

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

PUBLIC BOARD MEETING

Washington, D.C.

Wednesday, May 20, 2009





P R O C E E D I N G S

(1:00 p.m.)

MR. SOLOMONT: We have a lot to cover, so I think we'll go right into it. I want to thank everybody --

OPERATOR: Excuse me, this is the Operator.

MR. SOLOMONT: Go right ahead, Operator.

OPERATOR: Okay. I'll transfer your line into the main conference and give a disclaimer; one moment.

MR. SOLOMONT: You didn't know we were going to be serenaded.

OPERATOR: Today's conference is being recorded. If you have any objections, you may disconnect at this time.

MR. SOLOMONT: Okay, all right. So thanks, everybody, for joining us. And we -- as you know, this is a public meeting of the Board of Directors of the Corporation for National and Community Service. It's our normal public meeting, but it will be followed by a listening session on the Edward M. Kennedy Serve America

Act.

So for the first 45 minutes or so, we're going to conduct the regular business of the Board, and then we'll shift into the listening session portion. And I recognize that some people will be coming just for the listening session, so there may be some movement in the back of the room, and we'll just do our best to conduct our business in spite of that. So I'm going to begin the business of the meeting as we usually do. But I do want to say, by way of introduction, as I think everybody is aware, this is a new day for National Service. We really are at an inflexion point where National Service is being taken to the next level.

We have a new law, a new administration, there's been more attention paid to National Service in the last five months than perhaps at any time in the history as we know it.

Back in February, we had the largest Martin Luther King day of service in the 14 year history of that. This was fueled, in large part, by a coordinated effort between the Corporation and the Presidential Inauguration Committee.

The role of National Service in addressing the economic crisis and its impact on communities was recognized when we received -- the Corporation received over \$200 million for AmeriCorps and Vista as part of the American Recovery and Reinvestment Act. The passage of the Edward M. Kennedy Serve America Act, which both reauthorized the Corporation and its programs and significantly expanded the Corporation's programs certainly provides for the largest expansion since the original enactment of legislation that created the Corporation and AmeriCorps.

I believe we'll be joined this afternoon by several members of various congressional office staff who worked on this legislation, and I want to thank them for their efforts, both for the speed with which the law was enacted, but also for the thoughtfulness and the hard work that went into making it as good as possible.

And I know how hard people on the Hill worked on this, and I want to convey the Corporation and the Board's gratitude for

everyone who was a part of that.

The President's support for the Corporation continued with a historic budget request, \$259 million more than the fiscal year 2009 enacted level in the President's proposed FY 2010 budget. That's almost a 30 percent increase over the year before.

And the First Lady has made this a significant part of her portfolio and her interest. She's already been very visible in the service world. She spoke to the 30th anniversary of Youth Builds, that celebration that was held on the National Mall back in March. Many of the people here were present when the First Lady addressed Corporation staff last Tuesday, giving thanks to the hard work and the skills of our staff at the Corporation, and saying that service is the reason that she breathes.

Interest in and applications to AmeriCorps are higher than ever before. I know many people here have attended AmeriCorps week events. Just last week, many members of the Board were present, I'm sure many people who are here in the audience attended events.

And as you know, and has been reported, AmeriCorps -- online AmeriCorps applications, in March of this year, were triple what they were in March of last year; they're up over 230 percent in the first five months of the fiscal year.

We've seen an unprecedented support for National Service from both sides of the aisle. The legislation represented one of the largest bipartisan victories that any of us can remember. It has also increased expectations across the land. And one of the challenges that we have is how to take advantage of this amazing moment and at the same time manage peoples expectations, because although we're expecting an enormous expansion, that expansion is going to take place in a fairly measured way, and given the enthusiasm that exists right now for that expansion, it's unlikely that it will accelerate quite as fast as any of us are interested, but we want it to accelerate in a responsible way, in a way in which there is the capacity to manage this expansion.

I do want to mention, however, something I shared with the Board. It's my own

view, but I think it's self-evident, which is that this is -- what's happening right now is much bigger than a piece of legislation or increased government funding.

I think what we're witnessing is a change in civic values across this country. I think it's fueled, in part, by the economic crisis that we're faced with and the effort of Americans throughout the country to want to pitch in and be helpful to their neighbors.

It's certainly fueled or supported by a President and a First Lady who are calling Americans to serve in ways that we haven't seen in quite some time. And it's also being fueled by a generation of Americans who I think, when history is written of this period, will have had a profound impact on our civic culture and who will have redefined what it means to be a citizen in the 21st century. And so although this is a difficult period we're going through and the economic situation is quite grim, I think that National Service gives Americans great cause for hope about the future.

The Board has had an opportunity to

debrief on the ongoing activities that's been carried out by management at this time of transition. I want to acknowledge the pressure that all of the employees and management at the Corporation are feeling right now.

At this time of great opportunity, there is also an increase in the burden, and it comes at a time when we're also going through a transition in leadership and where I think the load that's being carried is unusually heavy.

I want to acknowledge and thank our acting CEO, Nicky Goren, who we cannot thank enough, and who has been doing just wonderful work in leading the Corporation. Her leadership has really been outstanding. She's been steady, she's been confident, and she's been nurturing to the people that she's working with, and we all appreciate that. And we appreciate the efforts of the entire management team and all of the employees at the Corporation. We have just finished a rather lengthy Board retreat, and I thank the Board members for their hard work, as well. One of the things that we have discussed about the changing -- the nature of change right

now is the opportunity to also increase the involvement of the Board. This bipartisan Board of Directors is an unusual entity, particularly in this town. We've I think paved the way for bipartisanship for the entire life of this Board. And we hope that the current situation gives us an opportunity to leverage the expertise and hard work of this Board of Directors at this moment in particular.

And, therefore, one of the issues of the retreat was to talk about Board governance and committee structure and to try to better align the committee work with the work of the Corporation.

We certainly talked a great deal about the opportunities and challenges of implementing the Serve America Act, the Edward M. Kennedy Serve America Act. We did get a budget for 2009 finally passed in March of this year, and we reviewed that budget, as well as the 2010 budget that's been submitted by the President, and also implications for the fiscal 2011 budget presented by the new legislation. We were joined yesterday by Michelle Jolin from the White House Office of

Social Innovation to talk about one of the exciting new initiatives of the Serve America Act, that is the Social Innovation Fund. We've also talked a lot about the Corporation staffing and management structure, about our relationships with the external world, and in particular, the White House Summer of Service Initiative, not to be confused with the Summer of Service Program that's in the Act. But there's an exciting effort this summer that's being -- that will be led by the White House and carried out by the Corporation to try to involve as many citizens as possible, and service, and begin a tradition of encouraging all citizens to serve.

And we also talked about the upcoming rollout of the new technology tool, the [allforgood.org](http://allforgood.org), as well as the National Conference in San Francisco that will take place in June, for which we have unprecedented response and registration.

We had some concerns earlier this year that given the economic times, that we would have to make the conference somewhat smaller, but there's so much enthusiasm and interest that, in

fact, I think we're going to have the largest gathering ever.

And we also talked about, and will continue to talk about the fact that the Serve America Act really focuses the Corporation's attention on having impact in ways that hasn't been the case before, and so we need to work closely with management around issues having to do with program evaluation and performance measurements.

We had very helpful updates from Kelly Daily, the President of the Union, as well as from the Inspector General. So that's what we've been doing for the last 24 hours or so. And I know the Board has had a chance to review the minutes from the last meeting, and I'm going to ask Hyepin to move for a vote on those. Do we have a motion to accept the minutes?

MS. IM: I move to approve the minutes.

MR. SOLOMONT: Second?

MS. CUMMINGS: Second.

MR. SOLOMONT: All in favor? Opposed?  
It's a vote. Thank you. We are -- by the way, I want to acknowledge there are at least -- there

were two people on the phone that I know of, Steve Goldsmith, the Vice Chairman of the Board, who had to catch a -- who is on his way to catch a plane, but can't be here in person, but is present on the phone, as well as an outgoing Board member, Donna Williams. And before I recognize Donna, I want to just, again, publicly thank Steve Goldsmith for being such a terrific partner during this period of time and providing for what I think -- oh, and Eric and Laysha, too, are on the phone?

SPEAKER: No, but they were here.

MR. SOLOMONT: Oh, I'm sorry, okay. Just being prompted by my boss. In any event, Steve has been -- has continued to serve the Corporation with a great deal of dedication, and I appreciate that. And I also want to acknowledge that Eric Tanenblatt and Laysha Ward were both with us. Laysha is at an event with the First Lady to actually -- to begin to roll out or announce the Summer of Service Initiative, and Eric, whose report I will give in a little while from the MAG Committee, had to return to Atlanta, but they were both present for our

retreat and have been working very hard.

We are saying goodbye to an outgoing Board member, Donna Williams. Donna has served over three terms. She has provided terrific leadership and insight to the Board, particularly in her role as Chair of the Program and Evaluation Committee. She can't be here in Washington today, so we mailed her plaque, and I would otherwise have taken a picture with her, presenting it to her. But she is able to join us by phone, and so she is here to listen to the following resolution; "Whereas, Donna Williams has served with distinction for three terms as a member of the Board of Directors of the Corporation for National Community Service since April of 2003; and whereas, Donna Williams helped to advance the agency's internal management and financial accountability as a member of the Board's Management and Governance Committee; and whereas Donna Williams provided leadership in her role as Chair of the Board's Program and Evaluation Committee, as the Corporation streamlined its programs to reduce burden on grantees and incorporated the Corporation's

Strategic Plan in grant making and programming;  
and whereas, in the aftermath of Hurricanes  
Katrina and Rita, Donna Williams spurred disaster  
recovery and preparedness efforts in the Gulf  
region, bolstering the essential role Corporation  
programs have in disaster relief and preparedness  
efforts nation-wide; and whereas Donna Williams  
has demonstrated a personal commitment to  
service, including her own extensive community  
service and charitable activities in Dallas and  
Arlington, Texas; be it resolved this 20th day of  
May, 2009, that the Board of Directors of the  
Corporation for National Community Service, with  
respect and affection, gratefully recognizes  
Donna Williams for her inspirational leadership  
in national and community service. I know Jim --  
thank you, Jim.

MR. PALMER: I'd like to move adoption  
of this resolution.

MR. SOLOMONT: Second?

MR. SOLOWAY: So seconded.

MR. SOLOMONT: All in favor; it's a  
vote. And, Donna.

MS. WILLIAMS: Hey, Alan, how are you

guys? Thank you very, very much.

MR. SOLOMONT: Well, thank you.

MS. WILLIAMS: That was wonderful. I was very, very proud to serve on the Board and to be a part of the team. I really appreciated the part I played in assisting the Corporation with fulfilling this mission. Some of you might know, and some of you might not, but I got the call to actually serve on the Board on September 10th. I didn't return the call to the White House until September 11th, during the time they were evacuating for the 911 stuff.

And, of course, I am sure, as many of you were thinking, as well as I was, what can I do to help. Well, little did I know that God had already found a huge service position for me. When I finally talked to the White House, it was to serve on the Corporation. So it couldn't have happened at a more -- at a better time. I particular enjoyed working with so many of the talented and enthusiastic people that really clearly had a heart to service.

Marlene Zekail was a delight to work with on the Programs and Evaluation Board, and I

hope she and I will stay in contact, and I'm looking forward to our paths crossing again.

It was always refreshing for me to see everybody in action to respond to some of this country's greatest challenges, as well as seeing them achieve with no less than, you know, limited funding, limited personnel, that miracles were happening every day.

I was really thankful to be involved in the faith based initiatives, rulemaking, AmeriCorps. I think I learned way more about rulemaking than I signed up to know. After we finished the rulemaking, then we went through the streamlining of the grant process, as you mentioned, and the resolution also, it was just neat to see the MLK day, service campaign, a day on, not a day off.

When I first got on the Board, it was a good day to serve, but toward the end of my term, you know, there were several thousand people, hundreds of thousands of people actually working in service roles on that day, so that was just a delight to see. And then the streamlining of the -- getting our arms around the annual programs

and getting it organized so the Board could see what was coming up and really see the big picture of where we were going and what we were doing in that aspect was really neat.

And I'd like to also say, I was thinking about this morning, my remarks on what I'd like to say to you all. One person in particular, she's not on the staff, but if she's in the audience, is Betty Ruth, the Executive Director of RSVP, if she's in the audience, I'd really like for her to know that she's one of my role models.

MR. SOLOMONT: Is Betty Ruth here?

MS. WILLIAMS: It was just a delight to see her all the time, at every Board meeting I was at, just smiling and knowing that her unyielding dedication to service senior citizens just can't be matched. And if God says the same, one day I hope to be as focused and dedicated as she is.

Last, but not least, but overall, in the last six years, again, it was just a pleasure to serve on the Board and to work with people that I know is committed to excellence and

accessibility and service. I know there's still a lot of work to do, but I have no doubt that you all will continue to tackle it head on. And I wish you the best, and God speed in meeting these challenges. Thanks a lot, Alan, I really appreciate it.

MR. SOLOMONT: Donna, thank you. And Betty Ruth is also a favorite friend to me and I will personally make sure she hears the remarks you made. And I just wanted to say that, you know, Harry Truman said that the highest office in the land is that of citizen, and as someone who decided to be a citizen and not a spectator, we all commend you and appreciated your service and look forward to working in some fashion together in the future, so thank you very much.

MS. WILLIAMS: Thanks a lot, Alan.

MR. SOLOMONT: And with that, I'd like to turn it over to the CEO and ask Nicky to give her report.

MS. GOREN: Thanks, Alan. Well, it has been an amazing few months, as Alan has mentioned. We still have a lot of work ahead of us. Just since the February Board meeting, we've

been pretty busy. In the last several months, we've assisted in the past of the Serve America Act and supported and participated in a moving signing ceremony honoring the namesake of the -- Senator Kennedy. We've announced the largest budget in the Corporation's history. We've approved and awarded \$85 million in Recovery Acts, AmeriCorps, state, and national. We've sworn in the first several hundred of our 3,000 AmeriCorps/Vista Recovery Act members.

