



## NEW YORK STATE SERVICE PLAN 2015-2017

The New York State Commission on National and Community Service (hereafter “the Commission”) has adopted, through action on (date, 2014) the service plan presented below.

### HISTORY OF THE COMMISSION

The Commission is a diverse, non-partisan body of, among others, representatives of business, labor, education, government, human service agencies and community-based organizations. The Commission directs national service policy for the State and directly administers funding awarded by the Corporation for National & Community Service (hereafter “the Corporation”) to support New York State AmeriCorps and Volunteer Generation programs. The Commission was established by Executive Order by Governor Mario M. Cuomo in 1994, and each successive Governor has continued that Executive Order.

During the past three years, the Commission has provided over \$33 million in competitive funding to AmeriCorps programs throughout the state. This funding has supported projects related to the AmeriCorps priority focus areas. The Commission has also administered approximately \$1.8 million in funding through the Volunteer Generation Fund. Over 2 million volunteers have been recruited and engaged since 2010.

During the time period covered by this Service Plan, 2015-2017, the Commission will build on its mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering in New York State. We will maintain our primary focus on administering strong, effective, service-oriented AmeriCorps programs throughout New York State. The goals and action steps outlined in this plan represent an effort to improve upon our existing work and to ensure that the Commission is helping to meet the State’s most pressing challenges while engaging and serving the broadest possible cross-section of New Yorkers.

In the coming three years, the Commission hopes to build on what it has learned from recent successes and challenges. As part of the planning process, the Commission looked carefully at the greatest needs throughout New York State and thought critically about how national service programs and volunteerism can be used to meet those needs. The Commission will continue to serve the State by administering funding from the Corporation, and will strive to build the best national service network in the United States.



This Service Plan outlines broad goals as well as concrete action steps that the Commission will prioritize over the next three years. Some will be implemented almost immediately, while others will take additional time to develop, but all will ensure that national service in New York State is inclusive, relevant, and aligned with the needs of New Yorkers.

## PLANNING PROCESS

The Edward M. Kennedy Serve America Act requires each state entity on National and Community Service established pursuant to the statute to coordinate, facilitate and adopt a three-year state service plan, commencing at a time designated by each State. New York State has chosen to commence its most recent service plan on January 1, 2015, and this Plan will guide activities and service through December 31, 2017.

New York State, through the Commission, began the planning process during the summer of 2014. A comprehensive on-line survey was distributed to a sizeable (over 1000 individuals, organizations, and groups) and broad-based audience. In addition to direct stakeholders in the Commission's programming like its current AmeriCorps subgrantees, members, and program staff, the Commission also reached out to alumni from national service programs, other streams of service like VISTA and Senior Corps, leaders of nonprofit organizations across the State, and, through publication of a link to the survey on its website, the general public. Over 600 responses were received during the month of August 2014.

During the month of September 2014 the results of the survey were collected, analyzed and synthesized by the Commission staff.<sup>1</sup> Using the survey results as a guide, the Commission held four separate focus groups during the final week of October 2014. The focus groups each considered a different aspect of the State's national and community service programming that the survey responses highlighted, and were intended to generate recommendations on which the Commission could base its 2015-2017 service plan.

Those asked to participate in the focus groups were carefully selected to create as broad-based and diverse a panel as possible, while also keeping the size small

---

<sup>1</sup> A power point presentation summarizing the survey results is attached to this Plan as an Appendix.



enough to facilitate meaningful discussion. In order to allow individuals from across New York to participate, focus group members were allowed to take part in the discussions in person, via video conference, or via teleconference. Each focus group was guided in its discussions by a series of “thought questions” designed by Commission staff, and discussions were led by the Commission’s Executive Director, Linda J. Cohen.<sup>2</sup>

An initial draft of the Plan was made available on the Commission’s website, [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov), on December 1, 2014. The plan was also distributed electronically to all focus group participants, and through the same distribution channels used to distribute the survey. Comments were invited and accepted on the plan through the website until December 9, 2014.

The Plan was then reviewed and approved by the Office of the Governor, and was adopted by the Commission on (date).

---

<sup>2</sup> A summary of each focus group’s activity, including the date, time and place of the discussion, the participants, topics discussed, and the thought questions, is attached as an Appendix to this Plan.



## NEW YORK STATE SERVICE PLAN 2015-2017

### GOAL ONE: UTILIZE AMERICORPS TO CREATE A FOCUSED RESPONSE TO THE STATE'S MOST PRESSING NEEDS

The Commission recognizes that the need to alleviate poverty in New York is of paramount concern, and commits to prioritizing service activities that create economic opportunities for success.

The Commission commits to exploring areas of collaboration within New York State government, including, among others, the Office of Parks, Recreation and Historic Preservation, the Department of Environmental Conservation, the Office of Emergency Management, and the Office of New Americans, to create holistic service opportunities that will protect and enhance the State's natural resources, prepare the State for severe weather events and other disasters, restore and preserve the State's open spaces so that New York citizens can enjoy their beauty and can benefit from sustainable communities and healthy ecosystems, while enhancing public understanding of the value of national service.

AmeriCorps funding used in service of these goals will enhance both hard and soft skills that prepare New Yorkers to succeed in today's changing economy.

#### Commission Action Steps

- a) **Use the State's AmeriCorps formula allocation** to create statewide initiatives that focus on clearly identified State priorities, that serve the entire State and that are sustainable over a multi-year period
- b) **Create a New York State AmeriCorps Excelsior Conservation Corps** dedicated to protecting the State's natural resources and fostering environmental stewardship activities
  - Service activities will take place in both the New York State Parks system and in facilities owned and operated by the New York State Department of Environmental Conservation or by local entities.



- This program will be administered jointly by New York State agencies and selected nonprofit organizations and will travel throughout the State for service and public education projects, and to train other State AmeriCorps programs and volunteers.
  - To the extent possible, recruit and enroll a cadre of AmeriCorps members within the ECC that is reflective of New York State's diverse populations, ethnicities, and cultures, including members from high-poverty neighborhoods, at-risk youth, and veterans of military service
- c) **Consider the creation of a New York State AmeriCorps “mobile response corps”** dedicated to disaster prevention and response, either separate from or as a unit of the program described in (b) above.
- This corps will focus on the disaster cycle, from preparation to response to both short- and long-term recovery.
  - This program will be administered jointly by New York State agencies and selected nonprofits and, in addition to responding whenever and wherever there is a need, will travel throughout the State for service and public education projects, and to train other State AmeriCorps programs and volunteers.
- d) **Promote the accomplishments and activities of Commission programs in community and ethnic media,** to call attention to the value of service to New York State, to the AmeriCorps member, and to the country.
- e) Explore ways to use New York State's AmeriCorps and other national service programming to support immigrants and their families in partnership with the New York State Office for New Americans and its Opportunity Centers, and to attract bilingual and bicultural AmeriCorps members serving the immigrant community
- f) Focus volunteer efforts funded by and through the Commission on efforts to alleviate poverty in New York State, including anti-hunger, anti-homelessness, and other anti-poverty programming



## **GOAL TWO: EVALUATE THE COMMISSION'S GRANT SOLICITATION AND REVIEW PROCESSES TO ENCOURAGE A LARGER AND MORE DIVERSE GROUP OF APPLICANTS**

## **GOAL THREE: ENSURE THAT THE RFP AND REVIEW PROCESSES REWARD THE HIGHEST QUALITY PROGRAMS AND PROPOSALS TO ACHIEVE EXCELLENCE IN NEW YORK STATE SERVICE PROGRAMMING**

The Commission is committed to reforming and enhancing its RFP and review processes to achieve greater clarity, ease of application, and a high level of success on a national and statewide scale. The Commission is also dedicated to better communicating its own priorities and those of the State to potential applicants. The Commission recognizes the importance of New York State fair procurement rules and procedures and will work to strike a balance between the needs of individual applicants and programs and the overall fairness of its grant application and review processes.

### **Commission Action Steps for Goals Two and Three:**

a) **Select a consistent set of State priorities over a multi-year period** that will allow potential applicants to engage community partners and other sources of support well before proposals must be submitted:

- The Commission recognizes that at a grass-roots level, it is difficult for potential applicants, particularly those that are based in or serve a poorer or more remote and/or rural population, to adjust expectations and program design within the short window for filing an AmeriCorps application for funding.
- Working with the Governor, the Commission will identify longer-term New York State service priorities that span a range of years.

b) **Create resources that will enable grass-roots planning prior to publication of the RFP:**

- Graphics and other visuals that illustrate timelines and procedures at various points prior to application will be created and posted on the Commission's website, [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov).
- Provide guidance well before an RFP is issued on how to prequalify in the New York State Grants Gateway System, how to work on identifying sources of cash and other match support, how to determine a



program design, and how to create position descriptions and a recruiting plan

- The Commission commits to creating these resources and tools and to updating them at least annually.
- Expand outreach efforts and technical assistance training to allow a broader pool of potential applicants the opportunity to learn about AmeriCorps and how it can serve their communities

**c) Continue to utilize the Grants Gateway System to prequalify organizations and to streamline the application process for potential applicants**

**d) To the extent possible, streamline the RFP(s) issued by the Commission:**

- Create explanatory materials, in the form of graphics, timelines or other illustration, that trace the different roles of the Corporation, the Commission and its staff, and the New York State Office of Children and Family Services in the application, review and contracting processes.
- Create graphics that illustrate the different sections/elements of the application(s) and how they interrelate.

**e) Ensure that the application review process is as rigorous, collaborative, thorough and fair as possible:**

- Improve training and technical assistance to reviewers
- Ensure reviewers have the expertise necessary to perform a review
- Bring reviewers together for a concentrated period of time to perform the review
- Have reviewers work in teams/panels
- Increase the availability of Commission staff to facilitate the review process through technical support
- Provide reviewers with a fee-for-service.

**f) Ensure that New York State submits only proposals that will serve priority needs of New Yorkers and place the State in the best possible competitive position nationwide**



- Allow applicants the opportunity to clarify their proposals following the determination of the Commission's recommendations to the Corporation for competitive funding
- Allow Commission staff to work with applicants to correct minor and technical errors or to clarify areas that are vague or confusing.

**g) Separate New York State processes and determinations for AmeriCorps competitive and formula funding**

**h) Identify and explore methods by which long-standing and established programs can provide mentoring to new and/or smaller applicants/organizations**

- As part of the application process and in operations
- Facilitate applications and operations by intermediary applicants and/or organizations.



## **GOAL FOUR: CREATE OPPORTUNITIES AND FOCUS STATE RESOURCES TO HELP NEW YORK STATE NATIONAL SERVICE MEMBERS SUCCEED DURING AND AFTER THEIR TERMS OF SERVICE**

The Commission recognizes that AmeriCorps and other national service members come from diverse and sometimes challenging backgrounds and may be making great personal and economic sacrifices in order to serve the State and their country. The Commission commits to dedicating a portion of State service resources to make the service experience a meaningful and memorable one while supporting members in their endeavors.

### **Commission Action Steps**

- a) **Provide resources to help members succeed both during and post-service:**
  - Provide, according to need and interest, financial literacy, language skills, resume writing, and career counseling trainings, among others
  - Tailor programming at the annual AmeriCorps kickoff, such as a career fair event, to these needs.
- b) **Create a New York State AmeriCorps Member Council** with representatives chosen by economic region by their peers that will assist the Commission and staff in formulating programming and training that speaks to the specialized needs of AmeriCorps members
- c) **Create a position within the Commission staff that will perform public outreach in a variety of ways:**
  - Maintain the Commission's website and social media accounts
  - Work with the State's public information officers to deliver a consistent and targeted public message
  - Work with the AmeriCorps Member Council referenced above
  - Work with other State agencies and the private and nonprofit sectors to enhance development opportunities for national service participants.
- d) **Make the member living stipend "stretch" by coordinating "quality of life" benefits and opportunities for national service participants**



- Coordinate affordable housing opportunities and match those who wish to share housing
  - Explore affinity programs available to New York national service members either through bundled purchasing or donation in recognition of service, such as entertainment and purchasing club memberships, free or reduced gym memberships, movie passes, and others.
- e) **Prepare national service members with the understanding they will need to deliver service in an effective, sensitive, and inclusive manner**, at times to populations or in communities that are unfamiliar to and with them
- Explore partners and funding sources that will enable the Commission to make diversity and privilege training available to every New York State AmeriCorps member.
- f) **Ensure that individuals with disabilities have the opportunity to participate in all service activities within the State**, whether as national service members or as clients.
- Recognize that just as with the community of individuals over age 55, the disability community is not homogenous, and that flexibility in designing, selecting and funding service programs is necessary
  - Train programs in identifying and, if necessary, modifying the essential functions of a position description to not only accommodate but to fully include individuals with disabilities their service activities.
- g) **Explore methods of augmenting and supplementing the Segal Education Award** through public or other funding



## **NEW YORK STATE SERVICE PLAN FOR ADULTS AGE 55 and OLDER**

### **GOAL FIVE: PREPARE NEW YORK STATE AMERICORPS PROGRAMS TO MEET THE NEEDS OF AN AGING POPULATION BY CONSIDERING WAYS TO BETTER SERVE INDIVIDUALS OVER THE AGE OF 55 AND TO ENGAGE THAT POPULATION IN SERVICE**

The Commission recognizes that “adults 55 years of age and older” is not a homogenous community, but rather, is composed of distinct sectors of individuals who may have different service needs and different skills and interests to bring to service. “One size fits all” approaches will not be successful in reaching the goal of expanding service opportunities for this age group.

In particular, the rapidly growing population of “baby boomers” (those born between 1946 and 1964)<sup>3</sup> who are now either just entering this age range or are under 68 years of age is bringing new challenges and new energy to the service field, and may form a distinct demographic when we think about service in New York. Those between the ages of 55 and 68 may have different methods of communication, may be more comfortable than others with newer technologies, and comprise the first generation where women are working or have worked outside the home in large numbers

The focus group also stressed the importance, for individuals in this age group, of a communal service experience, whether with a family member, friend or in a larger group.

