorps.gov](http://My.AmeriCorps.gov) no later than fifteen days prior to your end-of-service date. You must print this form, sign it, and return it to the VMSU. (You'll receive an email with instructions on how to return the voucher.) After receipt of your voucher, your allowance will be disbursed to your bank account through the US Treasury within eight to ten weeks.

Please ensure that your Direct Deposit information is up to date in your My AmeriCorps portal account prior to your end-of-service date. It is advisable that you don't close or change your bank account for at least two months after you have ended service to avoid processing issues. Direct Deposit is the fastest way to receive your close of service travel reimbursement. If you do not have Direct Deposit information, please verify that your Current and Permanent Address is up to date in your My AmeriCorps portal account.

If you do not receive your reimbursement within ten weeks after you complete service, please contact the VMSU.

## How do I travel from my service site to my home of record (HOR)?

You are responsible for arranging your own travel from your service site to your HOR. The mode of travel is up to you. You may travel on any date after your final day of service.

## What if my Home of Record is different from when I started service?

The approved home of record (HOR) is the location approved at the start of service. The approved HOR is automatically used to calculate your Close of Service Travel Allowance from your service site location. Modification of the HOR can only be authorized prior to the tenth month of service, at the discretion of the Director of the VISTA Member Support, if one of the following conditions exists:

- You designated the official HOR as the legal residence of a parent or legal guardian, and the parent or legal guardian has established a new residence
- You designated the official HOR as the legal residence of a parent or legal guardian, and the parent or legal guardian has died. CNCS will provide close of service assistance to the legal residence of the surviving parent or legal guardian, or next of kin
- You have married and request close of service assistance to the HOR of your spouse.
- Mileage to the new HOR is less than the mileage to the original HOR.

Requests to modify the HOR must be submitted in writing to the Director of the VISTA Member Support Unit at [vmsu@cns.gov](mailto:vmsu@cns.gov). Requests received after the end of the tenth month of service will not be considered.

Additional information can be found in [Chapter 12](#) of the Member Handbook.

## How do I contact the VISTA Member Support Unit?

- **By phone:** Contact the National Service Hotline at 800-942-2677 and select the option for the VISTA Member Support Unit.
- **Online:** Submit your question using a web form at <https://questions.nationalservice.gov/app/ask>.