We were honored to host the First Lady, Michelle Obama, last week. And we learned that the name of the Corporation's next CEO is Maria Idol. But that's not all; in addition, we have reviewed \$140 million worth of new and recomplete grant requests for AmeriCorps state and national for our regular 2009 competition. We've begun the review of close to \$135 million in grant requests for Learn and Serve America grants.

We graduated the Inaugural Vinton, Iowa and Triple C Campus and opened the Vicksburg, Mississippi and Triple C Campus. We developed collaboration plans between Senior Corps and the Department of Labor to highlight grantee

partnership opportunities and leverage the work of our agencies and communities across the country.

We finalized plans for the upcoming National Conference on service and volunteering in San Francisco, which is going to be a very big conference and a very important one. We welcomed four new members to our Executive Team, and we've begun review of the managed services contracts for our technology systems to migrate to a managed data service provider and further stabilize our technology systems.

We've continued to focus on our relationship development with the Hill, with OMB, with the White House, and with our stakeholders. We celebrated AmeriCorps week, and we've launched a nation-wide listening tour to begin implementation of the Serve America Act.

We definitely have not been sitting still and we're very proud of what we've accomplished. I do think that as we move forward, the stakes are higher than they've ever been for us. The spotlight is on us in a way that it's never been before. And the staff of

the Corporation is performing at an amazing and I should say back breaking level.

What's still to come in the next days and months, we have to continue to implement the Recovery Act. We have to implement the Serve America Act through these listening sessions and then putting together our comprehensive plans for implementation. We need to develop and disseminate our Strategic Plan. We need to work with appropriators to secure the funds we need for 2010 and build our budget for 2011. We need to continue our partnership with the White House and on the President and First Lady's call to service. And we need to award our men in services contracts and migrate our systems over the next six months.

We have really great people who are positioning us for success. Our staff has been amazing. The leadership of the Corporation, Kristin McSwain, Bill Anderson, Frank Trinity, Bob Gremeny Mack, all of the staff in the CEO's office, all of the Executive Team, everybody who has stepped up during this transition into an acting role, and it's across the agency.

We have people in acting positions really doing a wonderful job keeping us -- keeping the forward momentum. And all of the staff of the Corporation deserve a big round of applause and thanks from all of us.

I also want to thank the Board of Directors. I think, as I mentioned yesterday, we are incredibly fortunate as an agency to have a Board, a presidentially appointed Board who has been able to guide us through this transition, as many of us are in acting positions, and I really want to thank you all for your guidance and support. Our recent hires we're very excited about. We have a new CIO, Mary Cadagan. Is Mary here? Mary is there, say hi to Mary. We're very excited. Rene Schmelzer, who's our new Director of Public Affairs, is actually at the White House event, but she started a few weeks ago.

Peachy Myers, our new White House Liaison, I don't know if she's still here, is she gone? And John Kelly, who is our Strategic Advisor on faith based and neighborhood partnerships. Is John here?

Those are the four people who started

in the last month. I think we're going to start seeing more people coming to the Corporation from the Administration to fill some of our key positions, and we're looking forward to that happening. All of these people have hit the ground running and are of enormous help.

We're looking to -- we're talking a lot about as we grow and as we expand and take on these new initiatives, it's time to take a look at how we -- a fresh look at how we do our business, how we're organized, how we're structured. And we're going to be seeking a lot of input, internally, externally, and also from experts in organizational development to help us think this through. So we'll be talking more about that in months to come. And last, definitely not least, our field, we really look forward to hearing from as many of you as we can today and ongoing. This is just the beginning of an iterative process. The input you're providing is invaluable to the work that we have ahead of us, and we really appreciate your coming here today to share your knowledge and give us your support. And thank you, that's my report.

MR. SOLOMONT: Great; thank you very much, Nicky. We're now going to turn to committee reports, and I'm going to ask Jim Palmer to give the report on the Program and Evaluation Committee; Jim.

MR. PALMER: Thank you, Mr. Chairman. I'll read, because we've got substantial information here from the last couple of committee meeting. First, the Recovery Act implementation update. CNCS is on track to expand recovery funds in a timely manner. The recovery money will support an estimated 10,000 new AmeriCorps positions. One hundred recovery funded Vistas have been inducted, and more trainings are scheduled soon. All recovery Vista placements will be made by September 30th.

AmeriCorps announced competitive grants totally 55.8 million on May 14th. State commissions have already received their recovery formula money, and programs with May start dates already have members serving out in the field. Under federal agency partnerships, the NCS is working on forming partnerships with other agencies that are also receiving recovery money.

The Department of Energy will be using their recovery funds to provide training for individuals serving some of the summer programs.

CNCS is working to translate those positions into national service positions. CNCS is also in conversation with the Department of Labor regarding Youth Build programs and Work Force Investment Act Programs.

In the area of Veteran Corps, several members of Congress have expressed interest in promoting Veteran service in AmeriCorps, particularly through Serve America Act authorized Veteran Corps programs.

Senator Warner of Virginia is hosting a meeting on June 11th to introduce the NCS to several Veteran organizations. And Representative O'Hare of Illinois has offered to put together a public service announcement for Veteran Corps programs in the future.

In the area of Serve America Act implementation, CNCS has taken a three pronged approach to implementation. The first is gathering input from the field, including six listening sessions, one of which will occur in a

few minutes. Number two is identifying which provisions in the Act will need rulemaking, and devising a rulemaking time line, and three, potentially bringing in a consultant, possibly pro bono, to help structure this implementation.

In regards to the annual plan update, the Board decided in February to delay approving the 2010 annual plan. We're also delaying approval of a plan until late summer to benefit from the Serve America planning process that's currently going on.

Customer service survey, CNCS customer service results have improved steadily over the past four years, with scores in 2008 well above the federal average, despite funding and technology challenges that we've experienced.

While technology scores declined this year, staff scores improved. Grant review and report streamlining have helped to improve those scores. The committee discussed CNCS' scores on technology as compared to other agencies, comparable ones, and expects future updates, including the use of the six million in recovery funds towards awarding a managed service contract

to improve those scores.

And last is performance measures. The Serve America Act calls for an agency culture shift to focus on aggregated results. The White House is interested in identifying areas where service has a competitive advantage and where it can make the most impact. The committee discussed identifying performance measures and how to identify where service makes the greatest impact.

The committee discussed whether the focus should be on measuring engagement and sustained service or the impact of a single type of service. So that will be one of the major agenda items moving forward for the committee and the Board. And with that, that concludes the report, Mr. Chairman.

MR. SOLOMONT: Thank you very much, Jim. And I'd like to ask Stan Soloway to give the Strategic Partnership Committee Report.

MR. SOLOWAY: Thank you, Mr. Chairman. The Strategic Partnership Committee has met or engaged in teleconference several times over the last several months and focused on a couple of

key matters. I think, just to build on Alan's point regarding the inflexion point at which we find ourselves, particularly with the passage of the Serve America Act, requires the agency to both look internally into the issues that Jim just identified around programs and metrics and evaluation, as well as externally in our relationships throughout the field, to make sure that we have the proper alignment and can provide the kind of leadership, collaboration, partnership, and assistance that's needed as we go forward. So that's really been kind of the focus of the committee over the last few months, particularly in the last month and a half, since the passage of the bill.

We've identified a set of high level goals and have been working towards some strategic -- a real strategic plan, but partially, with the passage of the bill, which changed things a little bit, the strategic planning process that the Corporation is undergoing now and some of the restructuring we're doing on the Board itself on how our committees are structured, and we decided to hold

off getting into too much detail on that plan to allow the new structure and some of the new challenges to flow forward.

But we've looked at our role in the external world, as I said, as well as how we can better align internally to align with our partners on the outside.

We've spent a lot of time talking about the National Conference over the last few months and a lot of time working with the staff, particularly with Gretchen Van der Veer and Rhonda Taylor. Obviously, again, as Alan pointed out, we are at this unique moment in time, so this National Conference comes at a very important moment in time. It is, as you probably know, June 22 to 24, in San Francisco. There's going to be over 180 workshops. There will be a service project led by the First Lady Maria Shriver, appearance and presentations by Governor Schwarzenegger and other significant government officials, a special event at City Hall.

And as Alan said, we're very delighted that there's over 3,000 people already registered for the Conference, which is well ahead of where

we've been, and it looks like it may be as large, if not larger, than the Conference I think two years ago, which was the largest we had ever had, so we're very excited about that.

Also excited about the fact that, I think, and as far as I know, this will be the first time that all of the members of the Board will be at the Conference, for all or most of it, which I think is emblematic, not only the importance we assign to the Conference, but how important the Conference is in terms of our ability to meet and talk to lots and lots of people to get as much feedback and input as we can get.

There will be a National Service Town Hall meeting at the Conference, and an additional listening session similar to this during and around the Conference time in San Francisco. There will also be folks from the White House, the Domestic Policy Council, the Office of Social Innovation and others there to engage in these discussions and deliberations over those several days.

So having been to the last few

conferences and knowing how exciting, moving, and inspiring they can be, I have no doubt that this one is going to at least be that great, if not greater, particular given the moment in time that we face -- that we're faced with. So that's my report, Mr. Chairman.

MR. SOLOMONT: Thank you very much, Stan. As I mentioned earlier, Eric Tanenblatt had to return this afternoon, so he had asked me if I would give the Management Audit and Governance Committee Report. We recently reviewed a report from the Inspector General, Gerald Walpin, and had an occasion to discuss that.

As I mentioned earlier, the Corporation received its 2009 appropriation in March. That was an overall increase of over \$33 million over the 2008 enacted appropriation, as well as what was the 2009 continuing resolution funding level. There was an increase in the salaries and expense budget, which enabled the Corporation to begin hiring critically needed new staff, award a managed services contract, and help cover the costs for the AmeriCorps portal, with additional

funds, by the way, under the Recovery Act. 2009 budget also included funds for training and pay adjustment and cash awards in recognition of the work that staff performed in fiscal year 2008.

For 2010, the President has made his budget request, and as I mentioned, there's an increase of over -- almost \$260 million in that budget request over 2009 enacted level.

The Corporation is on track for implementing the Resource Recovery Act, having recently announced \$85 million in AmeriCorps state and national grants, and the placement of Vista members in economically distressed areas of the country.

We've received a very positive update, the committee received a very positive update on the Corporation's technology systems, which is an area of increased focus or acute focus by management. Stabilizing the Corporation's technology continues to be an important priority of senior leadership. The staff reported to the committee on the positive progress that are being made under the Management Action Plan, and reported several tasks as being complete. The

senior leadership continues to focus on ensuring adequate resources, completing technology projects, and simplifying business practices. The committee discussed several tasks in greater detail, including the development of the Information Technology Strategic Plan, performance measures, and strategic relationships.

The Serve America Act, as you know, goes into effect on October 1st. The MAG Committee -- in the MAG Committee meeting and during our retreat, we've spent a lot of time talking about implementation issues and look forward to hearing your comments and suggestions in a short while.

In order to implement the act effectively, the Corporation must understand the operational impacts of several of the provisions of the law and also collect input from a wide variety of stakeholders.

We are involved in a deep review of all of the Corporation's programs, which will be informed by this listening session, as well as others. And the Corporation, as Stan just

mentioned, also is considering engaging an outside consultant to assist in looking at our business processes and facilitating the implementation of the Serve America Act. And that, Mr. Chairman, is the report of the MAG Committee. Thank you. So we now want to begin to transition to the listening part of this meeting. As you know, the Board recognizes the importance of public input in general, I think, and in considering the implementation of the new law, we want to make the most of this opportunity, and therefore, we want to listen to as wide a variety of stakeholders as we possibly can.

We are conducting a listening tour around the country to gather public comments in addition to this somewhat abbreviated, although originally abbreviated, but now elongated listening session.

We have already heard from people in Springfield, Missouri, in Columbia, South Carolina, and we will be traveling next to Boston on Friday, to Salt Lake City on May 27th, and to New Orleans on May 28th.

I do want to read a resolution that the Board has drafted which acknowledges, recognizes the value of public participation throughout the Serve America Act. So this is a resolution of the Board of Directors of the Corporation for National Community Service, "Whereas the Board wishes to express acclamation at the recent passage of the Edward M. Kennedy Serve America Act by broad bipartisan margins and with strong presidential support; and whereas the expansion envisioned in the Serve America Act demonstrates a national consensus that services an effective strategy in addressing our nation's most critical challenges and that service provides an opportunity for Americans to give back to their communities and to their country; and whereas passage of the Serve America Act coincides with the development of the agency's new five year strategic plan; and whereas the Corporation has invited the public to provide input on implementing the Serve America Act and when updating the Strategic Plan through multiple avenues including through listening sessions in cities across the country."

"Be it resolved that the Board of Directors hereby directs the Chief Executive Officer to continue to engage in an open and transparent process to obtain input from the public to inform the agency's implementation of the Serve America Act, and adoption of a new year Strategic Plan, and to keep the Board of Directors apprised of the activities and results of the public process." And I think Julie is going to move to --

MS. CUMMINGS: I move to approve this.

MR. SOLOMONT: Second?

MR. PALMER: Second.

MR. SOLOMONT: All in favor; it's a vote. Usually at this point in the public meeting we would be asking for public comments on the Board's business. And in the interest of time, we're going to move right into the listening session on the Serve America Act. But when you do speak, if you have comments on the Board's business, I would welcome your comments at that time.

I also apologize on behalf of myself and several Board members who are going to have

to leave either at this time or before the listening session is completed. Originally we were intending to conduct the listening service up until -- listening session up until 2:30, and so people traveling from out of town had made their plans accordingly. But because of the response that we received, we've decided to extend the listening session until 4:30, but people weren't able to change their travel plans. And so I'm going to just take a moment now, I think there are a couple --

MS. CUMMINGS: I'm going to stay until 2:00.

MR. SOLOMONT: You're going to stay, okay, very good. So I just want to apologize to all as Board members have to leave. It is not at all for lack of interest or commitment, it's just that we couldn't change travel plans. And that includes the Chair, who will be leaving about 2:30. And I want to invite Kristin and Frank, let's see, Kristin, and Frank, and Kim Mansurey to the table. Kim, are you going to stay there? You're the time keeper, so you're going to tell us to cut people off as opposed to cutting -- I

thought you were going to cut people off.