Therefore, the Commission intends to focus its efforts over the next three years on tailored outreach and marketing to those born both before and after 1946. The Commission will also focus on enhancing the abilities of the national service programs it administers in New York to both serve and enroll members over the age of 55. The Commission hopes through the following steps to better target this age group as potential AmeriCorps members and to ensure that AmeriCorps program in New York can meet the needs of an aging population.

---

<sup>3</sup> <http://www.cnn.com/2013/11/06/us/baby-boomer-generation-fast-facts/>



## Commission Action Steps:

### a) **Market the availability and transferability of the Segal Education**

**Award:** Due to rising tuition costs, many individuals 55 and older are assisting their children and other extended family members in managing the expense of higher education

- Increase awareness of both potential members over the age of 55 and State-administered national service programs that an education award earned by an individual over 55 years of age may be transferred to a child or grandchild.
- Advocate for the extension of transferability to a sibling, niece or nephew in addition to those currently eligible to receive a transferred award.
- Explore creating a New York State “pool” of donated education awards to educational institutions or for dedicated scholarships.

### b) **Explore methods of training AmeriCorps programs to identify appropriate marketing strategies for individuals over the age of 55 and how to reach all sectors of this age range:**

- Individuals in this age group may not be aware of opportunities to serve within AmeriCorps.
- While many “baby boomers” are comfortable with social media and other electronic streams of communication (email, texting, etc.) individuals born before 1946 may not be. They may prefer to receive information or respond to it via landline telephone, community bulletin boards (physical not virtual), through faith-based and other civic affiliates, or through “word of mouth” from friends and family.

### c) **Ensure that AmeriCorps program services are accessible, safe and comfortable for older community members:**

- Explore the possibility of funding source(s) that would allow the Commission to make targeted “mini-grants” to Commission-funded programs for the purposes of outreach to individuals over the age of 55, or for targeted projects that will



ensure the safety and security of both members and those served.

- Examples of possible “mini-grants” would be to install proper lighting, comfortable seating, the printing of large-print brochures, etc., hiring transportation services for both members and clients to and from service projects, or to support the formation of a monthly “senior service corps” project or other gathering.

**d) Encourage Commission-funded programs to create and implement service opportunities and projects that will allow individuals over the age of 55 to serve on or with teams or groups.**



## APPENDIX

### SUMMARY OF FOCUS GROUP ACTIVITY

**Focus Group 1: Service To and By Individuals 55 years of age or older: (Monday, October 27, 10:30-12:30 AM, New York State Office of Children and Family Services, 52 Washington Street, Rensselaer, Room 144 North)**

The Edward M. Kennedy Serve America Act requires state service commissions to create a supplemental service plan specifically aimed at this demographic. Key issues discussed included access for seniors to services and opportunities to serve, opportunities for cross-generational service, and needs of this population specific to New York State. **Staff Liaisons: Beth Tailleir, Linda Cohen**

#### ***Participants:***

- *Donna Smith, retired New York State Director, Corporation for National and Community Service*
- *Jessica Vasquez, New York State Director, Corporation for National and Community Service*
- *Eugene Sofer, former Director of Government Relations, Corporation for National and Community Service, and currently consultant to the National Association of RSVP Directors*
- *Gay Molnar, Executive Director, Niagara Falls Aquarium and member of New York State Commission on National and Community Service*
- *Dr. Elizabeth J. Cappella, SUNY College at Buffalo and member of the New York State Commission on National and Community Service*
- *Lynn Marinelli, Empire State Development Corporation, Western New York region*

#### **Thought Questions:**

1. How is service by seniors different from service by other age groups (if at all)? Are there different factors that come into play in terms of recruitment, retention, and focus? What one change could encourage more seniors to serve in NYS?
2. Are there particular areas of service best suited to senior volunteers? If so, what are they? Are there particular service areas that hold the most interest for seniors looking to serve? If so, which?



3. When seniors are the recipients of service, what are the unique factors that make it easier or more difficult to effectively deliver service? What one change would help deliver more services to seniors?
4. What opportunities, if any, do you see or can the Commission create that would allow for inter-generational national service and volunteer programming? Are there successful models nationally to study?

## **Focus Group 2: New York State Commission Grants Application and Review**

**Process (Tuesday, October 28, 10:30-12:30 AM, New York State Office of Children and Family Services, 52 Washington Street, Rensselaer, Room 311 South)**

The Commission's survey indicated that there was a need to rethink the way we solicit applications and award AmeriCorps and other national service grants. Key issues discussed included streamlining the Request for Proposals (RFP), quality of the application review process, and placing New York State in the best possible position to compete with proposals nationwide. **Staff Liaisons: Veronica Webster, Linda Cohen**

### ***Participants:***

- *Jack Salo, Executive Director, Rural Health Network of Southeastern New York*
- *Lisa Molina, Senior Development Officer, Harlem Children's Zone*
- *Suzanne Aisenberg, member, New York State Commission on National and Community Service*
- *Rachael Tachco, Program Director, Rochester AmeriCorps*
- *Roseanne Farriss, Office of New York State Senator Kenneth LaValle*
- *Franklin Esten, Office of New York State Senator Kenneth LaValle*
- *Jessica Vasquez, New York State Director, Corporation for National and Community Service*
- *Jill Iscol, member, New York State Commission on National and Community Service*

### **Thought Questions:**

1. What do you think is the biggest barrier to completing a successful (i.e. funded) application? For AmeriCorps? For any grant?
2. What do you think was the best feature of previous RFPs issued by the Commission? The worst?



3. For reviewers only: How much training do you need before reviewing a grant application? How detailed a scoring system do you need or want?
4. As you know, the Commission is a “pass-through” for AmeriCorps competitive funds (i.e. we don’t make final determinations on awards). How can we make sure that NYS is putting its best proposals in front of the federal reviewers, knowing that we are competing with 49 other states as well as national programs?

### **Focus Group 3: Service as a Strategy to Meet New York State’s Critical Needs**

**(Wednesday, October 29, 12:00 Noon – 2:00 PM, Governor’s Press Room, 633 Third Avenue, New York NY)**

The Commission’s survey responses identified several needs that are currently underrepresented in our programming and grant awards. Key issues discussed were environmental stewardship, strategies to lift New Yorkers out of poverty and to enhance their job-readiness, and preparation for and response to natural and man-made disaster events. **Staff Liaisons: Stefanie Perez, Linda Cohen**

#### ***Participants***

- *Fran Barrett, Governor’s Interagency Coordinator for Non-Profit Services*
- *Ann Harrison, Director of Environmental Education, New York State Department of Environmental Conservation*
- *Robert Coates, Vice-President, Midwest-Northeastern Region, Student Conservation Association*
- *Diana O’Neill, Executive Director, Long Island Volunteer Center*
- *Paula Gavin, Chief Service Officer, New York City*
- *Orlando Reboredo, AmeriCorps Program Director, Community Healthcare Association of New York State*
- *Hillarie Logan-Dechene, Director of Philanthropy, The Wild Center and member of the New York State Commission on National and Community Service*
- *Gary Bagley, Executive Director, New York Cares*
- *Robin Dropkin, Executive Director, Parks and Trails New York*
- *Jorge Montalvo, Director, New York State Office of New Americans*
- *Betty Cotton, member of the New York State Commission on National and Community Service*



- *Suzanne Aisenberg, member of the New York State Commission on National and Community Service*
- *Gay Molnar, Executive Director, Niagara Falls Aquarium and member of New York State Commission on National and Community Service*

### **Thought Questions:**

1. Our survey (completed by over 600 people over the summer) overwhelmingly indicated that the most critical needs in NYS are the alleviation of poverty and preparing individuals for employment. How effective has AmeriCorps in NYS been in targeting these needs and in helping to address them? How could we do better?
2. How can NYS AmeriCorps aid in the disaster/emergency cycle? What role(s) can AmeriCorps programs and members play in preparing for, responding to, and helping to recover from natural and man-made disasters? What training would members need to assist in any of these roles?
3. How can NYS AmeriCorps help to preserve and enhance the State's natural resources? How can AmeriCorps assist in preparing young people to become stewards of their environment? What roles(s) can AmeriCorps programs and members play in this process?
4. What issue area(s) that have not been previously funded by NYS AmeriCorps should we think about funding in the future? Don't limit discussion to the six current AmeriCorps "priority" issues.

**Focus Group 4: Quality of Service and the Member Experience** (Thursday, October 30, 1:00-3:00 PM, New York State Office of Children and Family Services, 52 Washington Street, Rensselaer, Room 311 South)

The Commission's survey identified the need to reexamine how services are delivered and whether we are meeting the expectations of our national service members. Key issues discussed were client satisfaction, impact of Commission-funded programming, enhancing diversity for both clients and in our participants (with particular emphasis on increasing opportunities for those with disabilities), and enriching the member experience both during and after service. **Staff Liaisons: Stefanie Perez, Linda Cohen**

### ***Participants:***



- *Diahann Billings-Burford, Executive Director for Corporate Responsibility, Time-Warner, Inc. and former Chief Service Officer, New York City*
- *Garth Freeman, Program Coordinator, Rochester AmeriCorps*
- *Kate Sarata, Executive Director, Service Collaborative of Western New York*
- *Elyse Newkirk, State University of New York Central Administration*
- *Marshay Berry, member, AmeriCorps Builds Lives Through Education (ABLE), The Service Collaborative of WNY, Inc.*
- *Leo Thom Kawile, AmeriCorps Alumnus, City Year, New York*
- *Tamika Brown, AmeriCorps member Harlem Children's Zone, Inc., Harlem Peacemakers*
- *Kevin Cummings, Director, New York City Service Corps*

### **Thought Questions:**

1. About a quarter of our current AmeriCorps membership indicated that they were “not sure” they would recommend the program or other national service to a friend or family member. Why do you think that is? How can we change that?
2. If you are a current AmeriCorps member or an alumnus, what surprised you the most about your service experience? What pleased you the most? What is the biggest change you would make to the program as currently administered?
3. Do you think individuals and/or communities served by NYS AmeriCorps are pleased with the service they receive? If not, why? How can we change this?
4. What skills are you learning/did you learn in AmeriCorps do you believe can help/have helped you in the workforce and in your career? What additional skills/training can we provide?
5. How can we create more opportunities for more New Yorkers to participate in national service? What one change could accomplish this?
6. How can we better serve individuals with disabilities, and make it easier/more attractive for individuals with disabilities to serve?



## APPENDIX SURVEY RESULTS

# State Service Survey

Monday, September 29, 2014

Powered by  SurveyMonkey

# 610

Total Responses

Date Created: Thursday, July 31, 2014

Complete Responses: 544

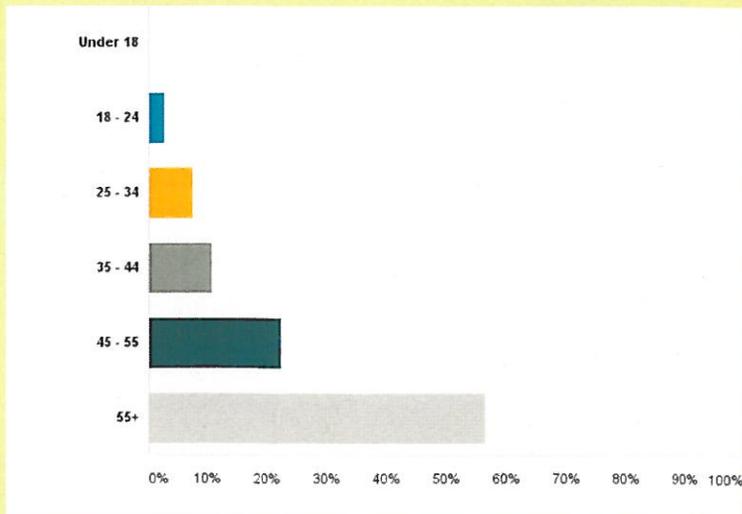
Powered by  SurveyMonkey

# Demographic and General Information

Powered by  SurveyMonkey

## Q2: What is your age?

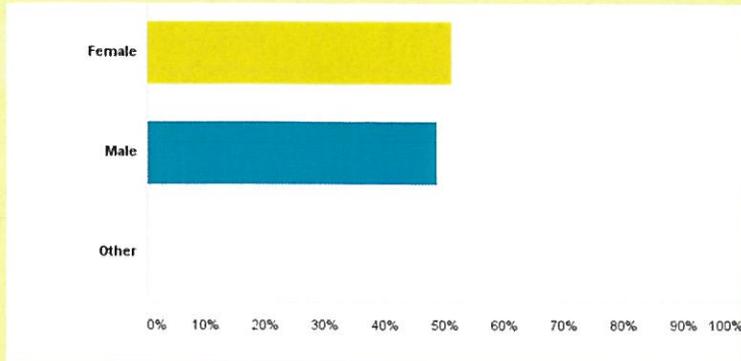
Answered: 606 Skipped: 4



Powered by  SurveyMonkey

### Q3: What is your gender?

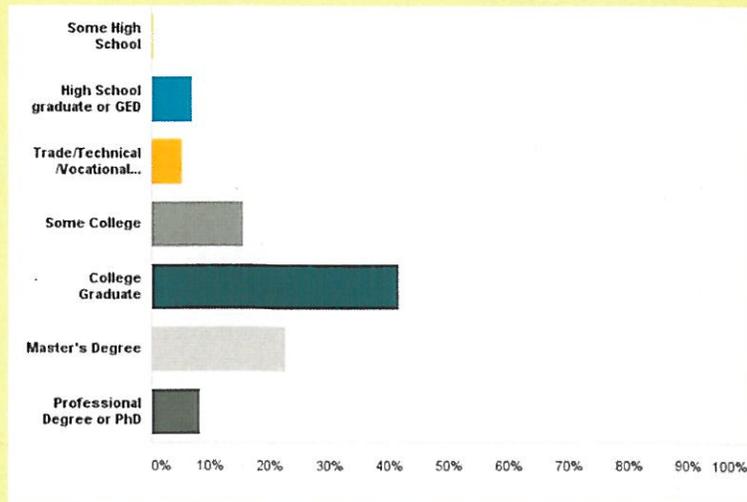
Answered: 604 Skipped: 6



Powered by  SurveyMonkey

### Q4: What is the highest level of education you have completed?

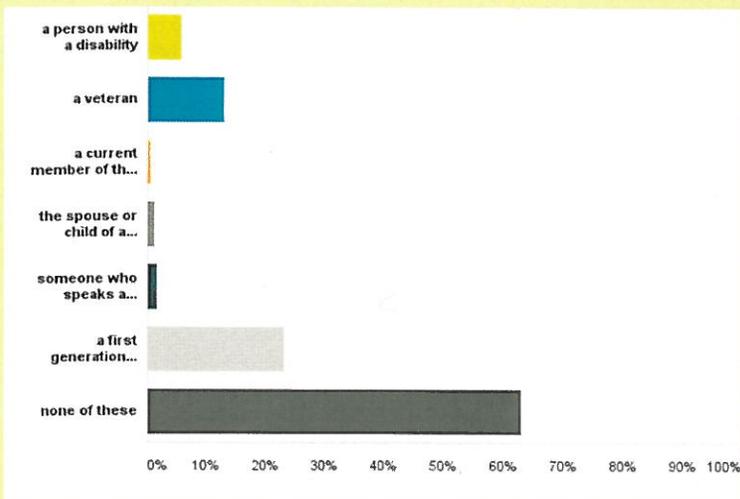
Answered: 603 Skipped: 7



Powered by  SurveyMonkey

**Q6: I am (check any that apply):**

Answered: 520 Skipped: 90



Category 3: Current Military Member

Category 4: Spouse/child of a current military member

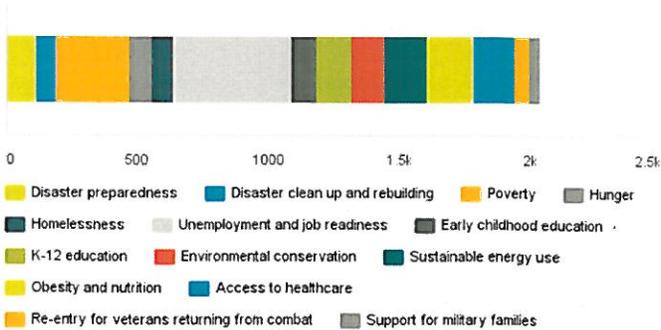
Category 5: Speaks language other than English at home