SPEAKER: She raises the flag.

MR. SOLOMONT: You raise the flags, all right.

MR. PALMER: Mr. Chair --

MR. SOLOMONT: Yes.

MR. PALMER: -- for those of us that do have to leave, we'll be able to see all of these comments in writing and review them later?

MR. SOLOMONT: You will be; there will be a transcript of the entire proceedings. Okay. So do I have a motion to adjourn the public meeting of the Board?

MS. GOREN: So moved.

MR. SOLOMONT: Second, all in favor, okay. I don't think I need a formal motion to open the listening session, but let me welcome everyone and introduce myself. I am the Chairman of the Board of the Corporation for National Community Service, Alan Solomont. And I want to introduce my fellow Board members, Jim Palmer, Stan Soloway, Julie Fisher Cummings, thank you for being here. And I also want to thank our host this afternoon, the Shriner Center.

And I want to thank the Corporation staff again before this public listening session, both the staff here in Washington and the Corporation staff across the country, but particularly the Acting CEO, Nicky Goren, Frank Timulty --- Trinity. You have no idea how often I do that. He's going to change his name just so I won't make the mistake. Thank you, Frank. Kristin McSwain, my fellow Bostonian, who knows why I call him Timulty, Peachy Myers I think had to leave to go over the First Lady's event, and Emily Samose, thank you very much for all you've done.

I think you all received a handout, or at least it was available, that included a short agenda at the top of the page. It's the general agenda for all of the listening sessions that we're conducting across the country. But since today's session is overlapping with the Board's public meeting, there are a few changes to the agenda; the first is that Nicky insisted that I open the listening session. She's so shy, or she knows how much I like to talk, so that's why I'm doing the talking right now. Rather than taking

time for Frank Truitt to lead us through the -- give us an update on the legislation, we're going to move right into the public input portion of the agenda, which is going to be moderated by Kristin McSwain.

I am going to ask Frank to maybe give us a few highlights of what we've heard at other listening sessions before we begin, but not yet.

I already explained to you why some of us will be leaving early. We are going to continue the listening session until 4:30, and hopefully we can give everyone who is here an opportunity -- who is here who wishes to speak that opportunity.

I've already mentioned what a historic moment this is and acknowledged the strong support that we've received from the President, the First Lady, leadership in the Congress, on both sides of the aisle, and substantial majorities in both houses, a growing consensus among leaders across the country, in every sector of our economy and society that service must be a part of the solution to the great challenges that face our nation and face our citizens. No one

sector can solve these problems alone. And the extraordinary work that ordinary citizens do every day is an important part of dealing with these challenges. Right here in the District of Columbia, service is very strong. There is roughly -- the Corporation provides roughly \$15.7 million in support of national service right here. There are 73 national service projects which engage over 5,600 people in the service to this community. The District has more than 1,500 AmeriCorps members working in food banks, schools, nursing homes, homeless shelters, and national parks, and so I commend people of the nation's capital for their involvement in citizen service.

We are here, as you know, to get your input regarding the implementation of the Serve America Act, as well as your input on the upcoming Strategic Plan for 2011 and 2015.

Every five years the agency goes through a process of strategic planning. That process at the moment coincides with the implementation of the Serve America Act, and when we align the principals of the legislation, as

well as the principals driving the Strategic Plan, we realize that they really overlapped, if not duplicated each other, and so we're really integrating the discussion about implementing the legislation with our Strategic Plan.

Generally speaking, there are five objectives to the Serve America Act; one, expand opportunities for Americans of all ages to serve; secondly, to move the focus of service to impact, both achieving impact on our nation's problems, as well as demonstrating outcomes and proving that impact; third, to drive innovation in the not for profit sector through a number of initiatives; and fourth and fifth, both having to do with the way the Corporation itself does its business; number four, to break down silos between our current programs, and secondly, to try to do business in a way that reduces unnecessary burdens on our grantees, for which I'm sure there is a lot of enthusiasm in this room.

As many of you know, the Act does not take effect until October 1, 2009, which is the first year of the 2010 fiscal year, but we are

working hard at this moment to be able to hit the ground running next fall. And I might add that, in addition to that reality, which is contained in the statute, an implementation date of October 1st, it is not necessarily likely to be funded on October 1st, since, as you know, the legislation that was passed is an authorization, but it is not an appropriation. And until the appropriate appropriations are made, we will not be able to fund these things. But that is not, you know, slowing us down in any way for making preparations to implement this new legislation. We really can't do this, however, intelligently or effectively without your input, which is why we are here today, to listen, for the most part, and to learn as much as we can from the perspective of those who actually translate the public policy into actual service for the purpose of helping our citizens.

Grantees, potential grantees, the non-profit world at large, participants in Senior Corps, AmeriCorps, and Learn and Serve America, the Corporation's Board, and the general public all have valuable perspectives in this process,

as do our nation's lawmakers, who have already weighed in with this legislation, but obviously will continue to be a part of this.

And if there is anybody from the Hill who was not here when I thanked them earlier for their participation in this historic legislation, you can never say thank you enough in general, and I thank them again for their work in making this such -- giving us such historic tools to take national service to a new level.

The issues we're dealing with are not simple, they're complex. They don't necessarily lead to simple conclusions or simple outcomes. And there's no way that all of the stakeholders are going to agree on everything. But the one thing we do agree on is the importance of engaging citizens in serving their communities and serving their nation. That's what brings together to bipartisan Board of Directors, that's what rallied support on both sides of the aisle in the Congress, and I know that's why everybody is here in this room today, and that is our common and shared purpose, and I think we all share an enthusiasm that we have an incredible

opportunity to expand something that we all know works and serves this country and its citizens well. So I thank everyone for taking the time to be here and to participate in this discussion.

In order to maintain focus and effectively review all of the information that we're expecting to review, we've developed a series of five key issue areas with specific sub-topics which we've distributed by email. They're also on our web site.

And if anybody hasn't seen them, and it's somewhat repetitious of what I just said, but it's expanding opportunities to serve, combining assets for greater impact, demonstrating impact, spurring innovation, and supporting the non-profit sector, achieving growth through simpler grant making, and the big category, other. So I hope those are prompts to encourage you to share your ideas, but also to help us keep our discussion focused. We will do everything we can, including having the Chair stop talking, to make sure that you all get a chance to be heard in the time that we have this afternoon.

But if, for any reason, we don't get to everyone, you will also have an opportunity to give us feedback through the web site, which Nicky Goren will explain to you when she closes the session.

So, with that, I am going to ask Frank Trinity to identify some of the feedback that we have been hearing repeatedly in some of the early listening sessions, just to get those on the record. Frank.

MR. TRINITY: Thank you, Alan. In regard to the web site, we've posted a lot of material there. I just wanted to remind everyone, [nationalservice.org/serveact](http://nationalservice.org/serveact). We have the Act summary, I'm sorry, [nationalservice.gov](http://nationalservice.gov). We have the Act, a 13 page summary, a side by side, which shows current law and then the change, answers to frequently asked questions, and an interactive tool through which you can submit your input. And we would like any feedback that you might have on those materials. A few issues have been raised, as Alan said, in some of our previous listening sessions. I just wanted to go over about four or five. One is

about the timing of the increase in the education award. We've gotten a lot of questions. I'm currently serving, does my education award increase, the answer is, no. The amount of the education award will change when we fund positions with 2010 dollars. So that means if you have a project that gets funded with 2009 dollars, but starts operating October 2nd, you're still a 2009 program, those are still 2009 positions. So we will be working with everyone in the months ahead to make sure that anyone who's serving understands what amount they are going to receive when they successfully complete.

Also, the timing of the increase in the Senior Corps stipend. The Act increases it to \$3, from the current 2.65. There's provisions in the law, though, that says any such increase cannot be at the expense of maintaining volunteer levels from the prior year. So that's something that we'll have to see as the appropriations go through, whether it will be possible to increase to \$3 in 2010 or whether that would have to wait to a future year.

We also had a lot of suggestions in the

listening sessions about expanding the people that could get an education award transferred to them. And we just want to be very clear that the Act allows a transfer to a person -- to a child, foster child, or grandchild of a person 55 and older, and no other category of recipient. A lot of comments about the taxability of the education award, that was not in the Serve America Act, it was in a companion piece of legislation in the Senate, and there are other bills pending in the House, but it did not make it into the Serve America Act, which went through very quickly through the legislative process, and it did not make it in.

And then finally I wanted to address one provision that authorizes the CEO to assign specific programmatic functions, to state commissions, if the CEO determines that would be an efficient thing to do.

The Act requires the Corporation to engage in wide ranging consultation with staff, grantees, and others, and to provide a report to the authorizing committees within two years of any actions taken and about that consultive

process.

I want to point out a couple things; first, a two year report does not say the Corporation has to do anything within two years, simply that's the time when we have to report to Congress what, if anything, we have done, and it could be a negative report. Secondly, I wanted to point out that there's a provision in current law which says that the Corporation shall maintain a decentralized fuel office structure which provides for an office for each state, and that the office for a state shall be located in or in reasonable proximity to a state. That's current law that was unchanged by the Serve America Act.

We think that the provision about signing programmatic functions is really intended to position the Corporation long term as the expansion envisioned in the Act takes place, but there may be better ways to do things. There's no proposal in the legislative history, there's nothing specific on the table that the Corporation has in mind. We wanted to just be very clear about that as we start the listening

session.

MR. SOLOMONT: Now I guess Kristin is going to take over as the Moderator. Are you going to --

MS. McSWAIN: I'm going to move down here.

MR. SOLOMONT: Great.

MS. McSWAIN: Okay. So is everybody ready? So here are the rules. The rules are, you get three minutes. Kim Mansurey is going to be sitting down here in front, and she has two folders, one is yellow, Kim, please demonstrate. When you see the yellow folder, you have 30 seconds left. There's a red folder, when you see that, you're finished. Now, I was a middle school teacher, finished means finished. We have right now -- I have four lists of names, if we get through all of those, and if we stick to the three minutes, we will get through all of those and have about an hour and 15 minutes left.

So as you're sitting here, if someone says something and you think, oh, you know what, I want to speak, I didn't plan on it, but I've thought about it, and I now want to speak,

there's another list in the back, please feel free to move to the back, put your name on the list, we'll take you in the order that you sign up, and we will continue going until 4:30, assuming that people still have things they want to say.

Now, if you happen to have a written comment that you brought with you, we will accept that comment, and all you need to do with it is, leave it at the back table where you registered when you came in, okay.

In terms of process, I'm going to read the first three names, and I would like those three folks to come on the other side, because there's wires and all that stuff, and line up behind the podium, and we'll just make sure we keep moving that way. A couple of things that I would like to mention first, those of you on the podium, if you could take your cell phones off the table, they're causing some feedback. Those of you in the audience, if you have your cell phone with you, if you would make sure it's off. We do get intermittent service in here, so surprise, it might go off, and when you thought

you didn't have any service down here. And I think that that's it. So we're ready to begin.

The first three people, and I do apologize if I mispronounce your name ahead of time; Kate Becker, Najean Lee, and Karen Edell, I believe those are the first three up, if you want to come to the front. And if I interrupt you to ask a clarifying question, it does not count against your time, or the Board.

MS. BECKER: Can I catch my breath?

MS. McSWAIN: Absolutely.

MS. BECKER: That was a long walk. Hi, I'm here today, and I want to -- I invite you to think about my words from three perspectives; the first is, I'm a National Service alum, having done Peace Corps, and carrying the burden of global citizenship on my shoulders, as anyone who does National Service does. I'm a leader in a non-profit organization, not the CEO, don't tell our CEO I tried to be the CEO, and we hire a lot of National Service alums. I think more than 15 percent of our staff is currently from that world. Thirdly, I'm passionate about a particular program that I've had a lot of

interaction with. The NCCC is National Civilian Community Corps, and many of you have heard about the Civilian Conservation Corps, the 30's, and the boys in the woods, as we've heard Harris Wafford talk.

The NCCC is modeled after that program, and they have tremendous impacts across the country. And the program continues to fight for survival. And I think that the two points, let's see, as of January, 2009, there were 2.1 million hours of service that had been put into post Katrina, as well as -- which has been valued at \$42 million.

The young people who serve in this program do a lot of work, disaster relief is only one component of it, and the impacts are tremendous. But for some reason, the funds and the number of Corps members continues to decrease. And I just ask that as we consider the diversity of programs and the benefits of the diversity of programs that are out there, that the residential component and team based component of NCCC is a huge part of its strength, and that we don't diminish that, and that we

actually highlight that diversity and support it.  
So thank you.

MS. McSWAIN: Thank you; next.

MS. LEE: Hi, I'm with the League of American Orchestras, and with the Performing Arts Alliance, we have submitted comments online, but today I'm here to speak on behalf of orchestras. First, I'd like to congratulate the Corporation for National and Community Service on the passage of this act.

And we're very excited for the opportunities that have been expanded for volunteerism. They've generated a lot of excitement in the arts community. And we're very encouraged to see the support for arts and arts related volunteer activities within the Education Corps.

Just to speak briefly about how orchestras are involved in volunteerism, very recently more than 250 orchestras representing all 50 states have joined in an unprecedented project which is the Orchestras Feeding America National Food Drive. That was in partnership with Feeding America, and that's the nation's

largest hunger relief organization.

This initiative, United -- is helping to demonstrate how orchestras are very passionate and how the passion from music can strengthen communities, and, in turn, by helping communities helping the country. Just a few additional points I'd like to share about orchestras is that of the more than half a million individuals that are involved, more than 75 percent of them volunteer their services.

Also, orchestras are active partners in increasing the access to life long music education, improving the quality of life in communities. And just some of the programs that orchestras are involved in include preschool programs, educational classes for seniors, and programs in libraries and hospitals.

So as CNCS implements the Serve America Act, we encourage you to make clear references to the eligibility of the full range of arts disciplines to participate in the full array of CNCS services and programs.

So the League of American Orchestras is encouraged, again, by this inclusion, and we're

looking forward to serving as a resource and a partner in helping to get the word out to artists about upcoming opportunities for volunteerism. Thank you.

MS. McSWAIN: Thank you.

MS. EDELL: Good afternoon; my name is Karen, I'm here representing United Jewish Communities and Jewish Federations of North America. We are really excited to hopefully take advantage of this expansion, but we have some concerns that we wanted to share today. The first is that the Corporation's application process is very burdensome, I'm sure this is nothing new, and it has stopped us before from participating in the Corporation's programs, and we hope that by streamlining the application process that encouraged us, but also more non-profits to participate.

One quick example would be something that we've done to apply to the federal government through the Department of Homeland Security, through non-profit grants, they have a five page application process, that might be something to consider. The other thing might be

something that foundations do, which is, they have kind of a two-step process where you can go online and do sort of a pre- application, and then if you qualify, you're invited then to submit a longer application.

Second, we had some concerns about the volunteer match for non-profit programs, and we wondered if there might be some flexibility in the program guidelines to allow the grantee as the entity to select some of those programs who may -- volunteers who may be culturally sensitive and interested in the work that we are doing and to the people that we would be serving. Lastly is, this is also nothing new, the administrative costs for a non-profit to administer and manage a good quality volunteer program. We worry that the costs right now, especially in this economic climate, is a bit steep for non-profits to match those funds, and we hope that there might be some available funds for non-profits to give us good quality work.

MS. McSWAIN: Okay. So we have questions; don't go anywhere. The first one I think is from Stan, and then I also have some

follow-up questions.

MR. SOLOWAY: You're correct, this is not the first time we've actually heard about the application process, you'll be happy to know. We all like to be ground breakers, that's not issue, which you are. But it is an issue we take seriously. We actually discussed this somewhat yesterday in the Board meeting.

Just two quick questions; have you calculated or do you have any sense of the number of hours, labor hours that go into the application itself? And second, I was struck also by the overhead costs you describe as being associated with the grants; any sense of what those numbers are as a percentage of the grant or what have you, so we can have some model against which to look at whether it's way too high and out of line and so forth; have you done any of that sort of -- have you been able to do any of that?

MS. EDELL: Not the latter question. On the application part, I know that there were some colleagues of mine that were tasked to start to pursue an AmeriCorps grant. It took them I

think like three months to sort of figure out what they needed to do and look through the paperwork and gather information; and in the end, they ended up not even doing it.

MR. SOLOWAY: Three months full-time?

MS. EDELL: Mostly full-time; we just didn't have the capacity to do that, and yet we are -- we would be considered an intermediary organization. And also, we're cutting back, and so we want to take advantage, and yet we don't have a program person to do this, and so it would be spread out, and how would that be, so --

MS. McSWAIN: So should we assume from your comment it's not only the length and difficulty of the application, but also the program design?

MS. EDELL: Yeah.

MS. McSWAIN: Okay, thank you.

Anything else? Hyepin?

MR. SOLOMONT: Can I just make a comment? There will be a lot of things that we'll hear that we will want to sort of respond to that we really do have a lot of -- that we believe in NCCC, for example, and we're not

looking to reduce things, or that, in fact, maybe there's an explanation.

I think it's important for us to hear from you, so you're not going to hear a lot, you'll have some questioning, but not a lot from us. So just rest assured that, one, we're going to try to -- this is your afternoon and we're going to try to take this in.

But in many cases, you know, we're in agreement with your comments or we are working on the problems that you cite, and rather than take up your time in explaining that, we're not going to do that, for the most part.

MS. IM: I just wanted clarification on your comment on volunteer match. And I think you mentioned about identifying volunteers who are culturally sensitive; could you just clarify that?

MS. EDELL: To be specific, we -- we do serve a Jewish community, but we serve a broader community, but we would want people that would be interested in that context and to be culturally sensitive to the population if they should serve that particular --

MS. IM: So it's some kind of a mechanism that would help screen or self-identify?

MS. EDELL: Yeah; mostly interest. I mean I think everybody gets trained on how to be culturally sensitive, it's not that much, but just that they would be interested in maybe even -- this is a way to engage people in working for these organizations and to how do you continue that, so --

MS. IM: Okay, thank you.

MS. McSWAIN: Next up, Sherry Black, Mary Foley, and Kris Prendergast. Sorry, Kris. Come on up.

MS. BLACK: Hi, I'm Sherry Black, I've been with the Foster Grandparent Program in Chattanooga, Tennessee for about 23 years, and I'm currently serving as President of the National Association of Foster Grandparent Program Directors. And it was very pleased that the, I think it's the Programs and Evaluation Committee is considering the various work plans and going for a standardized national work plan. I was fortunate to work with the Corporation for

some sample work plan tools for the Foster Grandparent Program in the past, so I would invite the opportunity to also work with you on the national work plans. One suggestion that I may have that could be considered would be your first nation-wide work plan could focus on the actual impact of the volunteer themselves. I think that would be a good start that everyone could derive from.

The next question or input that I'd like to provide, the Serve America Act does allow for flexibility for CNCS to operate the programs. In this respect, I ask that you please consider equitable funding for programs to operate.

Currently, there's a broad range. There are some programs that are funded at less than \$4,000 per volunteer service year, and some as much as \$5,800 per service year. So if there's some way that equitable funding could be attained for all Foster Grandparent programs, that would be -- and the Senior Companion program, I think that would be helpful, as well.

In actuality, it cost about \$6,200 per -- so there's around \$2,000 that, or one-third,

that programs have to raise, and that's far more than the ten percent required match. So in this economic downturn, where local funds are being, you know, taken away, as well as state funds that support the programs, as well, I think this could help alleviate some of the stress for those programs. Thank you.

MS. McSWAIN: Thank you very much, Sherry.

MS. FOLEY: Hello, I'm Mary Foley with the Volunteer Center in Manassas, Virginia, and I'm here on behalf of my colleagues with Volunteer Centers of Virginia, but I'm also a sponsor of a retired and senior volunteer program. So I have two ideas for you all.

First of all, we hope that you continue to add emphasis on the engagement of volunteers across all spectrums of service to include the community volunteers, specifically the work done by volunteer centers, connectors, and hands on affiliates, of course.

And we're most appreciative of the support that you've given the hands on network and the regranting to affiliates. But we think

that there's a tremendous opportunity to have a far greater reach by maybe funneling some funds to our state commissions, where we have a shared vision and a shared interest in volunteerism in each one of our states. And they're just a super partner, and we hope that the commissions think the same of us, so we appreciate that. On the subject of the retired and senior volunteer program, we are trying very hard to recruit those pesky baby boomers. I'm one, and they're a pesky bunch. And I think that we really need to have a cultural shift to think about recruiting baby boomers, because the retired and senior volunteer program, as it's been for so many years, really kind of focuses on our older, our more frail, those really requiring specific services to give services, whereas those pesky baby boomers really want to be change agents, they want to be philanthropists, they -- and they want credit for it all.

Now, today, I can take credit for the hours that they give to my community and to the social issue that they want to address. However, the philanthropy and the other added community

support and improvement, I have no mechanism to take credit for that and then also give credit.

And so as you look at hopefully redefining some of the programmatic issues, you take that into account. And here, again, thank you for your support. I greatly appreciate this opportunity.

MS. McSWAIN: Thank you. Now, as we're waiting for Kris to come forward, I want to let you know who the next three people are so you can get moving; Cyndi Mark, Dewey Holick, and Rana Saliman. Kris.

MS. PRENDERGAST: Thank you for this opportunity. I'm Kris Prendergast, President of the Social Enterprise Alliance, and I want to speak to spurring innovation and supporting the non-profit sector. The Social Enterprise Alliance is a national association representing approximately 500 social enterprises across North America. These are organizations led by social entrepreneurs and applying market based strategies to achieve high rates of success in critical areas in education, employment, poverty, hunger, the environment, health, human rights, at

risk youth, and many others.

Social enterprise as a sector is growing. A recent survey we did shows that approximately eight percent of those surveyed started their enterprise in the '70's, but approximately 47 percent of respondents started their enterprise after the year 2000. And over 30 percent of these enterprises generate revenues of over one million.

In case you're wondering what is a social enterprise, I have three examples. Housing Works provides health, housing, legal, and case management services to people with HIV in New York City. It also trains clients to run several upscale retail businesses that annually return \$13 million to the organization. Juma Ventures was the first non-profit to be awarded a corporate franchise, opening a Ben and Jerry's shop in San Francisco. It employs about 100 at risk youth each year, operating concessions in stadiums in Oakland, Berkley, San Diego, and even here at home, the National's stadium.

Pine Street Inn provides meals, housing, and job skills to the homeless

population in Boston. It makes good use of one of its most important assets, its industrial kitchen, by preparing 3,000 meals per day, 900 of which are sold to other non-profits and companies in the community, generating revenue for Pine Street to carry out its mission, while employing its clients in the operation.

And we have many more such examples. Social enterprises are very diverse in missions and enterprise strategies. Social enterprise may not be appropriate for every organization or issue, but it's clear to me that social enterprise develops more sustainable mission based organizations, and thus, a stronger, more robust social sector, while also providing alternative and often times more effective solutions for many issues. I have three recommendations to offer. The Serve America Act calls in CNCS to become a hub of innovation and support, and I encourage it to consider the example provided by the government of Scotland, which actually has a social enterprise action plan.

The government believes that social

enterprise delivers solutions that are bigger, better, bolder, and fit for the 21st century, and so the plan includes fostering a culture of social enterprise and enabling social enterprises to work with government.

Regarding the Social Innovation Fund, funding should be performance based and should not discriminate against social enterprises just because they earned some of their income.

And regarding the non-profit Capacity Building Fund, I recommend that funding be directed to building business skills in non-profit managers, such as marketing analysis, business planning, product and service design, and this will help the sector to become more robust, more effective, and sustainable.

So the social enterprise approach is a leveraged opportunity that provides high impact solutions. I urge you to make social enterprise a key part of your agenda. Thank you very much.

MS. McSWAIN: Thank you. Do you all have questions? Okay. Cyndi.

MS. MARK: Hello, my name is Cyndi Mark, I work as a coordinating program leader

with Michigan State University Extension. And I am currently the co-director of a 21 site community based learn and serve project. I'm really interested in what you're talking about with the Service Act as you look at combining assets for greater impact.

One of the unique things about the extension system is that we are located either by agency or by regional representation in every county in the United States, and so we're a unique organization. We're funded through county, state, and federal dollars, through the U.S. Department of Agricultural, and through various state funding.

I'd like to suggest that you look at ways to look across federal agencies that's different than maybe you're currently doing. I'm pleased to hear that you're working with some federal agencies, but I would encourage you to look at the extension system as a way to provide training, because we are based at the -- universities, and we have expertise in volunteerism and with various social issues. Many times people think of extension as being an

agricultural organization, however, we work across multiple issues. We are also providing programming in urban, suburban, and rural areas, which I think at times people think of us only as a rural organization.

Finally, I'd like to mention that as I've -- as we have had this learn and serve project, that you'd consider expanding your community based funding through learn and serve, because though you have funding through learn and serve for four of the educational -- through school systems, it really is different when you're looking at community based organizations and what kind of programming we are able to provide. Thank you very much, and again, I think that extension is an opportunity -- is a way for you to expand what you're doing through the Serve Act.

MS. McSWAIN: Thank you, Cyndi. Dewey.

MR. HOLICK: First of all, I'd like to say what this Commission is, I think it's probably the best bargain this nation offers in terms of finances, it is a terrific organization. In the bowels of Appalachia, we're certainly

appreciative of what AmeriCorps program has done for us. My name is Dewey Holick and I live in Roanoke, Virginia. My mission is dealing with issues that will improve life quality for families living in the eastern coal producing states. I'm the President of the Rural Appalachian Improvement League located in Mullins, West Virginia. I'm closely affiliated with the Appalachian Coal Country Watershed Team and the Eastern Coal Regional Roundtable, who also work in dealing with issues in coal country.

Also, I am a -- fellow, a program that encourages the baby boomers to get involved in public service. I'll soon be 75, and I'm at my eighth year dealing with this program, and really pleased to have had the results I have had with it.

And I stand here today to attest to the value that the AmeriCorps program has brought to these programs and to our community -- programs that deal with issues that help people help themselves out of poverty. The OSCM and other ECRR are environmental programs and they're doing a terrific job and are models for any other Vista

program in the country.

I didn't say anything about the NCC, but we've had five NCC teams in West Virginia, and I'd like to have anybody come to West Virginia and see what those teams can accomplish, and they are a terrific bargain. There are some points I'd like to make, and they're mostly about Vista. And I'm positive that Vista is a powerful force and it can accomplish the goals the Senate and President Obama expect so long as they have sufficient professional support. And please don't skip on the support of the staff. Make sure that the staff has plenty of people. They have a big job. Two people can't run a Vista program in the state of West Virginia, they need people, so make sure that the staffing is well supported in funding.

Capacity at the grassroots level is essential to assure best outcomes of Vista projects. All Vista projects must have a tangible measurable outcome. Distribution of Vista positions should be done by professionals. Vista positions should be allocated to projects that improve society. Vista positions should not

be farmed out to be allocated -- should not be farmed out to be allocated by organizations that have a primary purpose of managing some other kind of business.

Clusters of five or more Vistas are more productive than a single position working alone. Publicity highlighting Vista accomplishments is essential to helping recruiting, as well as receiving other support.

MS. McSWAIN: Thank you.

MR. HOLICK: All Vista applicants must apply through the online application process without assistance.

MS. McSWAIN: I think that we have a red folder, sir. She didn't hold the yellow one up very high, I missed it, too.

MR. HOLICK: I'm sorry. Okay. I'm going to say one more thing. Good support of Vista supervision is essential.

MS. McSWAIN: Thank you. Okay. While she's coming up, the next three are Robin Foster-Drain, Millus Bass, and Martha Rollins.

MS. SALIMAN: Hello, good afternoon. My name is Rana Saliman, I am with Experience

Corps. The changes in legislation set forth by the Serve America Act are fantastic and will increase our capacity to engage older adults in service and strengthen communities.