Category 6: First generation college student/graduate

Powered by SurveyMonkey

**Q7 What are some of the top issues facing people where you live? (please select three)**

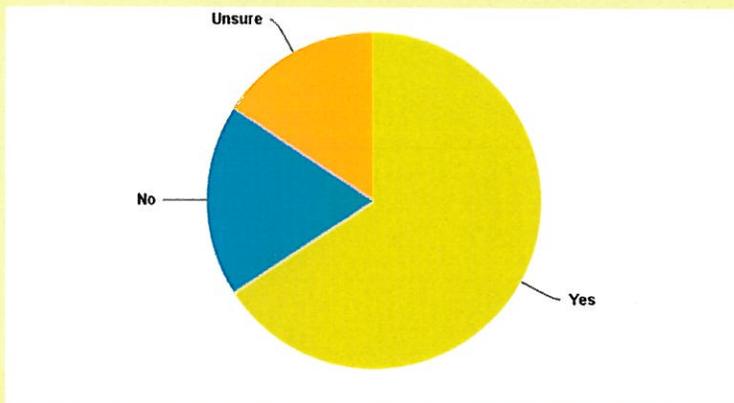
Answered: 593 Skipped: 17



Powered by SurveyMonkey

**Q8: Are you aware of opportunities for people to volunteer or otherwise get involved in addressing these issues?**

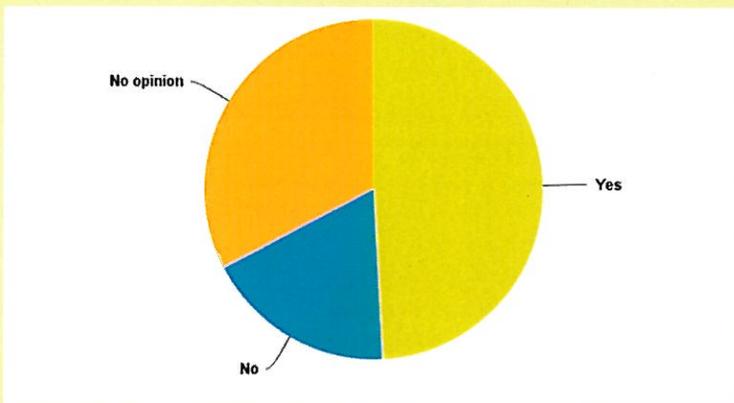
Answered: 600 Skipped: 10



Powered by  SurveyMonkey

**Q10: Do you think of AmeriCorps members as volunteers?**

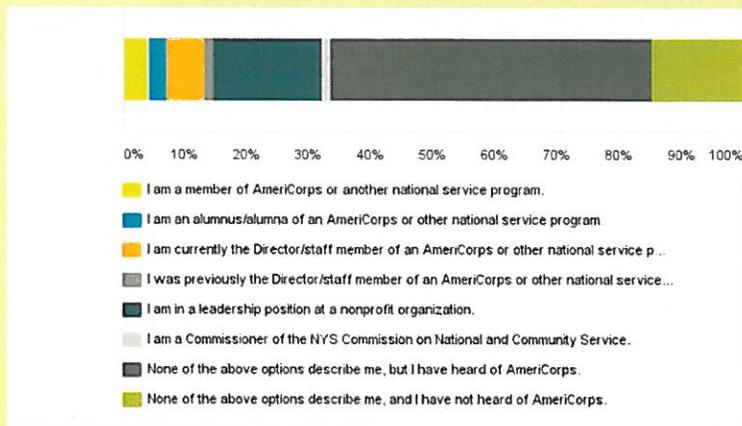
Answered: 600 Skipped: 10



Powered by  SurveyMonkey

### Q11: Are you familiar with AmeriCorps or other national service programs?

Answered: 600 Skipped: 10



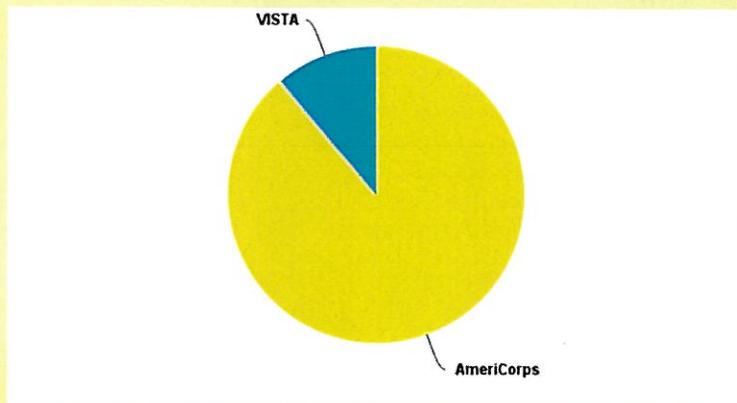
Powered by SurveyMonkey

### Current AmeriCorps/National Service Members

Powered by SurveyMonkey

### Q12: With what program do you serve?

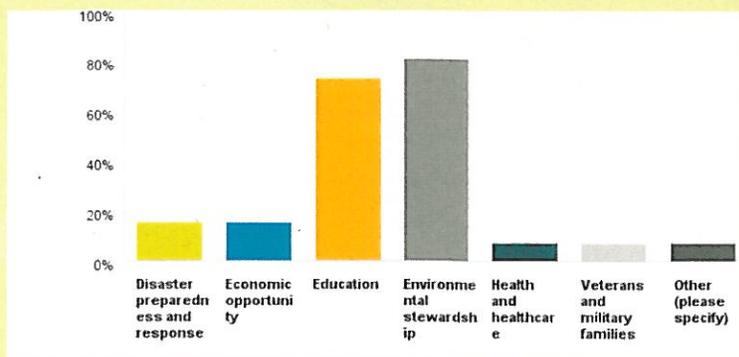
Answered: 18 Skipped: 592



Powered by SurveyMonkey

### Q13: What issue area(s) are you working to address in your community? (check all that apply)

Answered: 26 Skipped: 584



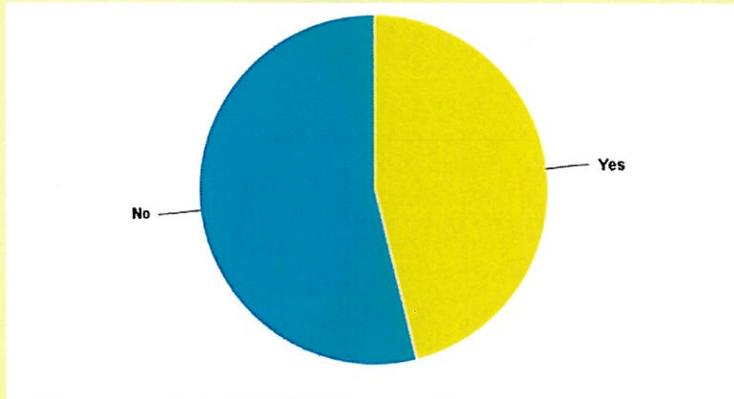
Other issue areas identified:

Capacity-Building  
Childhood Obesity

Powered by SurveyMonkey

### Q14: Did you live in your current community prior to serving there?

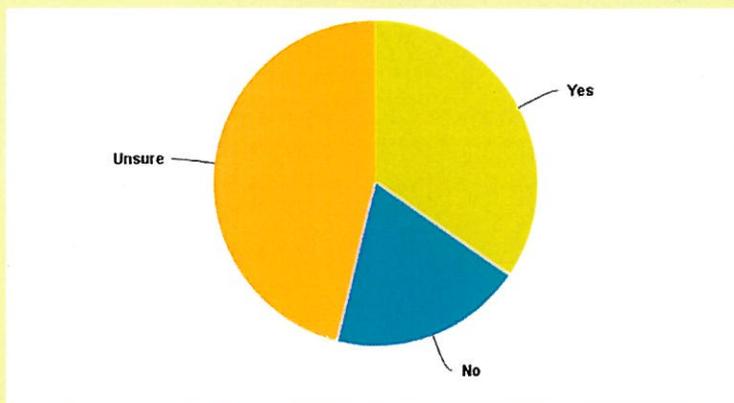
Answered: 26 Skipped: 584



Powered by SurveyMonkey

### Q15: Do you plan to stay in your current community following your service?

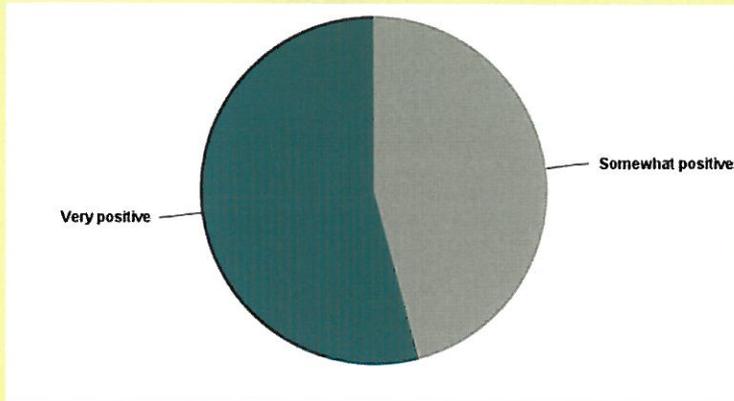
Answered: 26 Skipped: 584



Powered by SurveyMonkey

**Q16: How would you describe your overall experience as a national service member?**

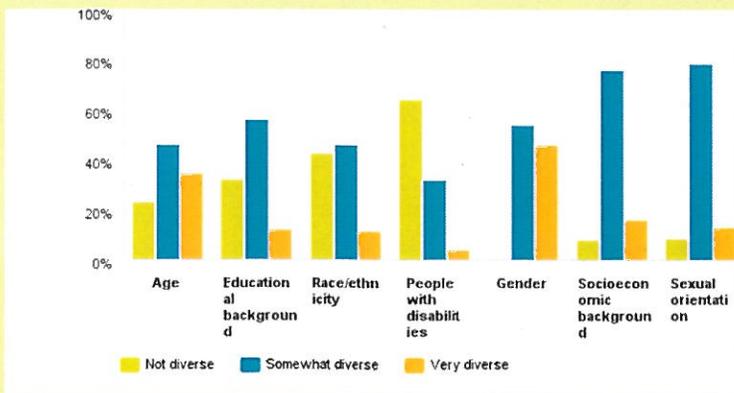
Answered: 24 Skipped: 586



Powered by SurveyMonkey

**Q17: How diverse is the membership of your program in regard to the following categories?**

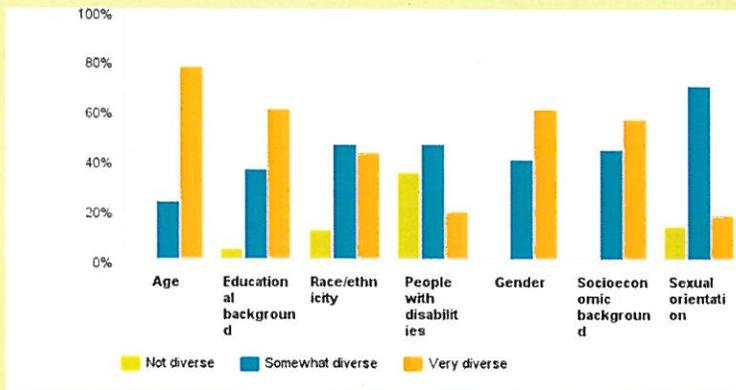
Answered: 26 Skipped: 584



Powered by SurveyMonkey

### Q18: How diverse is the population served by your program in regard to the following categories?

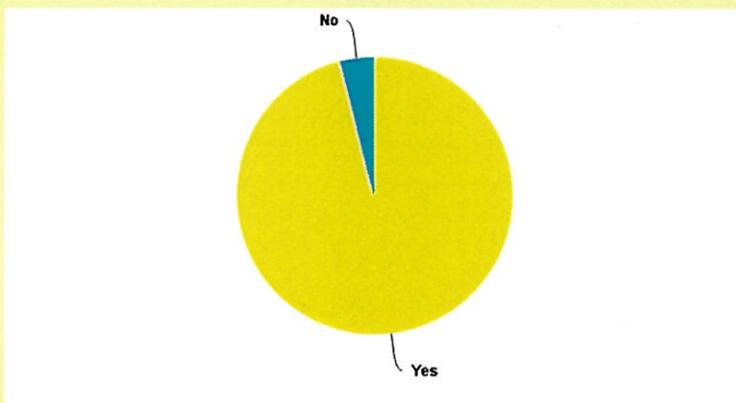
Answered: 26 Skipped: 584



Powered by SurveyMonkey

### Q19: Did you receive adequate training and orientation prior to beginning your service?

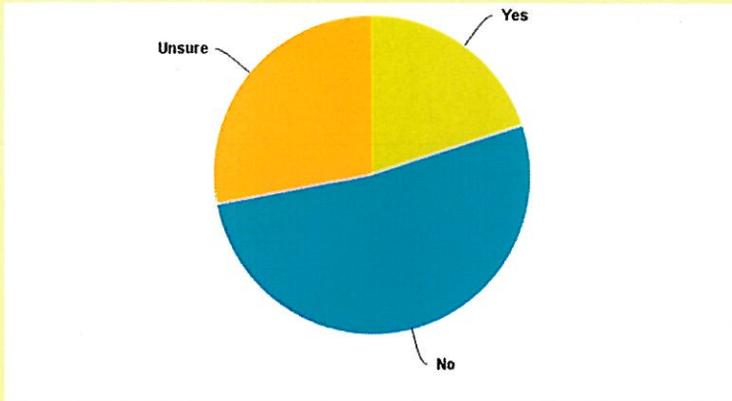
Answered: 25 Skipped: 585



Powered by SurveyMonkey

**Q20: Do you feel connected to the broader state/national community of AmeriCorps and other national service members?**

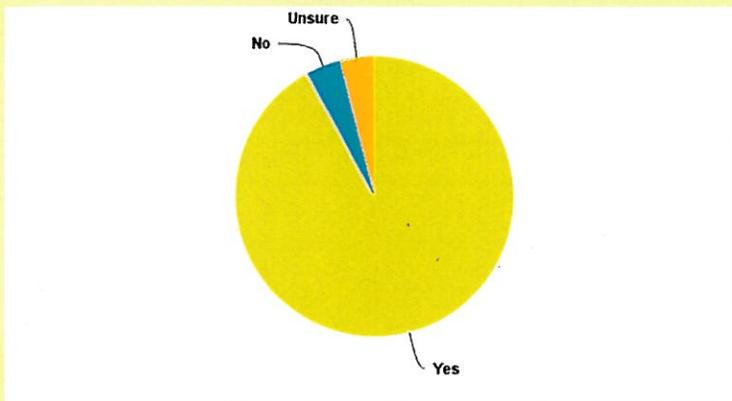
Answered: 25 Skipped: 585



Powered by  SurveyMonkey

**Q21: Do you think that national service has given you skills that will help you with future employment?**

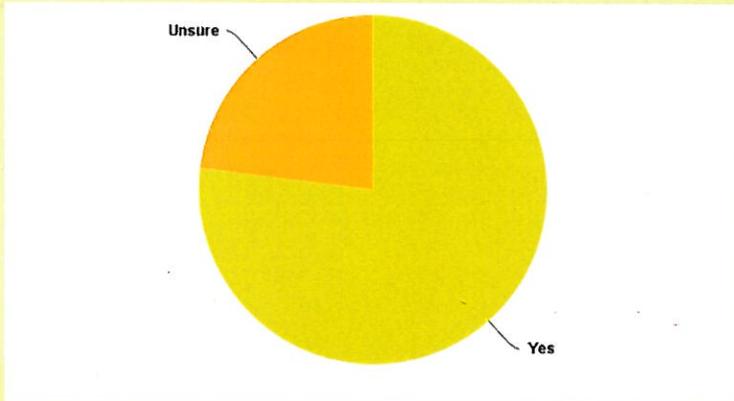
Answered: 25 Skipped: 585



Powered by  SurveyMonkey

### Q23: Would you recommend becoming a national service member to your friends and family?

Answered: 26 Skipped: 584



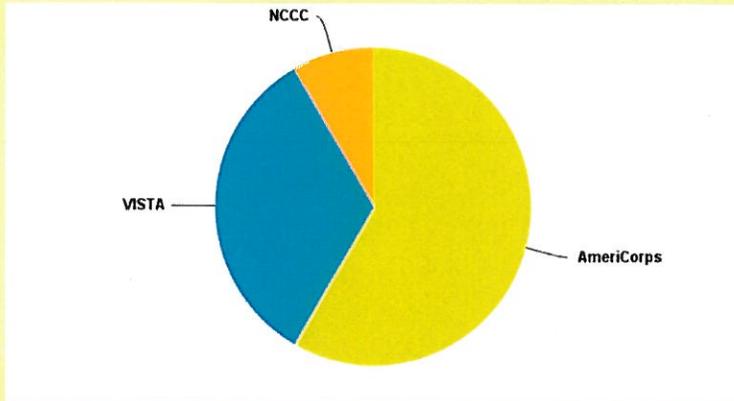
Powered by SurveyMonkey

### AmeriCorps/National Service Alumni

Powered by SurveyMonkey

### Q24: With what program did you serve?

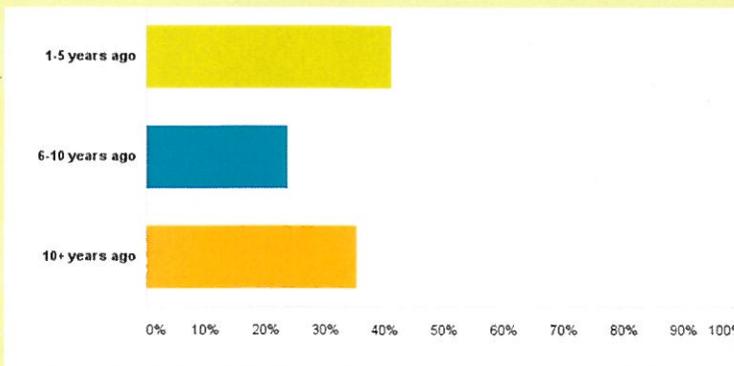
Answered: 12 Skipped: 598



Powered by SurveyMonkey

### Q25: How long ago did you serve?

Answered: 17 Skipped: 593



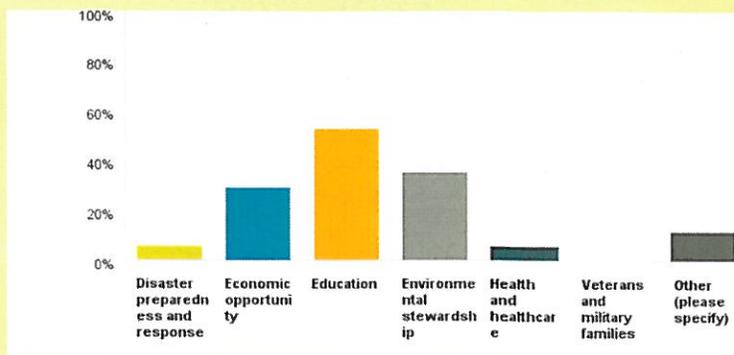
Powered by SurveyMonkey

**Q26: What issue area(s) did you work to address in your community?  
(check all that apply)**

Answered: 17 Skipped: 593

Other Issue Areas  
Identified:

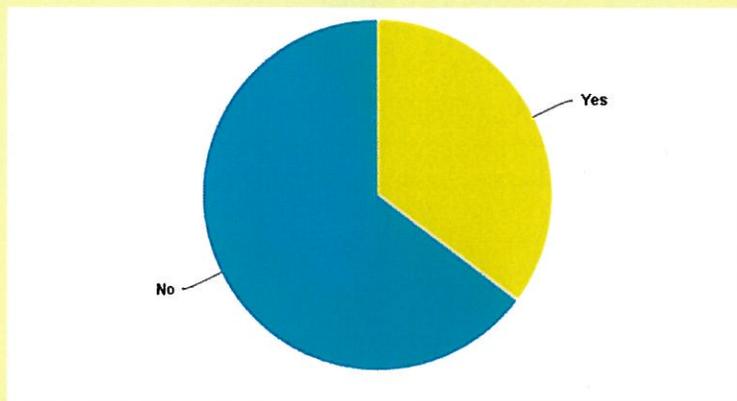
Agriculture (Africa)  
School Gardens



Powered by SurveyMonkey

**Q27: Did you live in the community where you served prior to serving there?**

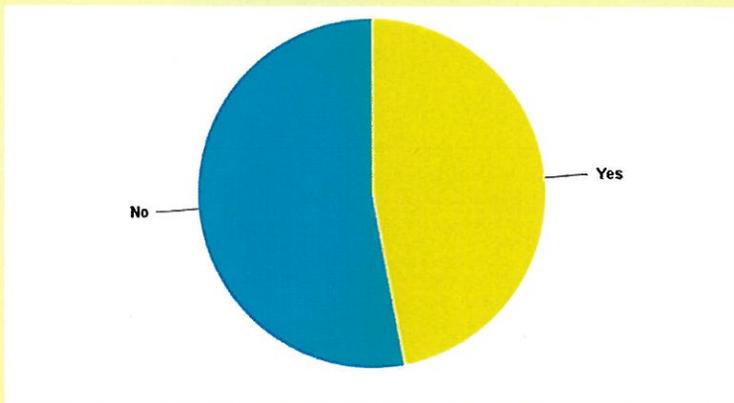
Answered: 17 Skipped: 593



Powered by SurveyMonkey

### Q28: Did you stay in the community where you served following your service?

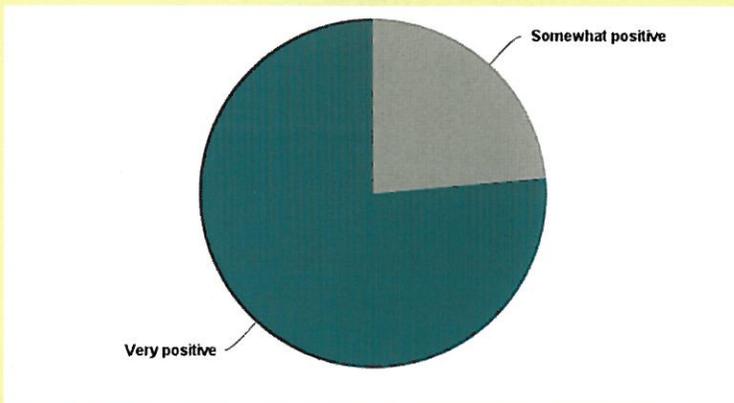
Answered: 17 Skipped: 593



Powered by  SurveyMonkey

### Q29: How would you describe your overall experience as a national service member?

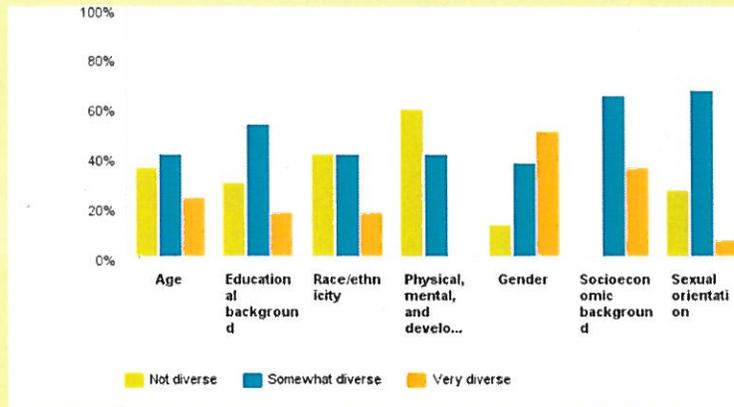
Answered: 17 Skipped: 593



Powered by  SurveyMonkey

**Q30: How diverse was the membership of your program in regard to the following categories?**

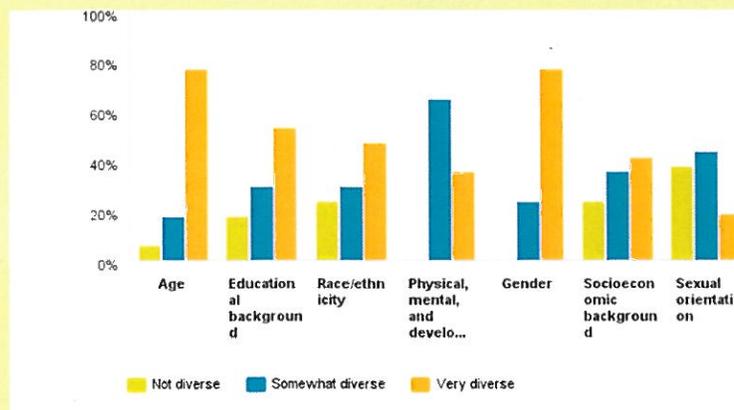
Answered: 17 Skipped: 593



Powered by SurveyMonkey

**Q31: How diverse was the population served by your program in regard to the following categories?**

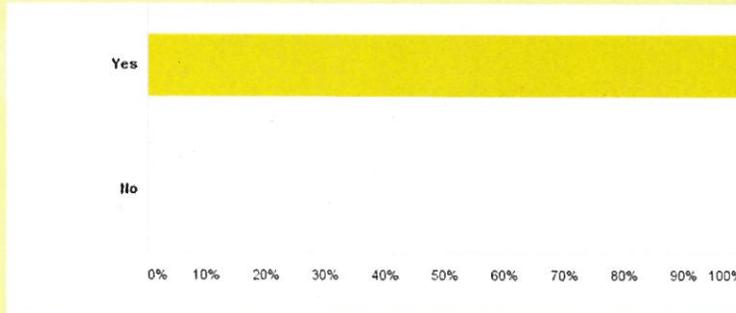
Answered: 17 Skipped: 593



Powered by SurveyMonkey

**Q32: Did you receive adequate training and orientation prior to beginning your service?**

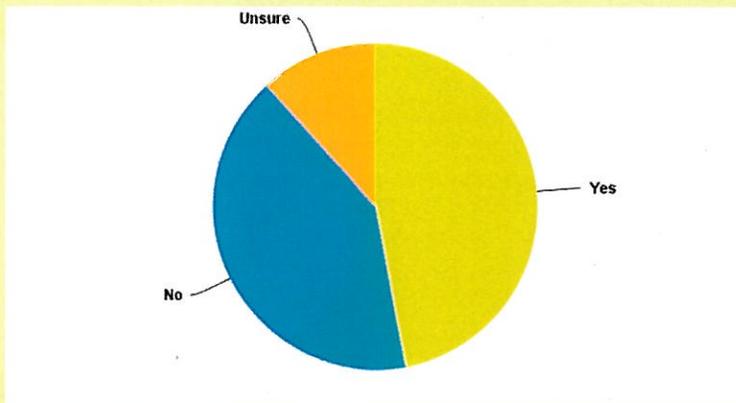
Answered: 17 Skipped: 593



Powered by SurveyMonkey

**Q33: As an alumnus/alumna, do you feel connected to the broader state/national community of AmeriCorps and other national service members?**