With 10,000 baby boomers turning 60 every day, we are happy to see that ten percent of AmeriCorps slots are targeted for older adults. Experience Corps is available to work with you and the state commissions on making this initiative a big success. There are some important changes we would like to suggest in three key areas to facilitate the process of engaging older adults; one, branding and recruiting. Currently, AmeriCorps marketing and outreach materials focus on recruiting millennials and young adults. We would like to see a change in recruitment strategy which would include better targeting, branding, and outreach materials featuring older adult members.

Two, enrollment, online enrollment via My AmeriCorps Portal will be a barrier to potential members 55 and older. Enrollment options must be easily available and accessible to all older adults.

Three, incentives, the fact that the education award will now be transferable to children, foster children, and grandchildren is wonderful. We would appreciate CNCS' support to broadening this to any child; otherwise, incentive does not apply to large numbers of older adults. Thank you very much.

MS. McSWAIN: Thank you. Okay, next.

MS. PERQUET: Good afternoon; my name is Erica Perquet and I'm here joined by Rohanie Killin, Stephanie Medley, and Doctor Robin Foster-Drain. We are here on behalf of To Our Children's Future With Health. As employees and advocates in the non-profit sector, we believe that health care reform should not only benefit the community, but it should also engage the members of the community in an active process. As such, we would like to briefly share with you an approach that has been gaining momentum in various communities throughout the city of Philadelphia. By combining community and volunteer assets for greater impact, To Our Children's Future With Health has developed a community infrastructure that can be used as a

model to reach the goal of ensuring that every child in America receive an annual well child exam.

Our community infrastructure is comprised of five main components, resources, policies, strategies for implementing policies, educational training, and research, or monitoring, if you will, an evaluation.

Resources should include a collaborative, including local non-profit grassroots organizations, community leaders, and faith based organizations. Community partnerships with service providers and AmeriCorps/Vista volunteers.

SPEAKER: It says community infrastructure model is implemented nation-wide. We believe it would greatly expand opportunities for AmeriCorps to serve. AmeriCorps volunteers such as myself have created various systems for how this non-profit, out of school providers can access health care services. This system includes community outreach, a referral system, and a way to schedule appointments for clinical visits, each of which could use a volunteer.

Additionally, AmeriCorps volunteers have developed an educational training focusing on health problems in Philadelphia.

The presentation explains how a well child exam can address these issues. This training is provided to out of school program staff with the hope that they will use that they learn to ensure that their youth receive well child exams.

SPEAKER: This infrastructural model has demonstrated impact by providing the following immediate results; 205 youths have received well child exams through our program, and this is within a small community in West Philadelphia. Thirty-seven staff members from eight non-profit -- out of school time programs have been trained regarding the importance of annual well child exams, and five non-profit out of school time in youth development programs within the collaborative have used our free well child exam services.

These are examples of the short term local effects of this model. We believe that if this model can be used as a tool and replicate it

in communities nation- wide, the overall effects will be large and may inspire community driven movement towards health care reform.

SPEAKER: Problems with health care in the United States tend to revolve around disparities and access and utilization. Therefore, successful policies must address these disparities equally. Many government policies, however, tend to focus on fixing access problems by increasing the availability of health resources. But citizens need to use these available resources in order for policies to be effective.

The community infrastructure model that you've been hearing about is innovative and supports the non- profit sector because it seeks to address the problem of utilization by encouraging communities to manage how their residents utilize available health care services.

By working with community non-profit organizations, our AmeriCorps workers will be able to help communities build capacity to manage the utilization of available health care services. Therefore, our organization believes

the promotion of this infrastructure should be an important focus on the healthy futures component of the Edward M. Kennedy Service Act, because it is a community driven approach to enhancing health care reform to address utilization disparities.

MS. McSWAIN: Thank you.

MR. BASS: Good afternoon; I'm Doc Bass and I represent Boas and Ruth, a community based and faith based re-entry and recovery program, very innovative. I don't want to be presumptuous, but some of you might recall that in the '70's, the National Corrections focus shifted from treatment and rehabilitation to "intimidation and incapacitation."

As a result of that, for the next three decades, you have almost two and a half million folk in America's correctional system who have been thoroughly intimidated and incapacitated.

In addition to that, they suffer from what the experts call post-incarceration syndrome. And in some 30 years of public and community and pastoral service, I've not yet seen as innovative re-entry program as I've seen at

Boas and Ruth which understands the issues associated with post-incarcerated syndrome, has effective classes that deal with those issues, the dignity of work, housing, and what have you, kind of a comprehensive wrap around program that understands these issues. What I'm suggesting today is that the people who are going to be coming out of prison in these times are going to drive innovation in these times. I don't think they will be able to be restricted or confined to how we deal with it presently, just as innovation is stirred by the necessities. The kind of -- the intensity of prison in these times is bringing out a whole new breed of re-entry folk, and their needs are going to be so extreme and so intense that if the re-entry programs or the treatment models that are established in these times cannot respond to that, we'll always be running behind the curve.

And so I can deeply appreciate what Boas and Ruth has done, because when I got out of prison some 33 years ago, we had no -- it was still intimidate and incapacitate. I was fortunate to survive that, but there are a number

of folk who don't and will not. And I hope that you will understand that this drive that is coming in front of us now will push us to be innovative and creative in this particular area. Thank you.

MS. McSWAIN: Thank you. The next three are Ingvild Bjornvold, Amy Barone, and Alison Griffin.

MS. ROLLINS: Hi, I'm Martha Rollins, I'm also from Boas and Ruth, the CEO. I used to think I was crazy because I was always thinking of solutions. I just couldn't stand to see problems and not thinking of solutions. And I just needed to have the opportunity to address the re-entry problem, but also to address the community problem in Richmond, in our highest crime neighborhood, and who better to restore a neighborhood than the people who helped destroy it. So that's what Boas and Ruth re-entry program does.

We're located in the highest crime district in Richmond, and I need to say -- and I want to say this to you all, because this is one of your miracle programs, our miracle programs.

Crime has been reduced 37 percent since Boas and Ruth, the miracle program, started three and a half years ago. That is something exciting in that neighborhood. The other neighborhoods with a difference police chief have reduced 17 percent, but ours has reduced 37 percent.

The difference is our approach, which is social entrepreneurial. We -- Bill Dradenat at OSHOKA says, innovative folks shake up the world, help it get unstuck, and help to change the system, and that's what we're about. And as I speak to you, the thing I want you to hear is, I'm thrilled with the innovation, but we need to develop -- we need to get a committee on here that's an innovation committee so it's on your agenda next time that helps to deal with the language of disconnect. I always thought I was weird because I was just always out there thinking of solutions until we won this Boas and Ruth program, won the international -- one of seven programs to win the International Alcoa Award for social innovation.

We've won the purpose prize for social innovation, we've been in Wall Street Journal,

CNN, NPR, the Governor's Award in Virginia, because we're out of the box, making an impact, doing what AmeriCorps said.

We've had a challenge, and I share this challenge, and this is the story, and this challenge is an opportunity, it's not a problem, so I share this as an opportunity to structure change in the innovation plan.

When -- we, again, put forward all these years at -- and then we had a -- folks who had been long in the system changed, and the new folks think, well, I don't see how opening businesses in the middle of the highest crime district in Richmond, where no business -- no single business will go, I don't see how that's innovation, I don't see how that fits AmeriCorps, this doesn't fit AmeriCorps at all, you can't do this anymore. I'm -- my wish is that there was a place we could go and talk to the Innovation Committee and say how could all these awards happen and we be told we don't work? So give us a place to talk, of people who understand the language, because I believe together we can change the world, and that's what we're about,

let's go for it.

MS. McSWAIN: Thank you. Okay, next.

MS. BJORNVOLD: Hi, my name is Ingvild Bjornvold and I'm with Social Solutions, which is a software company actually that was founded by Direct Service youth workers to support non-profit effectiveness. And I'd like to speak to the question of how the Social Innovation Fund will provide seed money to -- initiatives and also to support and expend successful programs.

We're hoping to see that the fund will require and support internal performance management for the purpose of continuous improvement in both cases. Performance management capacity, as we understand it, can be understood as the internal capacity to track and manage on a day-to-day basis, that programs are implemented with fidelity to model, and that they are making progress toward outcomes. It's something that's very different from the evaluation. And there's always talk about performance measures and evaluations, but it's different from evaluation in that it involves real time data that's internally collected and

used to make management decisions and changes in response to problems that are found.

What it means is, continuously answering questions, and not just at the end of every year, at the end of every six months or two years, but on a day-to-day continuous basis, answering questions like, are we reaching the people we intend to serve, are we serving them in the way that we intend to serve them, meaning the frequency of services, the duration of services, and the level of quality of services provided to people that we believe are necessary in order to achieve the intended outcomes.

And, of course, also answering the question, are we making progress toward and achieving outcomes as intended. And all of it is done internal in an organization as distinct from the typical external types of evaluations, which are also important, but in a different way, and much more expensive, by the way, the external evaluations, of course.

We believe that performance management is something that's critical both for experimental initiatives and for expansion

because it is what ensures that programs are properly and consistently implemented and making them likely to be most effective. In the absence of performance management, even evidenced based programs can be ineffective, could even cause harm because they may be poorly implemented.

And so it's because of -- it's because of that risk that we feel that providing capacity building to non- profits and using performance management capacity as a selection criteria are important for creating social value, and we're hoping to see, for example, collaboration groups like the Alliance for effective social investing on defining the characteristics of high performing non- profits. Thank you.

MS. McSWAIN: Thank you. Before you go, you talked about giving capacity building to organizations in order to have effective performance measurement. If you had to give us three things for capacity building we should provide, what would they be?

MS. BJORNVOLD: I think it would be helping organizations figure out how to develop proper theories of change that take into account

appropriate research that's available in the field so that we don't reinvent the wheel. And that does not mean not being innovative, it just means that you're taking into account what's already known and building upon that. And then I think it also means making sure that an organization is ready for the cultural change that's involved in actually internally collecting the data that's important on a day-to-day basis, and being able to use that information within the context of a theory of change to make sure that they're managing toward the outcomes.

And I think that a lot of organizations are really struggling with this. I've done a lot of consulting with organizations, so many of them are struggling with it, and I think it would be really, really important to use this kind of capacity building as a way to help organizations become more effective.

MS. McSWAIN: Thank you.

MS. BARONE: My name is Amy Barone, I work as Communications Director of Health Corps. We're a health educational and peer mentoring program for high school students. We're now in

44 schools. Doctor Neminas founded us in 2003 with two pilot schools in New York. We're now in seven states. I guess I was really here, and thank you for the opportunity in organizing this session. We're largely supported by philanthropy. And even though in New York we have the City Council, in New Jersey we have the M State Health Department, and I guess we were last minute applying for some federal funding, and it was a rather daunting process.

We were told to go ahead and apply, and then feedback was we really weren't qualified, so I know that my manager was a little frustrated, and she'd like to see the process simplified and maybe some easier, you know, communication channels moving forward. But, thank you, we're glad to be part of the process. And there's a lot of competition today, so we understand.

MS. McSWAIN: So don't go away. What would outreach on the application process look like to you?

MS. BARONE: You know, I personally wasn't applying.

MS. McSWAIN: If you would.

MS. BARONE: I think it was a case where my manager, as I said, started the process late, was told go ahead, and -- but what would it look like?

MS. McSWAIN: In the future, what would make it easier for you to apply if you were doing it?

MS. BARONE: For me to apply, I guess a shorter form.

MS. McSWAIN: Okay.

MS. BARONE: A shorter form, maybe showing certain supporting documentation rather than writing a lot of things out.

MS. McSWAIN: Okay, thank you.

MS. BARONE: Thank you.

MS. McSWAIN: Okay. So we have three more people who are going to come up right after Alison, which are Jean Manney, Wendi Copeland, and Steve Wilson. Please begin.

MS. GRIFFIN: Hello, thank you. My name is Alison Griffin, and I guess I kind of represent three different outfits. It says NA on my name tag, but I'm an NCCC alum, I worked for a year on the Obama Campaign, so I was a volunteer

manager, and then I'm also active in my community and a volunteer citizen, so I'd like to think that I kind of come with a large scope.

And while there's a lot that I could talk about, the most important thing that I did want to mention was the element of sustainability, because both with NCCC and with a lot of other AmeriCorps programs that I'm familiar with, and with the Obama Campaign, the hardest thing to do, but I think the most important thing to do, is to implement some effective mechanism of sustainability, because it's going to be more cost effective in the long run, because it's going to be more beneficial for the community in the long run. I mean it's the most logical thing to do, it's where I think a lot, you know, what Board members have mentioned is that the Board needs to maybe measure success through sustained service and then also do an external review of field and CNCS collaboration.

And I think one of the most important things that CNCS can do from the federal level on down is to both mandate that NCCC and AmeriCorps programs that are more programmatic and

extensive, intensive, mandate that there is a sustainability component.

You know, we did service learning in NCCC and things like that, but we'd go in, we'd work really hard, thanks to those who rally for NCCC, but then we leave, and houses still need to be rebuilt, and, you know, the landscaping and the invasive specie removal still needs to be done, and we don't engage a lot of local volunteers, we don't work with local non-profits to maintain that, and so we leave, and then these non-profits wait for the next time they can apply for an NCCC grant, and it shouldn't work like that. We should -- these communities should be able to engage citizens and continue to do that whether or not there is this presence of AmeriCorps bodies, because NCCC is expensive, and that's why it's the first program to be cut in AmeriCorps, because it is so expensive.

So what -- I know that, you know, one of the problems with the non-profits we'd work with is that maybe they just don't know how to recruit volunteers or manage them or retain them, and that makes sense.

A lot of organizations don't have programmatic funds available. And so I think that that's the role that CNCS should come in and teach these non-profits how to develop these volunteer programs and really be able to bring in and usher in that sense of sustainability, because talk about the cusp that we're on and how this is going to be historic, but I think only if we can have this element of sustainability.

MS. McSWAIN: Thank you.