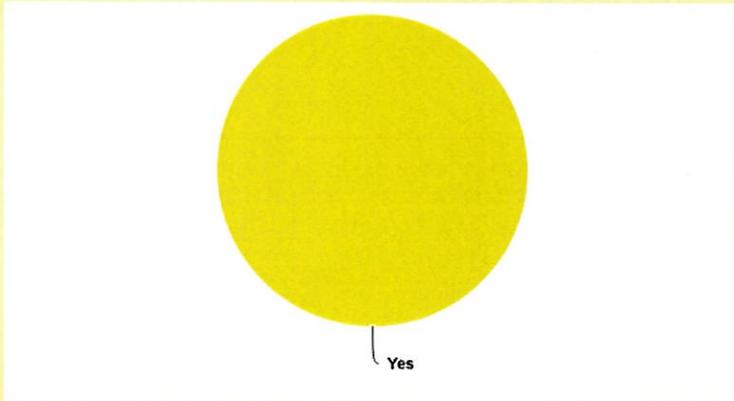
Answered: 17 Skipped: 593



Powered by SurveyMonkey

**Q34: Do you think that national service gave you skills that helped you grow as a professional?**

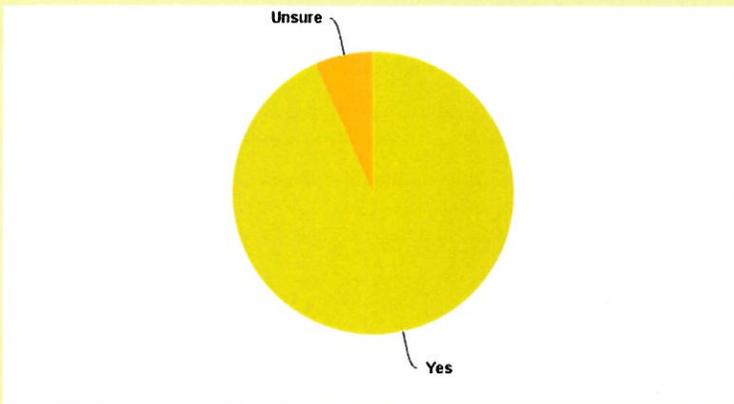
Answered: 15 Skipped: 595



Powered by  SurveyMonkey

**Q36: Would you recommend becoming a national service member to your friends and family?**

Answered: 15 Skipped: 595



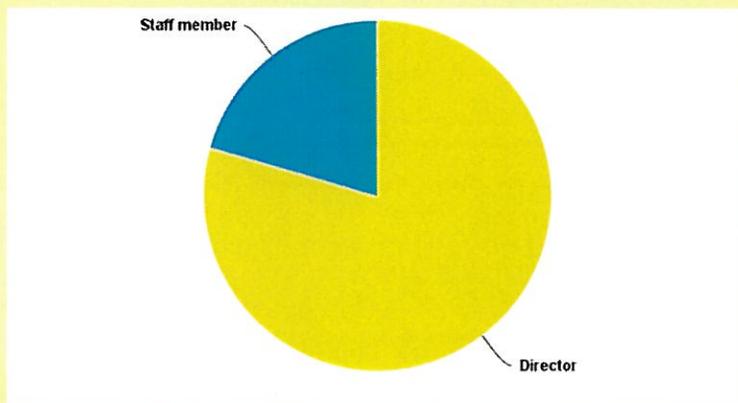
Powered by  SurveyMonkey

### Current Program Directors and Staff

Powered by  SurveyMonkey

### Q37: Are you the Director or staff member of a national service program?

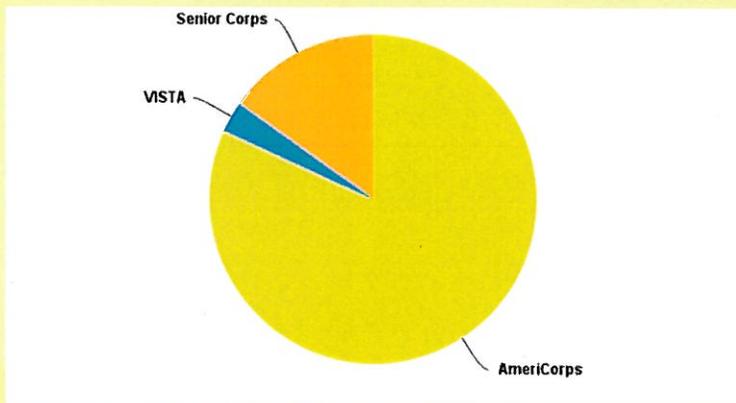
Answered: 34 Skipped: 576



Powered by  SurveyMonkey

### Q38: What kind of program do you work for?

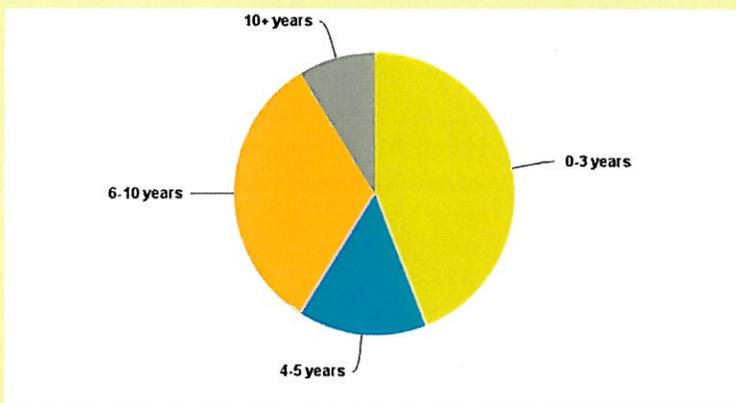
Answered: 33 Skipped: 577



Powered by SurveyMonkey

### Q39: How long have you been with your program?

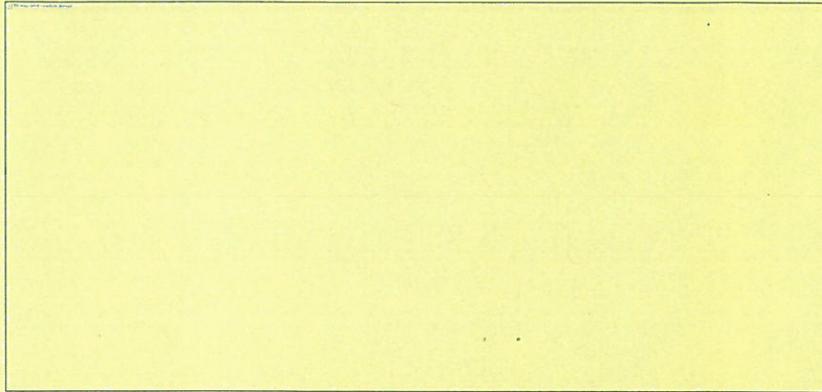
Answered: 34 Skipped: 576



Powered by SurveyMonkey

**Q40: What issue area(s) are you working to address in your community?  
(check all that apply)**

Answered: 33 Skipped: 577

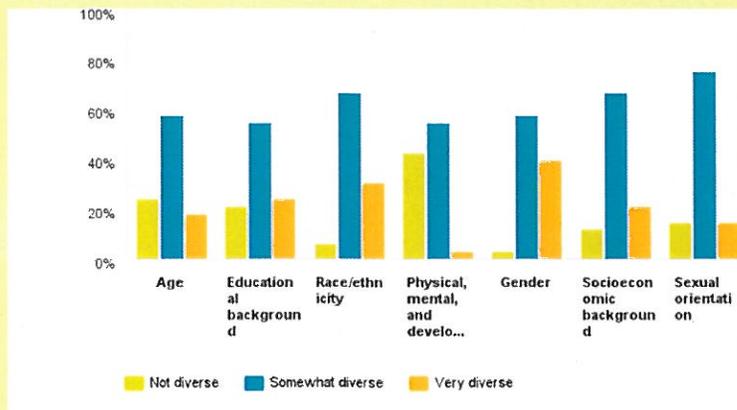


Other Issue Area Identified: Housing

Powered by SurveyMonkey

**Q41: How diverse is the membership of your program in regard to the following categories?**

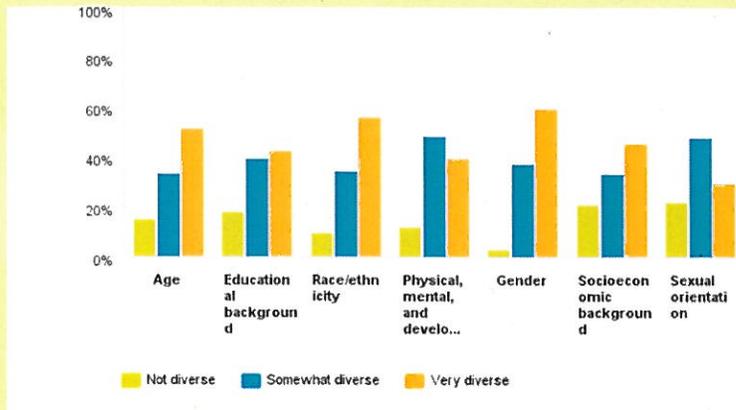
Answered: 33 Skipped: 577



Powered by SurveyMonkey

**Q43: How diverse is the population served by your program in regard to the following categories?**

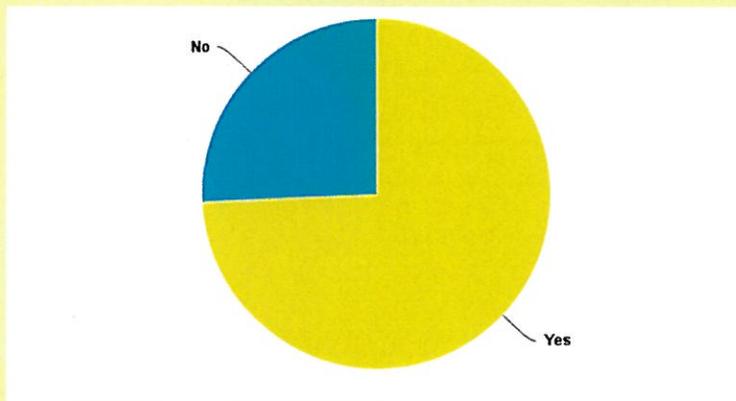
Answered: 33 Skipped: 577



Powered by SurveyMonkey

**Q45: Have you attended a Program Director training sponsored by the NYS Commission on National and Community Service?**

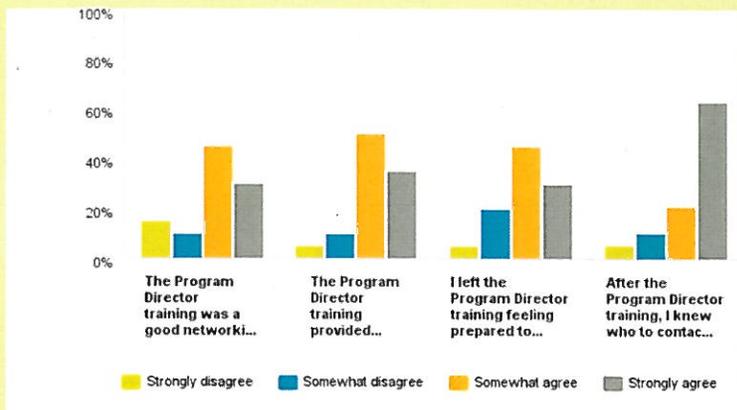
Answered: 35 Skipped: 575



Powered by SurveyMonkey

**Q46: Please agree or disagree with the following statements regarding the Program Director training provided by the NYS Commission on National and Community Service.**

Answered: 20 Skipped: 590



Statement 1: The training was a good networking opportunity

Statement 2: The training provided relevant information

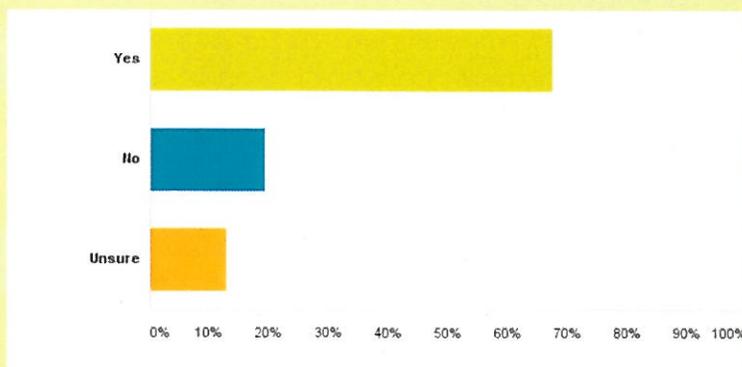
Statement 3: I left the training feeling prepared to manage my program

Statement 4: After the training, I knew who to contact with questions and concerns.

Powered by SurveyMonkey

**Q47: Do you feel connected to the broader state/national community of national service programs?**

Answered: 31 Skipped: 579



Powered by SurveyMonkey

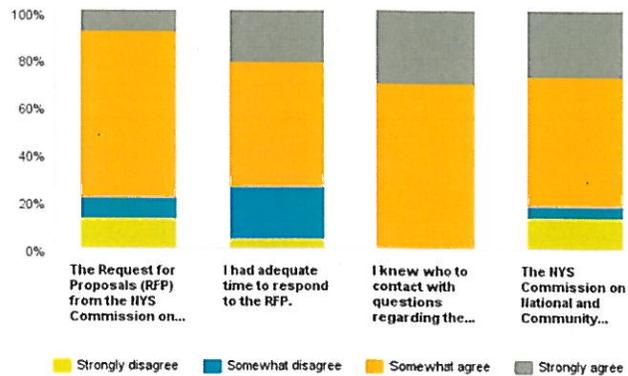
Statement 1: The RFP was easy to understand

Statement 3: I knew who to contact with questions regarding the RFP

Statement 4: The Commission provided adequate technical assistance and guidance regarding the RFP

**Q48 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.**

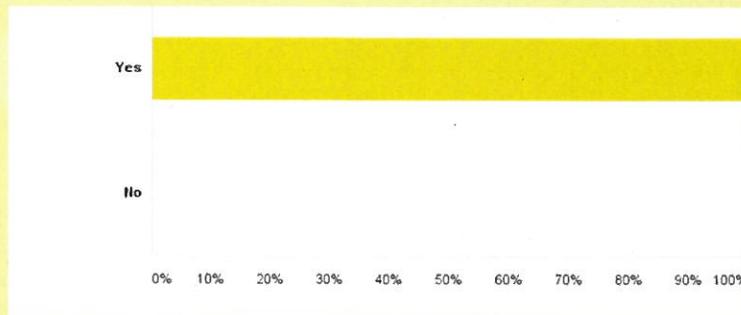
Answered: 23 Skipped: 587



Powered by SurveyMonkey

**Q49: Do nonprofits and government agencies in your community treat your program as a partner in addressing community needs?**

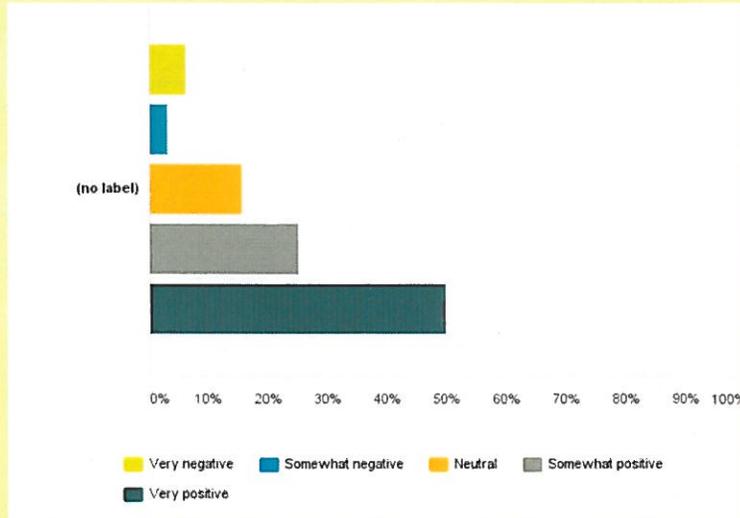
Answered: 31 Skipped: 579



Powered by SurveyMonkey

### Q51: How would you rank your program's relationship with the NYS Commission on National and Community Service?

Answered: 32 Skipped: 578



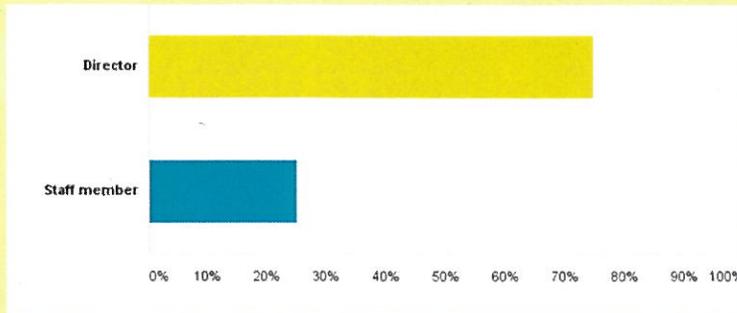
Powered by SurveyMonkey

### Former Program Directors and Staff

Powered by SurveyMonkey

### Q52: Were you the Director or a staff member of a national service program?

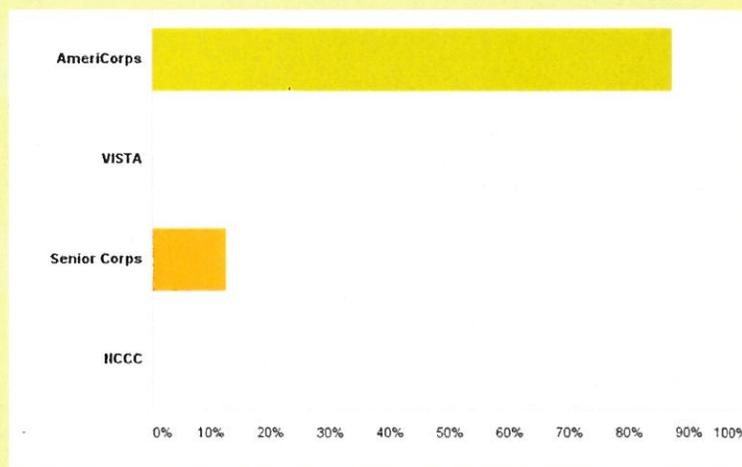
Answered: 8 Skipped: 602



Powered by SurveyMonkey

### Q53: What kind of program did you work for?

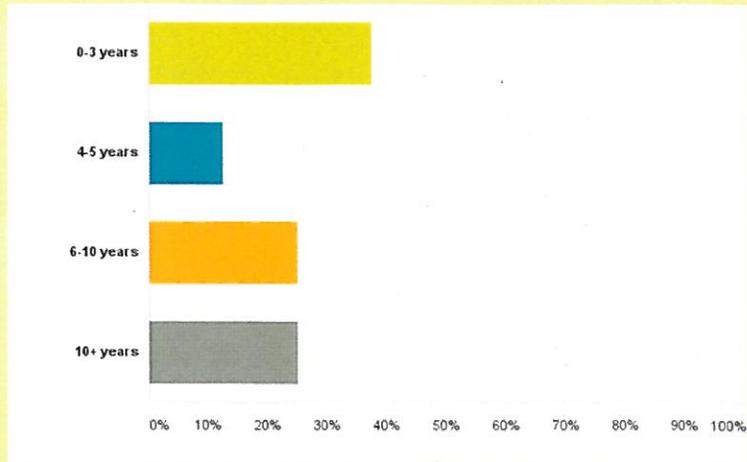
Answered: 8 Skipped: 602



Powered by SurveyMonkey

### Q54: How long were you with your program?

Answered: 8 Skipped: 602



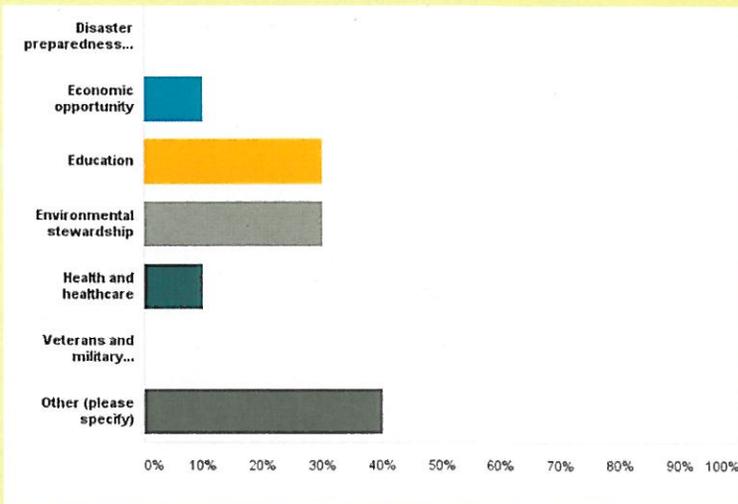
Powered by SurveyMonkey

### Q55: What issue area(s) did your program address? (check all that apply)

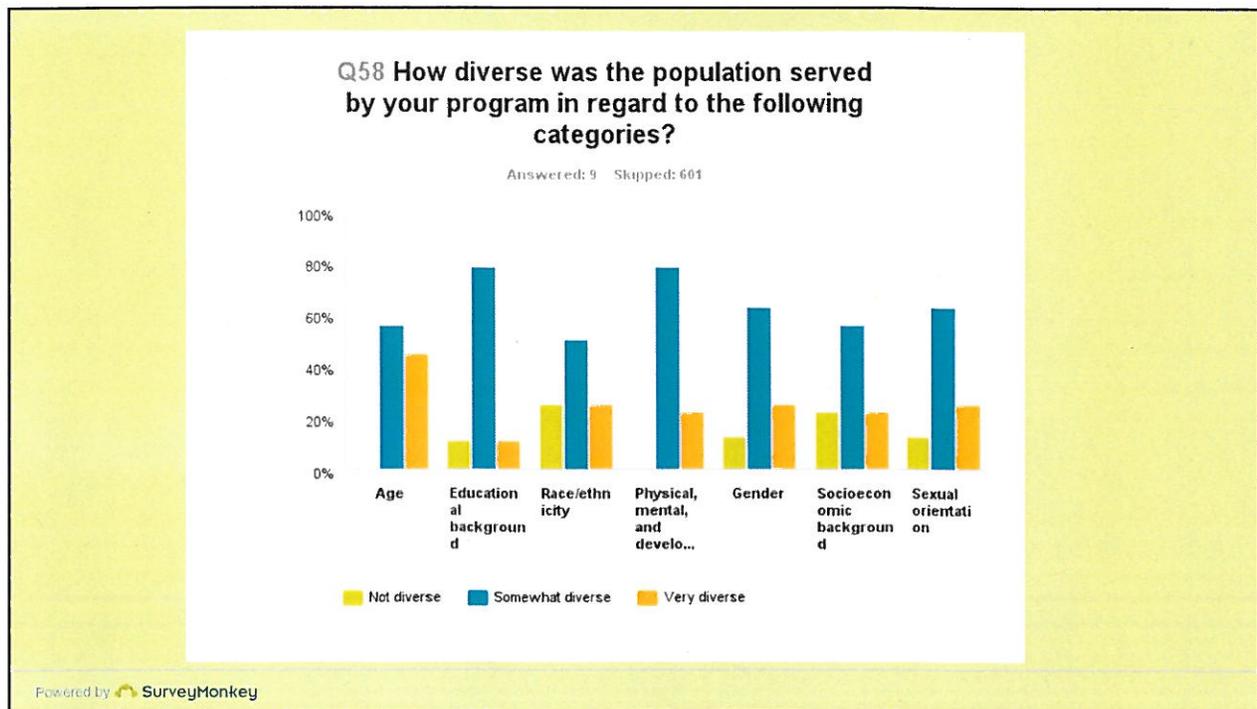
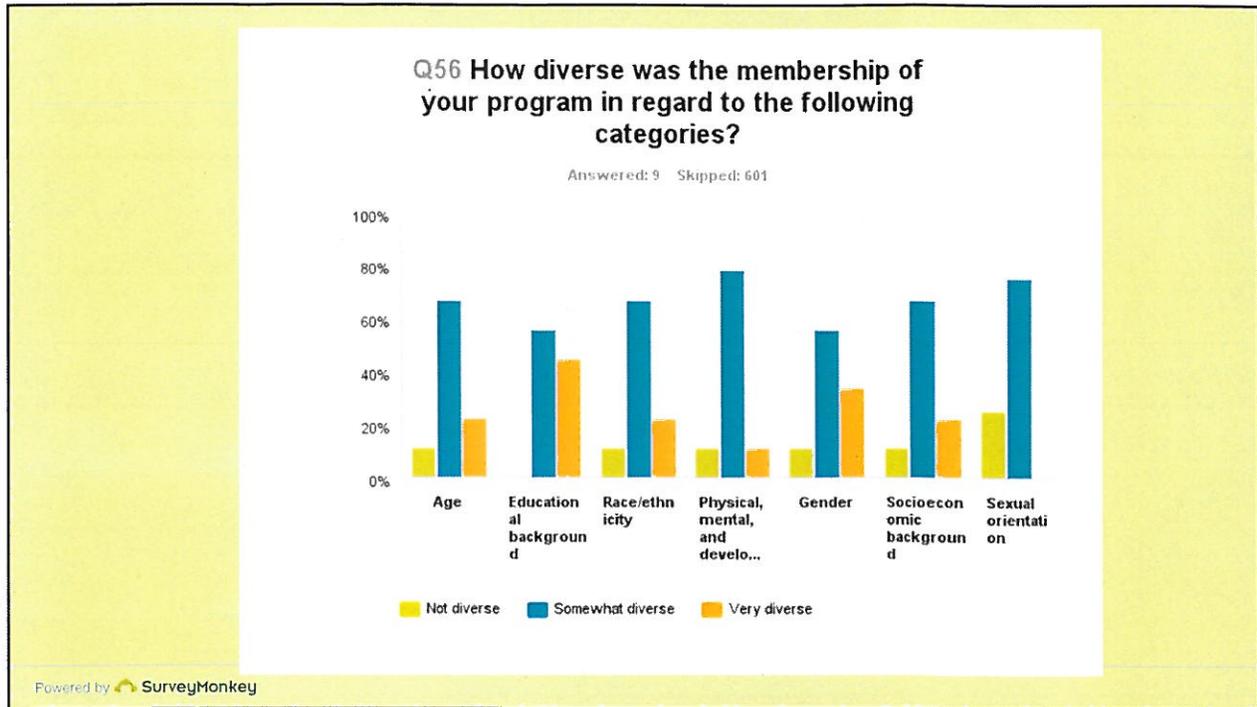
Answered: 10 Skipped: 600

Other issue areas specified:

- Seniors
- Affordable Housing
- Criminal Justice/Substance Abuse
- Public Safety/Youth Development

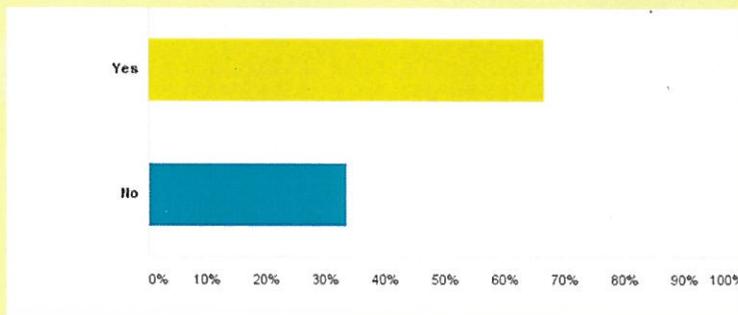


Powered by SurveyMonkey



### Q60: Did you ever attend a Program Director training sponsored by the NYS Commission on National and Community Service?