MS. MANNEY: Hello, my name is Jean Manney, I'm speaking on behalf of innovations and civic participation, and I'm also a former AmeriCorps Vista member. The Kennedy Serve America Act includes authorization for Summer of Service which are innovation service learning opportunities for middle and high school students. Summer of Service is authorized at \$10 million for competitive grants for Summer of Service programs, and \$10 million for \$500 education awards for students completing 100 hours of service. And Summer of Service is a crucial part of the Serve America Act for a variety of reasons. They address a gap in

programming and policy. There are few opportunities to engage young people, particularly in grades six through nine and in low income communities in constructive opportunities during the summer months.

This often results in academic decline known as summer slide, risky behavior, and an increased likelihood of failing to make the transition to high school.

Participation in co-curricular activities including community service has become one of the top five criteria for college admissions. However, low income and minority youth continue to be under represented in their participation and access to service opportunities.

Studies show a correlation between participation in out of school time activities and increased academic achievement, school attendance, and student effort and behavior. Allowing middle school students to earn education awards will enable them to start saving for college early and raise aspirations for further education and provide incentives for staying in

school. Summer of Service programs will also strengthen communities as youth become important resources through their service and participate in their communities in positive ways.

The Serve America Act authorizes Summer of Service at \$10 million, enough for several demonstration programs. However, the President's budget does not include funds specifically for Summer of Service. So we are urging Congress to fully fund Summer of Service at the authorized levels, and this should be \$10 million through Learn and Serve America in competitive grants for operational funds for SOS programs, and \$10 million through the National Service Trust for \$500 education awards for students who complete the 100 hours.

Learn and Serve is set to be funded at only 39.5 million in the President's budget, although it is authorized at 97 million in the Serve America Act. So we wish to see a significant increase in funding for Learn and Serve America's regular programming, as well as full funding for the 10 million for Summer of Service programs in addition to the regular Learn

and Serve funding. The program should be structured as a demonstration so that we can learn from it and go to scale with further reauthorizations. And the competitive grants should be made to high quality Summer of Service programs that are scalable and replicable to have the greatest impact on young people and communities. The grants should be limited to programs involving middle school youth because this is a critical age for intervention and there are limited resources.

And we believe that Summer of Service should not be funded only as an optional program in the Social Innovation Fund to ensure adequate funding. So, again, we want funding for -- urging Congress to fund Summer of Service in addition to funding for Learn and Serve. And we don't want it to take away from current Learn and Serve programming. Thank you.

MS. McSWAIN: Thank you.

MS. COPELAND: Good afternoon; I'm Wendi Copeland, Vice President of Mission Support Services for Goodwill Industries International. Mr. Chair, Nicky, and members of the Board, thank

you for your leadership that is creating service opportunities across the country. We know that we, the big we, are well on our way to doing more good better and faster. Goodwill Industries International believes work creates the economic energy that builds strong families and strong communities. Everyone deserves a chance to have those things in life, and Goodwill provides that chance. As a National Direct AmeriCorps grantee, Goodwill applauds the efforts of CNCS and the Administration to promote innovation and national service.

As Goodwill stands ready to serve, we bring out over 100 years of social innovation expertise, 2,300 locations serving 1.5 million people, and thousands of community partners. As CNCS begins to implement the Kennedy Serve America Act, Goodwill offers the following recommendations.

CNCS shall competitively distribute Serve America Act funds to both community based organizations and national non-profit networks. Sustainable national organizations like Goodwill are able to provide technical assistance, share

best practices, and leverage their relationships, expertise, and infrastructure to effectively identify and replicate innovative models.

Goodwill encourages CNCS to strategically invest social innovation dollars to address not only short term goals, but also long term solutions that will create the foundation for family and community prosperity. While innovative models may be replicated on a national level, the metrics for success should be customized to address each community's most pressing social challenge. We believe Goodwill and AmeriCorps are closely aligned in their commitment to supporting access to opportunities for individuals and families in communities across the country. We encourage CNCS to consider raising the cap on the AmeriCorps living allowance, perhaps indexing the minimum living allowance to the local cost of living, and, if possible, increasing grant funds available to pay living allowances.

Thank you for providing us this opportunity to express Goodwill's recommendations. Goodwill looks forward to

working with you to prepare people, preserve the planet, and promote individual family and community prosperity.

MS. McSWAIN: Thank you.

MR. WILSON: Good afternoon, Chairman, Board. My name is Steve Wilson, I'm a member of the Muskogee Creek National -- Oklahoma. I am also Chairman of the National Society for American Elderly, which I was a founder of it in 1987. I was there in the beginning when we started working the Vista program with Del Sir, the New Mexico State Director, and the area manager to get Vista programs -- volunteers into our Indian programs and into our Indian tribes. We have been honored to work with tribes and have earned their respect and trust. Our Vista volunteers have made a difference in these communities, as remote as they are, and as poor as they are. The Vista volunteers that we have placed have opened the doors for these programs to the Corporation programs. An example is the lady following me, she's a Vista volunteer, former, we hired her as our Director three years ago, so she's been great. Who would know better

than a Vista volunteer the needs of a volunteer?  
So we hired her, and she's done an excellent job  
for us.

Tribal sovereignty is a mechanism for  
working with fairly recognized tribes. The  
United States Constitution recognizes that Indian  
tribes are independent government entities.  
Since the time of the Constitution, the United  
States Supreme Court has repeatedly affirmed the  
fundamental principal that Indian tribes retain  
their government powers unless specifically  
limited by treaty or by federal law.

The consultations and coordination  
language as required in working with state  
commissions needs to be clearly defined. Tribal  
sovereignty should be respected and encouraged.  
Tribal organization and native non-profits  
serving native populations should not be required  
to request funding through state commissions.  
Any consultation and coordination should be  
reciprocal and these entities should not be  
required to seek approval from the states, but  
should be allowed to work directly with the  
Corporation for National and Community State

services. Our treaties are with the federal government, not the state governments and their entities.

It is important that we have strong functioning governments on Indian reservations, not just for Indian people, but for everyone in the country. In today's world, all of our governments have to work together, whether we are addressing crime, responding to emergencies, or protecting the environment. Those issues don't stop at political boundary lines. All governments have to work together, and communication is important in the future of our programs.

MS. McSWAIN: Thank you very much.

MR. WILSON: Thank you.

MS. McSWAIN: So if our next speaker would like to come up. And then we have three more, Steve Wilson, oh, I'm sorry, I forgot to take you off; Chet Cooper, Wendy Austin, and Rachel Norton.

MS. COLLINS: Good afternoon; I'm Victoria Collins, I'm with the National Society for American Indian Elderly, and as Steve

mentioned, I was former Vista actually, served with the Choctaw Nation of Oklahoma. We are the largest tribal AmeriCorps Vista program in the country, and we work with tribal communities to place AmeriCorps Vista members to work with elder and social services departments for the tribes.

We currently work in 22 different states, and we will be implementing the first Summer Associates Tribal Program this summer at 15 locations in eight states and 75 Summer Associates, so we're very, very excited about that.

Native communities consistently demonstrate the highest poverty and health disparity rates, unemployment, housing shortages, and are high in service needs and low in service intervention. In order to meet the Vista programs, you know, work quite well.

The National Congress of American Indians Resolution regarding Corporation programs actually support a five percent set aside because of the high needs of these communities and the under representation of these communities among corporation programs and priorities. The Kennedy

Act does include a three percent set aside for Learn and Serve and a one percent goal for both AmeriCorps and Vista. With the measures, you know, along with the creation of the Tribal Strategic Advisor, move certainly in the right direction. But given the opportunities presented in the Kennedy Serve America Act is an opportune moment to expand these programs into native communities without the fear of undercutting long standing programs.

The window of opportunity for wholesale positive change has not existed at this level for some time in tribal communities. It is unfortunate that the opportunity to include language that would have recognized special relationship and set specific minimums was missed with this latest reauthorization, but this can be rectified.

What is need for tribal communities is a comprehensive strategy that promotes service, expands program into Indian communities, and develops projects for urban Indians, as well.

Tribal sovereignty and self-determination are working and need to be

supported. Tribal communities and laws culture in the traditions of native populations presents special opportunities for service intervention. It is optimal to expand service through direct program development with tribes themselves. It is the recommendation that commission actually be established to make sure -- to ensure that the strategic plan includes tribes and includes all of the interesting participants to make sure that these programs are being expanded through the Service Act and the Recovery Act, and that tribes are able to access these services.

We do appreciate the confidence and support from the Corporation for our organization. It is working. And thank you.

MS. McSWAIN: Thank you. Is Chet available while our Board members make their way off? Come on up.

MR. COOPER: Is it something I said? Hold on.

MS. McSWAIN: It is 2:30, so they're headed to the airport.

MR. COOPER: Okay. Well, I'm going to walk with you then. Hi, my name is Chet Cooper,

I'm representing Ability Awareness. I was hoping to have everyone -- bye, nice meeting you. I'm going to try to have an integration with everyone, including the audience, and what's left of the Board. Are there just two Board members now?

MR. SOLOWAY: Just me.

MS. McSWAIN: Just one.

MR. COOPER: Just you.

MR. SOLOWAY: But I speak --

MR. COOPER: A captive audience, just you. I'm going to get up and sit next to you. So what we're going to do, if everyone can participate with this, it just helps a little bit of what I'm about to say, I know, in three minutes. So everyone reads a newspaper, yes? Oh, I actually have to have a participation for this to work, so yeah, okay.

And locally there's a newspaper called the Washington Post, okay, how do you spell Post? What do you put in a toaster? Okay. Most people said toast or spelled toast. So, what you do is, you put bread in a toaster. But most people that didn't think of that would go back to their

hotels, their homes, et cetera, and think, well, I don't know what that was about, he had me spell toast, and you put toast in a toaster.

The reason I say that is, we deal with disabilities, so disabilities typically means it doesn't work. Throughout our daily lives, we use that word on the disabled -- because of sports, when we flew here, do not tamper, it'll disable the smoke detector, traffic report, there's a disabled vehicle, and then all of a sudden there's a grant that comes along engaging volunteers with disabilities in community service, which is great, but you're using this word, disability. So we did get a grant, thank you very much, but when we're out there engaging volunteers with disabilities, what happens is, we call -- even the service providers to bring more volunteers out, and they say, you know, we work with people with disabilities, and they have disabilities, so they can't really volunteer.

So not only do we have to educate the service providers, but also the non-profits that we work with. For example, we work with Habitat Humanity, typically with a project called The

Ability House. So there's 1,400 habitat affiliates around the country, so we actually educate each habitat affiliate we work with, and with that particular habitat affiliate, there's all the personalities that you would ever want to think about.

And on the Job Corps, when you're actually on the work site, you have people that have been in construction all their lives volunteering, and those people have seen people fall off a roof, they have a disability, and then we come along saying we're going to bring people with disabilities onto the work site, which we do. Everyone's minds change once we do this. The volunteers, their minds change, because they're doing things they haven't thought of before, blind, people with prosthetics, et cetera, and then the habitat affiliates change their minds.

So what happens, what I'm trying to say real fast is, the more we engage people with disabilities to actually experience what we're doing, very tangible what we do is building houses for families with disabilities, engaging

people with disabilities in volunteer service, so I'm hoping that we continue to fund engaging volunteers with disabilities, and we're actually starting the ability -- Ability Corps Program, so maybe even look into something of that for future -- down the line. So thank you -- did I get my red? Okay, well, thank you.

MS. McSWAIN: Thank you. Wendy.

MS. AUSTIN: Yes.

MS. McSWAIN: That's you.

MS. AUSTIN: Good afternoon; thank you for the opportunity. I am Wendy Austin, the Director of the South Side Virginia Non-Profit Resource Center Group and connect to south side. We are a program of the Appomattox Regional Library System, which is our public library group just south of Richmond, Virginia. I'm here to bring to your attention the important benefit of resource centers like ours in the delivery of impactful capacity building opportunities to non-profits. The mission of our South Side Virginia Non-Profit Resource Center is to build community capacity in a strategic, deliberate way through developing and strengthening the

non-profit sector.

We offer collaborative networking and web based services through cooperation with the social enterprise, connectnetwork.org out of Richmond. We also maintain and staff a resource library of non-profit management and funding resources, and we offer training programs for those working and volunteering in the non-profit sector.

The goals of our resource center are to be the leading facilitator for non-profit collaboration, which is to advocate for the concept of strong, well governed, well funded non-profits that are better able to deliver services, to develop integrated relevant services and programs that build non-profit capacity, and to increase utilization of our services and resources and build the capacity of our group.

Lastly, we also advocate along with the Virginia Network of Non-Profit Organizations, VANO, for the critical economic importance of non-profits. VANO, connect network, and the community foundation serving Richmond and Central Virginia commissioned a study on the economic

impact of non-profits in Virginia that shows, and this is the study, in Virginia, in 2005, non-profits were the second largest employer, 350,000 total workers, 211,000 paid, 139,000 full-time volunteer workers. That's 5.9 percent of the total state employment; that's 8.2 billion in wages and compensation; 31 billion in revenues; 66 billion of assets; 461 million income sales and tax revenues generated.

So non-profits are more than just nice to have to benefit the less fortunate. We are critical to the economic and social viability of our nation. And I would hope that the Corporation can measure the economic impact of non-profits and promote that. And we encourage the Corporation to look to funding organizations like ours and the connect network to help inform and implement the capacity building aspects of the Service Act Fund. Thank you.

MS. McSWAIN: Thank you. We have Rachel Norton, and then Corinne Bennett, Ann Riordan, and Alan Simpson.

MS. NORTON: My name is Rachel Norton, I work for a non-profit organization here in

Washington, D.C. We partner for the first time this year with AmeriCorps, and we have an AmeriCorps volunteer, and he's actually the person that's going to speak. His name is Doug. And I don't know if maybe we can get a hand mic. Thank.

MR. COASMINOR: My name is Doug Coasminor, I'm serving AmeriCorps as a volunteer in the U.S. Veterans Initiative, D.C. U.S. Vets D.C. Program, and I'm serving with JHP, which assists homeless persons in the D.C. area in finding housing and employment.

In order to fully perform my role in the program, U.S. Vets D.C. requested a reasonable accommodation to make the JHP office accessible for my wheelchair. The accommodations would have included installing a ramp in the entrance so that I could get into the office.