Answered: 9 Skipped: 601



Powered by SurveyMonkey

### Q61 Please agree or disagree with the following statements regarding the Program Director training provided by the NYS Commission on National and Community Service.

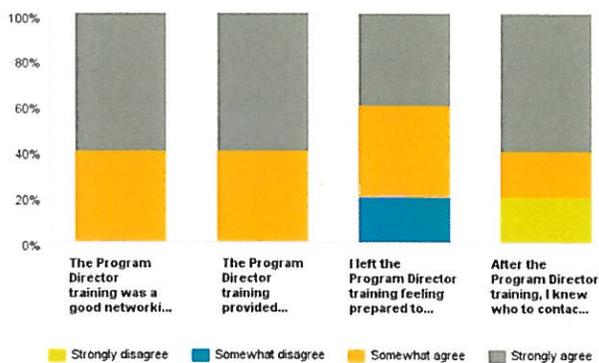
Answered: 5 Skipped: 605

Statement 1: The training was a good networking opportunity

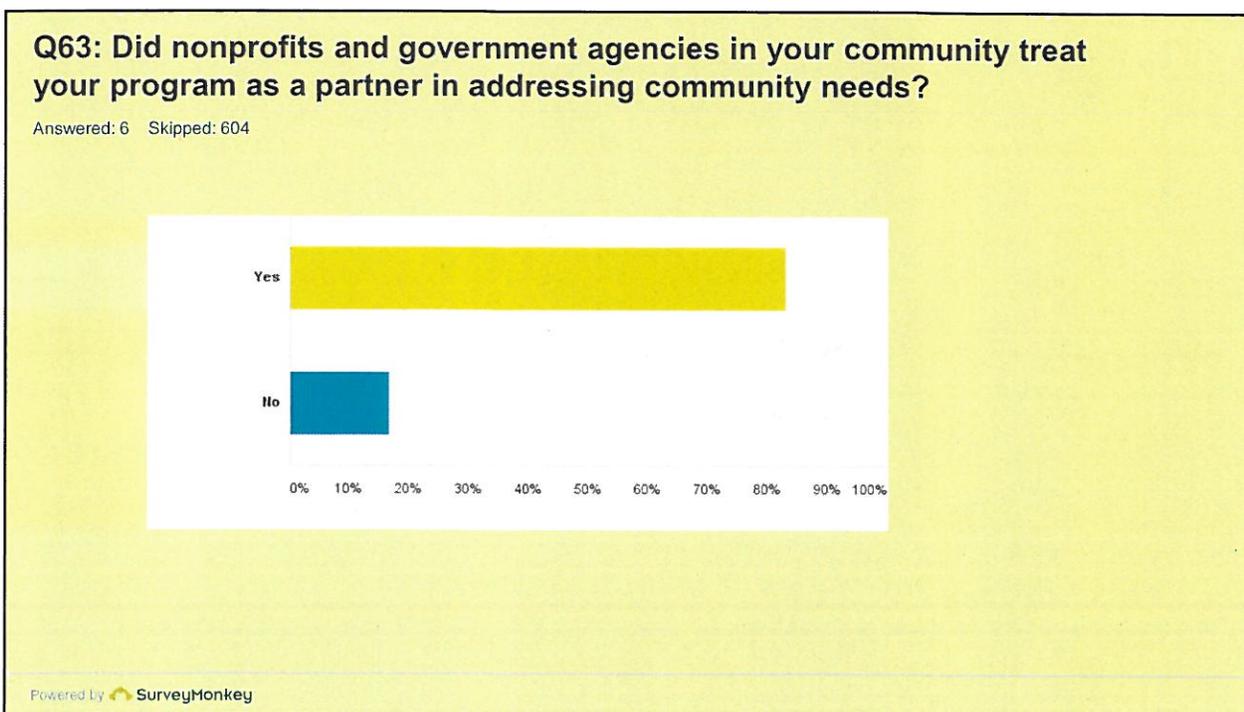
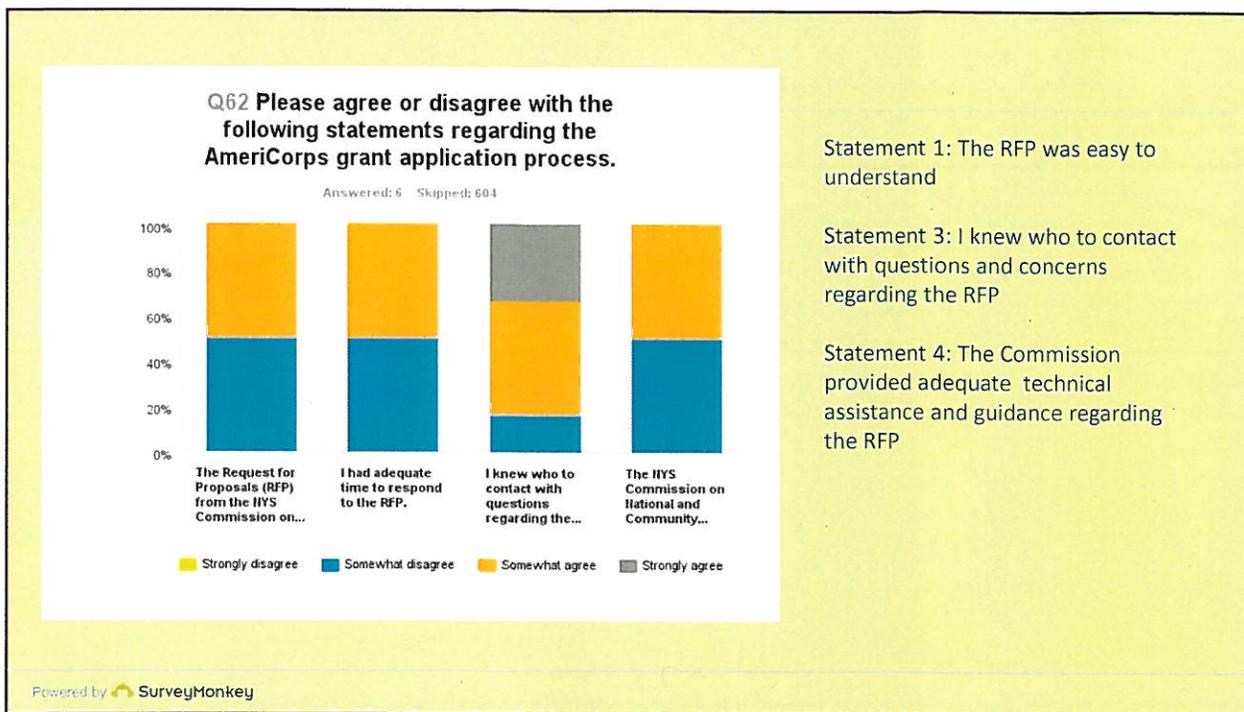
Statement 2: The training provided relevant information

Statement 3: I left the training feeling prepared to manage my program

Statement 4: After the training I knew who to contact with additional questions and concerns

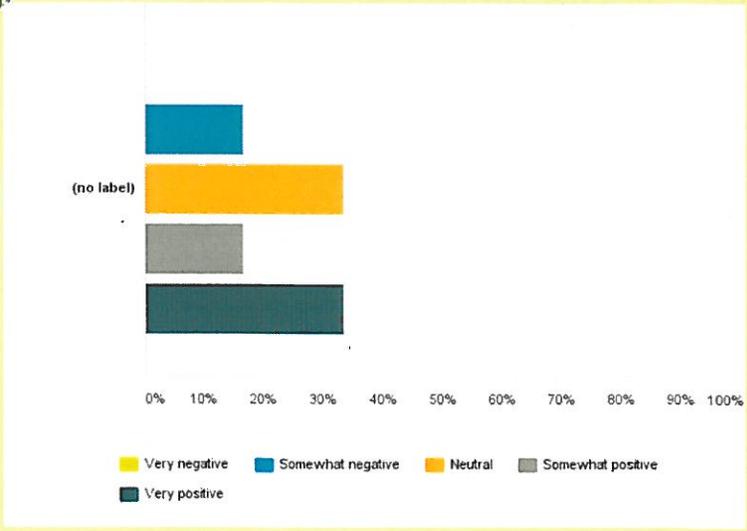


Powered by SurveyMonkey



### Q65: How would you rank your program's relationship with the NYS Commission on National and Community Service?

Answered: 6 Skipped: 60<sup>4</sup>



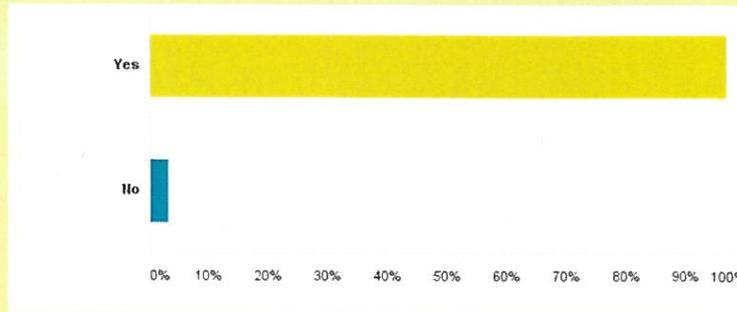
Powered by SurveyMonkey

### Not-for-Profit Organization Leaders

Powered by SurveyMonkey

### Q67: Does your organization utilize volunteers?

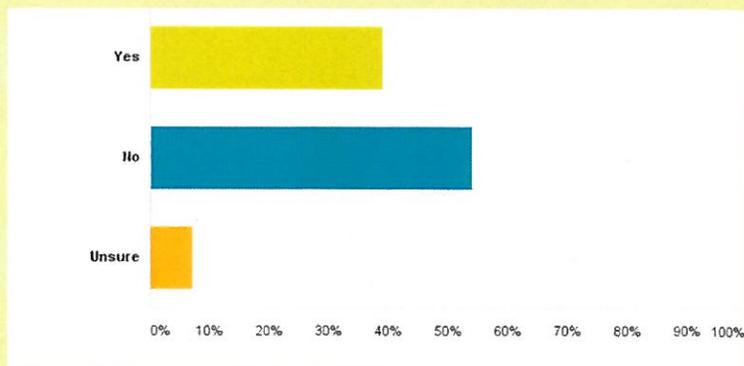
Answered: 99 Skipped: 511



Powered by  SurveyMonkey

### Q68: Does your organization partner with AmeriCorps or other national service programs in your community?

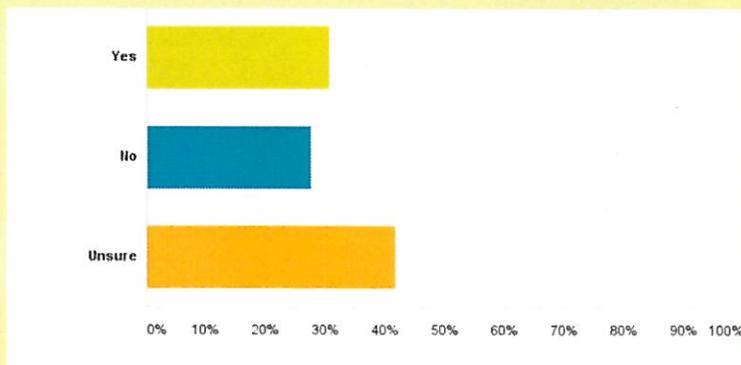
Answered: 100 Skipped: 510



Powered by  SurveyMonkey

**Q69: Would you be interested in receiving technical assistance, training, and support related to volunteer recruitment, management, and retention?**

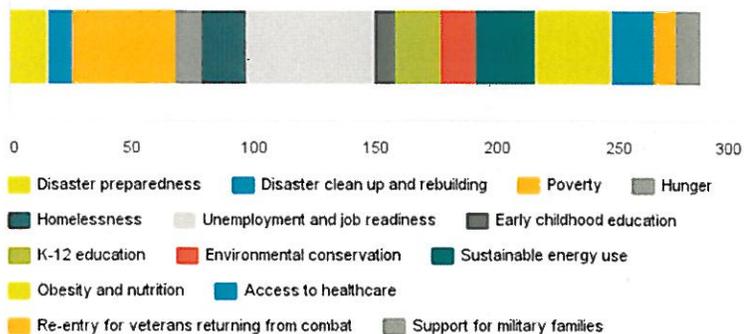
Answered: 98 Skipped: 512



Powered by SurveyMonkey

**Q70 What are the most under-resourced issues in your community? (please select three)**

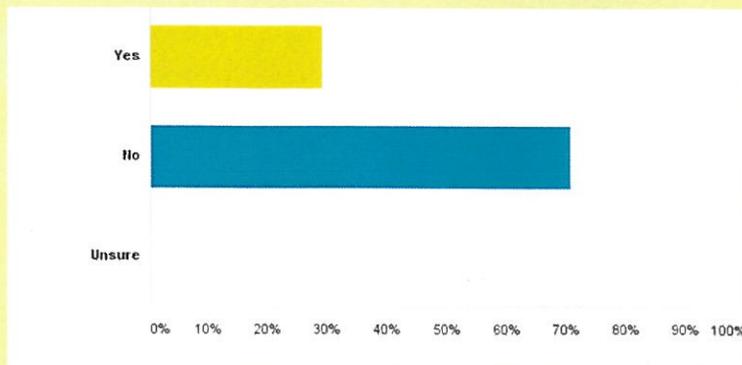
Answered: 96 Skipped: 514



Powered by SurveyMonkey

**Q71: Has your organization ever applied for an AmeriCorps or other grant from the NYS Commission on National and Community Service?**