I moved from Florida to D.C. solely to join this AmeriCorps program because I understood that the accommodations would be made upon my joining the program. It took six months for the accommodations to be made. I worked mainly from home using my own resources during this time

since I did not have access to my own office.

My understanding is that the available funds for accommodations could not be accessed in a timely manner. Additionally, because I fell behind in service hours during this time, I may not now be eligible for the full education award at the end of my service term in August. My program director has told me that my service term could be extended in order for me to complete my hours, but I would not be able to receive my living stipend during the extension, so I would have no way to pay my rent during that time.

And to achieve the Edward M. Kennedy Serve America Act goal of expanding opportunities to serve, I recommend that communication practices be strengthened between AmeriCorps programs, their funding sources, and others involved in the accommodation process to ensure that accommodations can be completed in a speedy and efficient manner.

I also recommend that procedures be modified to allow for extending a member's time of service would stipend included in situations such as mine, where a member has had to wait

several months for an accommodation.

This would allow people such as me to receive the same opportunity to perform service hours and the same benefit of full education award as fellow volunteers who do not have a disability and were able to access their job sites for the full 12 months.

MS. McSWAIN: Thank you. Do you want to -- have any say? Stan.

MR. SOLOWAY: I'll just make a comment, which is that I think -- I'm sure I speak for the other members of the Board, I'd like to know a little bit more about what happened in your specific circumstance and we can discuss it with counsel in terms of what the procedures are, because I -- not knowing all the details, if somebody is prevented from working because of something that was unable to be done in the program to accommodate that individual, then perhaps -- I don't know the rules, but I think it's something we'd certainly want to look further into because I think the point you make is a fair one; thank you for making it.

MS. McSWAIN: Thank you. Okay. While

we're waiting, I still have a few spaces on the list, so if people have thought of things they want to talk about, be thinking, we'll add you to the list. Please go ahead.

MS. BENNETT: Thank you. My name is Carlene Bennett and I'm the VP of Programs at Children for Children, which is an organization based in New York City that empowers and mobilizes young people to identify and solve pressing community needs through service. And I think one of the reasons why I'm here is that as more Americans really join together in service across the nation, we strongly believe that young people and our schools have the potential to reshape citizen service. And I think we really also believe that the window of opportunity to engage our communities in service has been flung wider open at this point that we've seen, and we really want to take advantage of this.

Recently, Mayor Bloomberg unveiled his own blueprints -- engagement in New York City, and I think one of the reasons why I'm here is to kind of discuss how we can expand opportunities for all to serve through the Education Corps and

how we really would like to see that happen through the Education Corps.

As part of this blueprint, Children for Children has been tapped to lead an initiative that will place service coordinators in every New York City public school, so that service can become part of every child's education.

We believe that Education Corps members acting as service learning coordinators could work with principals or school people to coordinate and implement a service plan for their school. Through the service and school initiative, each school would be offered a menu of service offerings from community partners ranging from service learning curriculum to one time service events. Throughout the year, Corps members could be supported by a range of professional development offerings, and our hope is that service in schools would be a fully collaborative initiative where we would work together with other community organizations and service providers to really elevate youth service and service learning programming in schools in a targeted and incredibly concerted fashion.

So as we push forward with this initiative, we truly believe that Learn and Serve America and a newly created Education Corps are truly key components of this initiative and key to other initiatives which seek to marry learning and service during school, in school, after school, out of school time.

Through Learn and Serve America, CNCS has developed key partnerships with the schools and school districts who have invested heavily in service learning and seek to deepen this work.

There are also a wealth of resources like the National Service Learning Clearinghouse, et cetera, et cetera, to really support these Corps members. So, again, the recommendation is really that we believe that using Education Corps members as service learning coordinators in a targeted fashion, particularly in instances where you have the buy-in from the Department of Education, is really a way to achieve maximum impact and expand opportunities to serve for all people. I just want to conclude by saying that we're excited about the potential for federal dollars to be used in ways that support

innovative programs that use proven methods such as service learning to make service accessible to small sectors of society, particularly young people. Thank you so much.

MS. McSWAIN: Thank you. The next three are Alan Simpson, Kathleen Valentine, and Marty Friedman.

MS. RIORDAN: Hello; I'm Ann Riordan, I'm with the Association of University Centers on Disability. And AUCD, as we're known, is a network of 67 university centers on excellence in developmental disabilities.

And we partner with the National Service Inclusion Project, NSIP, at ICI, the Institute for Community Inclusion in Boston. And since 2001, NSIP has been doing lots of great work to get the UCEDS, the university centers, to work cooperatively on grants, on competitive grants for the university centers, to work with disability community and the universities to promote inclusion of people with disabilities in national service projects. And as you can see, there's still a lot of things that need to be done, some of the previous speakers touched on

that. But NSIP does a fantastic job, but I really feel that this issue of including people with disabilities in national service needs to be promoted further and pushed on so that we can really do some more outreach and get people with disabilities involved in national service.

So I'm really just hoping to, you know, put in a voice for, you know, continuing the work that NSIP does, but also to expand on this and really do some more outreach to disabled peoples organizations, because we find that, in my line of work, we find that a lot of people just don't know that this is an opportunity that people with disabilities can engage in; you know, most people don't think it's possible.

And again, even though there is a lot of work that needs to be done, we need to promote that as a possibility. So maybe that would also fit into promotional materials and providing things that are suited towards people with disabilities, too. So thank you for your time.

MS. McSWAIN: Thank you.

MS. VALENTINE: Good afternoon; I'm Kathleen Valentine, I'm an advanced practice

registered nurse executive, and wait for it, doctorally prepared in human service program evaluation. I say that, too, because I see the importance of that as we go to this new model of accountability and as we spread service learning opportunities in our communities.

I'm currently the Executive Director for Ona Well, Incorporated. Ona Well serves the health underserved in Northwest Florida. And we use data to design, provide, and evaluate health services and health outcomes using appropriate metrics and measures.

We want to -- the Board of Ona Well wants to thank the CNCS and our leaders for your leadership, and also we want to thank President and First Lady Obama for their leadership, the Congress, and most particularly Senator Kennedy and his family for providing untiring leadership in bringing this about.

We at Ona Well believe that good things come through service to others. Ona Well has a partnership with Chautauqua School in Panama City, Florida. Chautauqua is a charter school. We believe it to be an extremely effective

partnership, and, in fact, provides a model for the nation to promote financial, educational, environmental, and social wellness, as well as health wellness. Charter schools are essential partners for both service learning and community wellness, and they have remarkable talents for leading service learning opportunities. Specifically, charter schools should be promoted, and service learning, because they have a particular set of skills.

They are entrepreneurial and innovative in nature. They are proactive in acquiring legal and financial approaches to accelerating implementation of programs. They provide experienced leadership and are mission driven.

These combination of skills provide results, results in efficiencies. So unless you think that public schools will be harmed by this, we partner with public schools to bring out service learning and reduce the burden for them.

Charter schools are essential for service learning and community wellness, providing leadership and opportunities, outcome data for building a healthy America. Thank you.

MS. McSWAIN: Thank you. While we're waiting for Marty to come up, the next three are Vince Meldrum, Gabrielle Lessard, and Tanya Simpson. Kim, make sure you hold that yellow high.

MR. FRIEDMAN: I'm Marty Friedman, Executive Director of Education Works, a charter AmeriCorps program. I want to begin by commending the Corporation for its work on this act, and from what I've heard, yes.

MS. McSWAIN: Marty, you're going to need to move the computer because it's creating static for the listeners. The electronics don't like each other. There you go, thank you.

MR. FRIEDMAN: And especially from what I've heard, Frank Trinity for his work on the act. Let me get this off my screen. I want to just address a couple of issues in regard to AmeriCorps. First, terms of service. Some of you know that I strongly support and have supported for years, having more than two terms of service, and it is my firm belief that the National Community Service Act of 2000 always forbid more than two terms of service, but only

the Corporation prevented us from having more than two terms of service.

So I want to make sure that the Corporation considers other views as it now seeks to implement the law, which now makes it easier for everyone to have more than two terms of service. So there are a couple things I want to say about it. One is, I hope that this will apply to anyone who has completed two terms of service, no matter when they completed those terms of service, going all the way back to 1994. Number two, I'd like to say that I hope that, at a minimum, someone who enrolls for a third term of service on or after October 1, 2009, will not have to wait until such a program is funded with 2010 money, but rather, will be able to enroll in a third term service starting October 1, 2009; it should be 2009/2010 money.

And third, I would hope that we do not couple the number of terms of service to the idea of earning the equivalent of two full-time ed awards, which is part of the rationale for this, I understand, but can be completely independent of that particular other condition which is now

made possible by this act. So that's my pitch on two terms of service.

The second thing, I'd like to make a suggestion that the Corporation have an explicit goal of expanding the number of members, both by increasing the number of slots to existing grantees and by increasing the number of grantees. And I want to suggest a number of things that I think are important to increasing the number of grantees. First, I want to add my vote to simplifying the application process and offer to help in that process. Secondly, I want to suggest that you have semi-annual rather than annual application periods. Third, I want to suggest to provide generous amounts of funding for intermediaries and other organizations under Part 5, non-profit capacity building program, to assist potential grantees in meeting the unfortunate 50 percent cash match. That is, I want you to help us raise that 50 percent non-federal cash match, to do that under Part 5.

And then fourth, I would hope -- TTA oriented towards grantees in their first three years of being a grantee by both the Corporation

and state commissions.

Silver scholars, they can't do in 30 seconds, but I just want to say a couple things about this. I hope organizations, grantees will be able to integrate silver scholars in their program and not really have a silver scholar program, just the way we can now integrate ed award only grantees in a program which is not solely for ed award only members. Secondly, I hope that we can permit an AmeriCorps member to elect both a silver scholar or an ed award when they're done.

MS. McSWAIN: Thank you, Marty. The only point on silver scholars is that the education award is still transferable regardless of which program you're in if you're over 55. Next, please.

MR. MELDRUM: Hi; I am Vince Meldrum with Service Learning United. I'm wishing I had a much more detailed list that I could follow Marty with. But I've come to talk about service learning and Learn and Serve America and its part in the Serve America Act.

As you all know, service learning is a

growing -- there's a growing amount of research that indicates service learning increases civic engagement, increases academic achievement, decreases risky behaviors among young people, and leads to several elements of what it takes to keep young people in school.

Service learning is also an incredibly efficient means of working with young people. Currently the Learn and Serve America program costs about \$40 per person, per young person that participates in the program, which is an incredibly inexpensive way to engage 1.3 million young people currently in Learn and Serve programs, and certainly ways to grow it. And I would also argue that Learn and Serve America and the programs that it funds are positioned for substantial growth, and at this point are funded below their capacity to grow, but that will be a discussion for another day. One of the questions that you all ask is, what kind of assistance do programs need or grantees need to expand, and I'd like to make three suggestions in particular, three things that I believe can leverage and grow service learning fairly rapidly.

First is, focus Learn and Serve America funds on institutionalization instead of funding individual projects. Service learning is a means of doing something, it's not a stand alone program. Teachers that use service learning in the classroom use it to teach another subject. Community based organizations that use service learning do it as a means to achieve the ends of a larger program.

If we focus service learning funds on creating that institution that supports service learning, it can expand far greater than it could if we focused the money on particular projects that young people might be involved in.

There is a number of research or quite a bit of research and indications of what type of things we would need to fund. We would need to fund leadership and vision projects, professional development around districts and other places, curriculum development and assessment, all of which, if we put the money into those, those instances will allow service learning to grow and thrive at a geometric rate, plus it would require a change in the system, which means service

learning would continue after the funding was gone.

Second, we would ask that you support systems that expand pre-service training of educators in particular for service learning. Educators are pre-loaded when they go to college, when they're in college, and they're taught how to teach within that four year span, or at least in theory they are, and those methods that are currently taught don't preference one type of teaching method over another.

You have the opportunity, when you make the funding, to preference or to focus on increasing the amount of money that goes to pre-service training for service learners. And so you could actually train educators while they're still in college so that when they come out of college, they're able to use service learning in the classroom.

Some of the folks that work at the state education agencies have called this the Holy Grail of service learning. If we could train the next generation of educators so that they use service learning before -- I'm done

already? Wow.

MS. McSWAIN: Three minutes is fast,  
Vince.

MR. MELDRUM: That's very fast.

MS. McSWAIN: Very fast. Thank you.

MR. MELDRUM: Thanks; I won't say my  
third.

MS. LESSARD: Good afternoon; thank you  
for the opportunity to speak to you today.  
You're much less intimidating than the School  
Board, I have to say. My name is Gabrielle  
Lessard and I'm the Legal Director at the Insight  
Center for Community Economic Development. The  
Insight Center is a national research consulting  
and legal organization that works to help  
families and communities become and remain  
economically secure.

And I'm speaking today on behalf of our  
organization, as well as a second San Francisco  
Bay area based non-profit organization called the  
Chide Center, which enables organizations to  
focus on their missions by providing capacity  
building, compliance, and back office support.

Both of our organizations have, as a

key part of our mission, supporting and building other non-profit organizations. So it's not surprising that we applaud the inclusion of the non-profit capacity building grants into the new act. The need is clear. I have to catch a plane, too, so I will spare you the stories. But it can be expected to grow as the program is expanded. We also wanted to talk to you about a specific proposal for really reducing the burden on grantees and making it easier to expand the program into more sectors and types of organizations, which is to somehow implement the program in a manner that really facilitates grantee's access to fiscal sponsors or organizations that provide grant management services.

A fiscal sponsor is an organization that would actually receive the funds on the grantee's behalf and take care of all of the compliance and reporting requirements that have caused so many organizations to get themselves into trouble as federal grantees.

I think that this would be a really important part to facilitate the expansion of the

program and enable grantees to really focus on promoting their missions. So that's really all we had to say. Thank you very much, and we appreciate the opportunity.

MS. McSWAIN: Can I ask a quick question?

MS. LESSARD: Yeah.