Answered: 99 Skipped: 511



Powered by SurveyMonkey

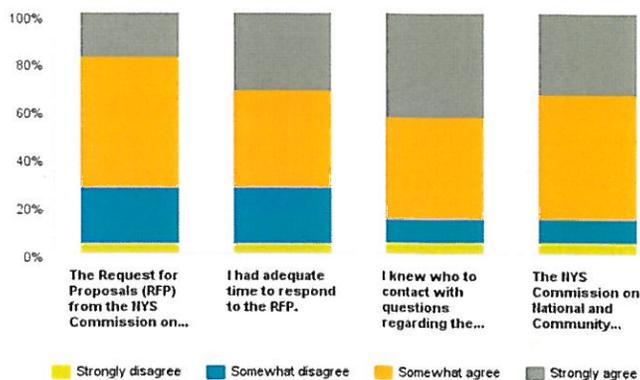
Statement 1: The RFP was easy to understand

Statement 3: I knew who to contact with questions regarding the RFP

Statement 4: The Commission provided adequate technical assistance and guidance regarding the RFP

**Q72 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.**

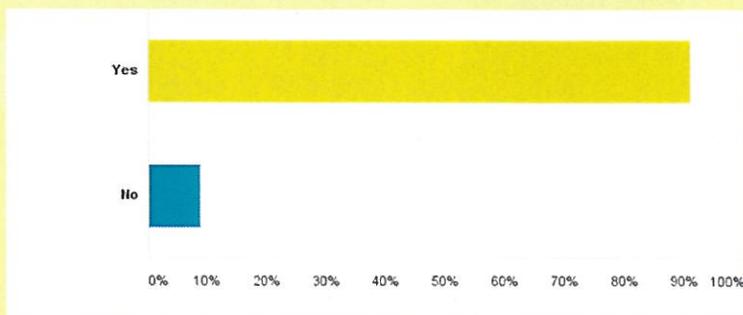
Answered: 22 Skipped: 588



Powered by SurveyMonkey

### Q73: Did you receive the grant that you applied for?

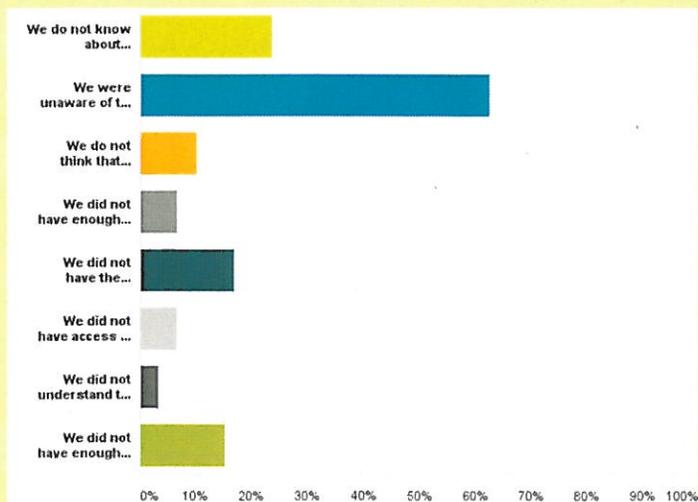
Answered: 23 Skipped: 587



Powered by SurveyMonkey

### Q74: Please indicate why your organization has not applied for AmeriCorps funding. You may select more than one response.

Answered: 59 Skipped: 551



Powered by SurveyMonkey

Statement 1: We do not know about AmeriCorps

Statement 2: We were unaware of this funding opportunity

Statement 3: We do not think that AmeriCorps members would be a good fit for our organization

Statement 4: We did not have enough time to respond to the RFP

Statement 5: We did not have the capacity to respond to the RFP

Statement 6: We did not have adequate technical assistance to respond to the RFP

Statement 7: We did not understand the RFP

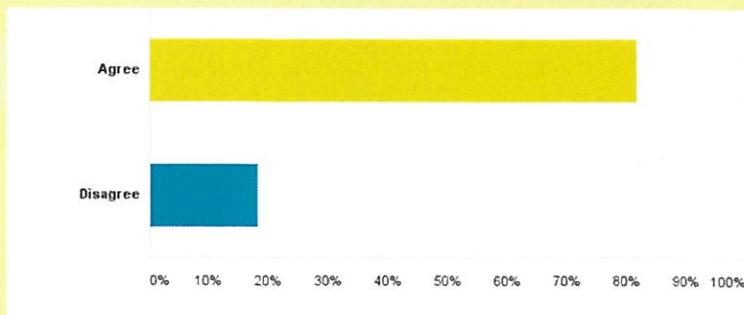
Statement 8: We did not have enough match funding available

## NYS Commission on National and Community Service Members

Powered by  SurveyMonkey

**Q75: Do you agree or disagree with the following statement: New York State is competitive with other states for funding from the Corporation for National and Community Service.**

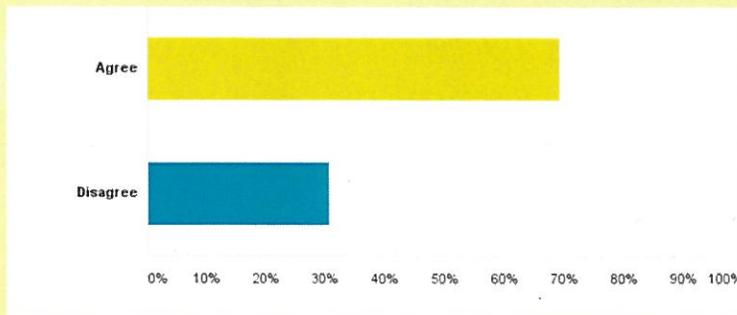
Answered: 11 Skipped: 599



Powered by  SurveyMonkey

**Q76: Do you agree or disagree with the following statement: AmeriCorps programs in New York State are doing a good job of addressing the state's most critical needs.**

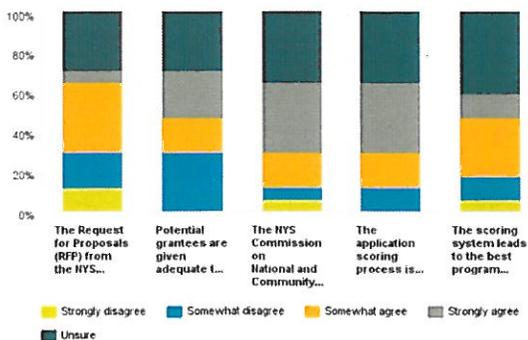
Answered: 13 Skipped: 597



Powered by SurveyMonkey

**Q77 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.**

Answered: 17 Skipped: 593



Statement 1: The RFP was easy to understand

Statement 2: Potential grantees are given adequate time to respond to the RFP

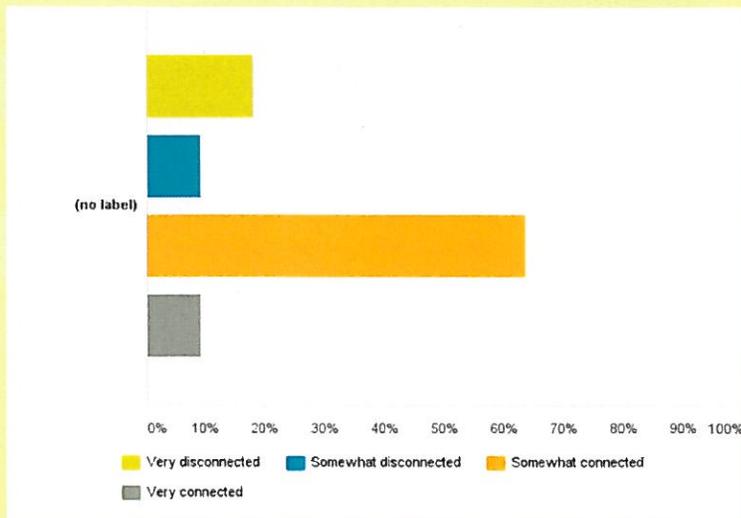
Statement 3: The scoring process is fair and transparent

Statement 4: The scoring system leads to the best program designs receiving the highest scores

Powered by SurveyMonkey

### Q78: As a Commissioner, how connected do you feel to the work of the NYS Commission on National and Community Service?

Answered: 11 Skipped: 599



Powered by SurveyMonkey

### Has Heard of AmeriCorps or National Service

Powered by SurveyMonkey

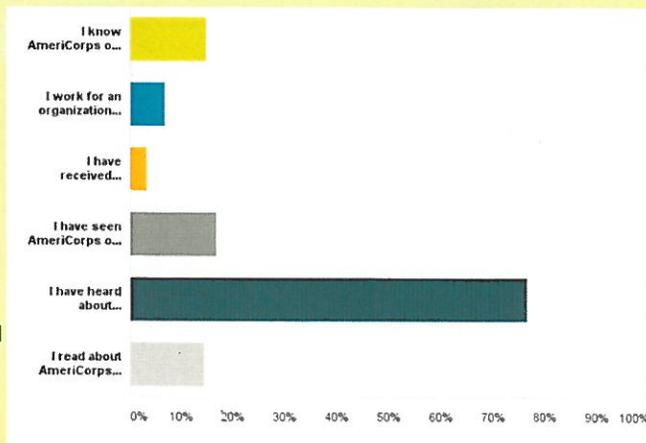
### Q79: How do you know about AmeriCorps or other national service programs? (check all that apply)

Answered: 270 Skipped: 340

Statement 1: I know AmeriCorps or other national service members

Statement 2: I work for an organization that hosts AmeriCorps or other national service members

Statement 3: I have received services from an AmeriCorps or other national service program



Statement 4: I have seen AmeriCorps or other national service members serving in my community

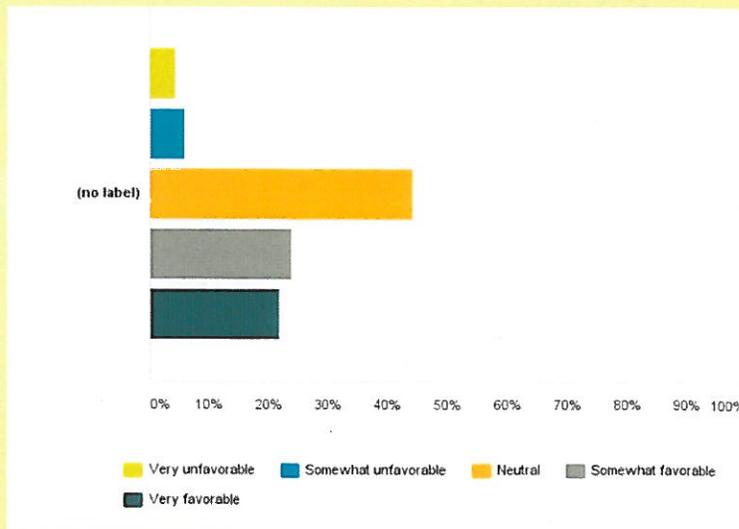
Statement 5: I have heard about AmeriCorps in the media

Statement 6: I read about AmeriCorps online

Powered by SurveyMonkey

### Q80: How favorable is your impression of AmeriCorps and other national service programs?

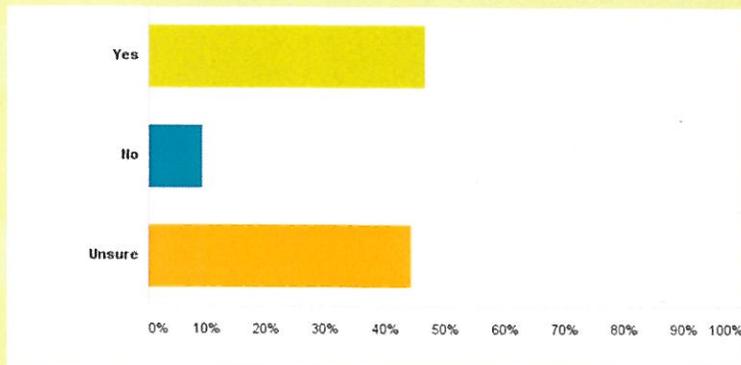
Answered: 303 Skipped: 307



Powered by SurveyMonkey

**Q81: Do you think that programs like AmeriCorps and other national service programs have potential to address problems facing your community?**

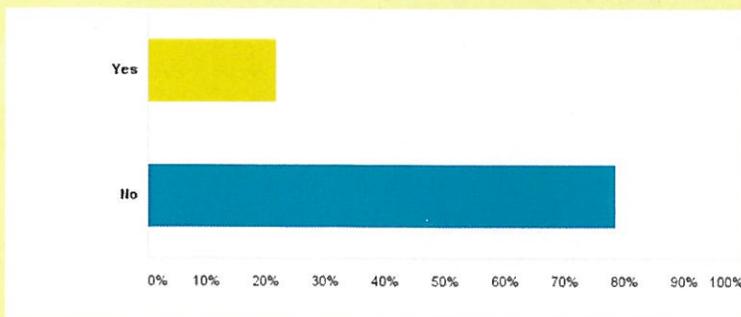
Answered: 303 Skipped: 307



Powered by  SurveyMonkey

**Q82: Have you or would you ever consider joining AmeriCorps or another national service program?**

Answered: 289 Skipped: 321



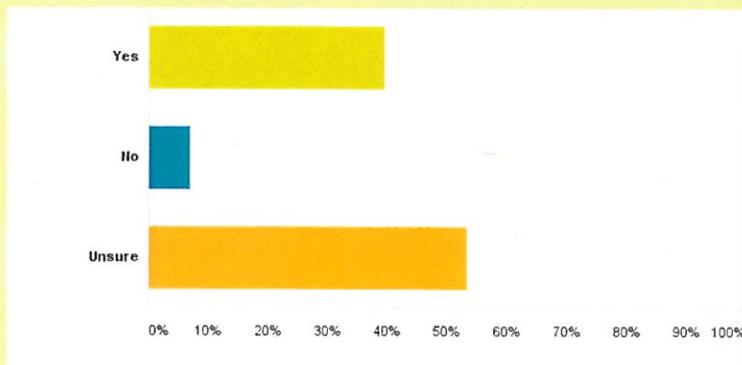
Powered by  SurveyMonkey

### Given a Description of AmeriCorps/National Service

Powered by  SurveyMonkey

### Q83: Do you think that AmeriCorps could have a positive impact in your community?

Answered: 101 Skipped: 509



Powered by  SurveyMonkey