MS. McSWAIN: So as we move to implement fixed amount grants in AmeriCorps specifically and perhaps in other grant streams, the need for that kind of fiscal reporting obviously changes; so the intermediaries that you just discussed, would they also be able to do programmatic reporting or is it solely fiscal?

MS. LESSARD: In fiscal sponsorship relationships, there is -- there are a number of different kinds of arrangements, and in some cases they do do the programmatic reporting. Obviously, they need to get the information from the ultimate grantee, so there would be some level of cooperation.

MS. McSWAIN: And would your recommendation change if we were only doing programmatic reporting?

MS. LESSARD: Not necessarily, because there's still, you know, fiscal sponsorship really creates the opportunity for a person or a group of people that's passionate about an idea, but doesn't really have the business and financial management skills to start an organization, to be split from those back office responsibilities and be able to focus on their really mission oriented work.

MS. McSWAIN: Thank you.

MS. LESSARD: Thank you.

MR. SOLOWAY: Kristin, can I ---

MS. McSWAIN: Apparently we're not done.

MR. SOLOWAY: No, I'm actually not going to be intimidating at all, it's not in my being. But I actually -- I think Vince is still here, I just wanted -- I'm sorry to interrupt you, but --

MS. LESSARD: Sure.

MR. SOLOWAY: -- I know you're walking out the door, Vince, because you're mad we didn't give you more than three minutes, but two things, number one, I would be real interested in you

submitting the rest of what you were going to say so we have it, because we will all be looking at the transcript of this at the other sessions.

MR. MELDRUM: I will.

MR. SOLOWAY: And the second thing is, I just want to make sure I understood what you were suggesting, because my youngest daughter is actually studying to be a teacher, and so are you suggesting we provide funding and/or preference to university teacher education programs that include service learning training in the curriculum? I'm sorry to take from your time, but I just wanted to make sure I understood the proposal.

MS. LESSARD: I'll yield my time to the gentleman.

MR. SOLOWAY: You've got a plane to catch anyway. I'm sorry, I didn't mean to let Vince get away, I'm sorry.

MS. McSWAIN: Sure, okay. Go for it, Vince.

MR. SOLOWAY: This doesn't give you three more minutes.

MR. MELDRUM: Oh, come on. Yes, in a

nutshell, I'm suggesting that you identify programs that are integrating service learning into the way that we teach teacher programs, and I'll try and give you a short example.

I used to work at an organization called Earth Force, which is a corporation grantee. They have a program funded by the EPA actually that is training environmental educators, the people who teach environmental educators, how to use service learning in their methods course. So rather than teaching just how do you do teaching methods, they teach service learning as the core method, and then when those people leave the school and go out into the classroom, they use service learning in the classroom.

And so they're able to reach 500 teachers, you know, a relatively inexpensive amount, and that creates a lasting effect because those people know how to teach that way.

MR. SOLOWAY: Okay, thank you.

MR. MELDRUM: Great, sorry.

MS. McSWAIN: I believe Gabrielle had finished up, so Tanya, you're up. And then on

deck we have Michelle Hynes, Ann Beltran, and Barbara Wolf. Go ahead.

MS. SIMPSON: Okay. Good afternoon, everyone. My name is Tanya Simpson and I represent the Corps Network, which is known as the National Association for Service and Conservation Corps. So I represent our organization as a national direct grantee for AmeriCorps, and the education awards program, as well as the Service of Conservation Corps that are located across the country.

Our recommendations are pretty much centered around four key areas. We appreciate the opportunity to give recommendations and look forward to being involved in some of the strategy sessions around these areas going forward.

The first area is around the priority setting. Because the Corporation is directed to establish priorities on an annual basis for funding competitive grants to programs in at least two of the five service corps, what we're urging is for the Corporation to establish a process, including the solicitation of public comment for determining its priorities for

upcoming grant cycles. We're also urging the Corporation to ensure that the priorities are set for a period of time that is sufficiently long enough to produce a demonstrable impact.

We're also urging that, in setting these priorities for the first grant cycle, to include among these priorities the Clean Energy Service Corps, because we believe that the Clean Energy Service Corps is consistent with the national strategy and blueprint to provide jobs, service, equal opportunity, and other opportunities to address climate change and energy reduction across the country.

The second area is around fixed amount grants, as well. Because the Corporation is moving towards implementing fixed amount grants, we are confident that this will increase efficiency and save time both for Corporation staff and grantee staff.

What we're recommending is that -- not only that the Corporation move as many programs as possible to the fixed amount grant model, but what we're also recommending is that given the first year limitations on full-time only

programs, that there also be a set definition to include programs that only offer full-time positions, those programs that engage members on a full-time basis over an abbreviated period of time. We're also recommending that the Corporation allow programs to convert to fixed amount grants mid cycle rather than forcing them to wait up to three years, until the end of the grant, to make transitions.

We're also recommending that in obtaining assurance that the programs will be able to provide a written statement for their ability to match resources. The other issue that we want to address is regarding the federal funds as match. We are strongly encouraging that the Corporation consider ways for grantees to be able to match AmeriCorps funding with other federal funds. Thank you.

MS. McSWAIN: Thank you. The good news, Tanya, is this listening session is the first in developing the priorities for the future, so your comments are duly noted.

MS. SIMPSON: Thanks.

MS. McSWAIN: Michelle.

MS. HYNES: Thank you. Good afternoon, I'm Michelle Hynes from Civic Ventures, nice to see you. Congratulations also on your recent success; it's great to see that happen to you. The Serve America Act has the potential to be a real game changer for people who have finished their mid life careers. Ten thousand boomers are turning 60 every day, a couple of my colleagues have mentioned this pesky bunch, as someone said, and we know that, first of all, these folks are going to have to work longer than their parents did, and that the work they're interested in doing is what Civic Ventures often calls good work, work that matters, things that really make contributions to our communities.

So what if we could recruit a really large number of these folks who have finished their mid life careers to make a major commitment to helping meet the country's biggest challenges? And I'd like to talk for just a minute about how National Service can help meet that goal, and particularly about the ways in which National Service has really served as a bridge or a transition for young people, we believe that it

can play that same role for people who have finished their mid life careers.

Just two really quick examples, if I can do it before the yellow card. I want to talk about Gary Maxworthy, who spent 32 years in the food distribution business, and at age 56, joined Vista, and he was assigned to the San Francisco Food Bank, and had an opportunity to put together his skills and knowledge as a business person with that experience to create an organization called Farm to a Family. And now Gary Maxworthy, starting with his Vista experience, has created an organization that's really vastly expanded the amount of fresh fruits and vegetables that are distributed through food banks across the state of California.

A more recent example is Gina Cassanelli, who spent 20 years at Hewlett Packard as a Senior Level Marketing Specialist. At age 50, she took a year off, retired from her corporate career, did a little bit of travel, and after she took this breather, she knew that she wanted to do something new, but she didn't know what or where to start.

## So the Silicon Valley Encore

Initiative, which is a pilot project for career changes to the non-profit sector, selected Gina as an Encore Fellow and gave her the opportunity to work at citizen schools on a part-time basis for 12 months, and just a few months into her fellowship, she's drafting a comprehensive marketing fund for citizen schools to raise awareness about how that organization enhances academic achievement for low income middle school students. So for Gary, the Vista experience was really a critical bridge to high impact work in the non-profit sector and to a new career as a social entrepreneur. And for Gina, this Encore Fellowship is giving her a chance to make a mid life transition and to make a difference.

And the Serve America Act will create thousands and thousands more stories like Gina's and like Gary's. The provisions like Encore Fellows, the Silver Scholarships, new and promising innovations, as well as changes like the -- that folks have talked about, the ed awards being transferable, which people are super excited about, as you hear, and just imagine if

we had thousands of Gary Maxworthy's in Vista today.

So we look forward to working with the Corporation to make this promise a reality. Thank you very much.

MS. McSWAIN: Thank you.

MS. BELTRAN: Good afternoon; my name is Ann Beltran, I'm with the National Council of Non-Profits. We're a membership network organization counting 35 state associations of non-profits who then have members over -- in the range of over 20,000. These are by and large small and mid size non-profits, and represent that piece of the non-profit sector, the 94 percent piece of which has revenue under a million dollars, so very small and mid size. We have been the champions for the last five years of the non-profit capacity building initiative, and I'm here to express our enthusiasm and excitement about the fact that it has landed at the Corporation and that we are very excited at the prospects of working with you in the future.

We appreciate the listening tours that are kicking this off. We appreciate the

opportunity for the online comments, where we'll be filing our extended comments.

The questions that you ask online for us are really big, huge questions. How should the Corporation implement the goal of becoming a HUB of innovation and support for the non-profit sector as a whole? That's those 94 percent that are really small and mid size. What does the sector need that the Corporation can provide with expanded service opportunities? A lot of the voices we represent haven't had AmeriCorps volunteers in the past, they don't know how the system works. How should the non-profit capacity building program be implemented to provide training and technical assistance to small and mid size non-profits? That's what we really want to talk to you about. And so my -- today in public is that this just be the beginning of the dialogue. And we would really like to see the Corporation be a convener of one or more dialogues with the non-profit sector infrastructure organizations, that would be federal infrastructure organizations such as ourselves, both on the charity side and on the

foundation side, and including some, you know, key state associations, key MSO's, those kinds of organizations.

And that as we -- as you begin to answer these questions, it's much more than some comments coming to you online, but it's face-to-face encounters, dialogue, conversations, and really getting to know each other. So thank you very much for this opportunity to begin to meet with you.

MS. McSWAIN: Thank you. Okay.

Following Barbara, we have Kari Arfstrom, Robert Seidel, and Teddy Gross. And I'm sure I just butchered someone's name, I'm so sorry.

MS. WOLF: Good afternoon, and good job to those of my peers who have hung in there for the duration here. I'm Barbara Wolf, and I'm Senior Vice President of the Jane Goodall Institute, and my purpose really for being here today is to introduce the Institute's work in the context of youth development, leadership, service learning, primarily through our national and actually international, global youth program called Roots and Shoots. We do not currently

receive any funding for our youth programs through any government, state, or federal, and most of our funding comes from private individuals, investors, contributors, and private foundations, a tiny bit of Corporate funding, we're going to try and grow that, as well.

So we want to be a part of this dialogue, and we have a few thoughts to share about how we can expand what works further, with Roots and Shoots we think being one of those models that does work in terms of youth service.

So some of you may know Doctor Goodall, she's a renowned prymatologist, and her work has been primarily in the study of chimps. We share 99 percent plus DNA match with chimps, so they've been of interest to Doctor Goodall for very many years now, and certainly our relationship to them, their relationship to the earth and human communities and how it's all interconnected is what her work is all about. And she's ready to pass the torch and has been doing that for years to young people who will be the next leaders and caretakers of our human communities, our planet, and the animals. The heart of Doctor Goodall's

philosophy is the truth, that every individual matters, every individual has a role to play, and every individual makes a difference. So that is the basis of what Roots and Shoots is all about.

We strongly encourage, both through the Corporation's good decision-making and its funding, and then generally as a philosophy today for funding and policy decision-makers, that the time is nigh, and right at this moment, we have to be investing surely in innovations.

But right here, for now, and for immediate action, investing in models that are cost effective, scalable, and are accountable in terms of measurements and outcomes, those models do need to have flexibility and be customizable by community need, and we'll hope that your decision-making falls in that category, as well.

So what Roots and Shoots does is, it organizes young people in churches and schools and homes and scout troops and any group or individual you can imagine who would come together with an adult facilitator, a volunteer advisor, if you will, so that those young people can perform three community service learning

projects during the year, one dedicated to human communities, one to animals, and one to the environment. So we think that that's a great marriage of what young people could be doing to enhance their ability to succeed academically and socially and to improve all of our spaces. Thank you very much.

MS. McSWAIN: Thank you. Next.

MS. ARFSTROM: Good afternoon; picking up trash on a river bank is service. Studying water samples under a microscope is learning. When science students collect and analyze those water samples, document their results, and present their findings to a local pollution control agency, this is service learning.

I offer this definition for you all today so that we do not lose sight of service learning in the Learn and Serve Program in the new Kennedy Bill. Learn and Serve engages over 1.3 million young people, compared to our sister programs, but effect about 200,000 people annually, and yet we receive less than four percent of CNCS' total budget.

I am Kari Arfstrom, and I'm with the

National Youth Leadership Council in St. Paul, and we support the service learning initiatives in the Learn and Serve Program. And in particular, the programs that we support are high quality standards, professional development and training, ongoing evaluation, and we support the state commissions that, in turn, work with local school districts.

Specifically, NYLC provides -- promotes the use of high quality service learning standards throughout the new law. And we ask that the law and the regulations focus on the eight standards.

I did bring copies along for today for those in the audience that do not have these yet, they are referenced in many of the materials that you all put out. I will leave copies for the Board, if you can make sure that they get that for staff, and then, obviously, entered into the record.

We also want to see that service learning is implemented across disciplines, not in just any specific methodology or any specific class, but across all disciplines, and obviously

across all grade levels. It's not just for one specific grade, one specific school, but throughout the continuum of a child's and young person's education. Next, we would like to see that educators be trained in service learning, following up on what Vince just said. We want to include high quality professional development, curriculum, and assessments. And NYLC is in a position to provide these services, and we stand ready to assist wherever asked.

And we just ask that CNCS work closely with the service learning community for your ongoing programs and for the program's success as we enter into the new Kennedy Act, and we stand ready to help at any time, and thank you for the opportunity to address you all today.

MS. McSWAIN: Thank you.

MR. SOLOWAY: Let me just make the point very clearly for you, for Vince, for others who are interested in service learning, that the limitations of the legislation and other things notwithstanding the Board has talked a lot about service learning and is aggressively supportive of Learn and Serve and of service learning as an

ethic. So don't mistake what may or may not be in certain pieces of legislation with our beliefs and focus on it.

MS. ARFSTROM: Absolutely, thank you.

MS. McSWAIN: And while we're waiting for Bob, the next three people are Teddy Gross, Pamela McKee, and Sondra Reis.

MR. SEIDEL: Good afternoon; I'm Bob Seidel with the National Office of Communities and Schools, the nation's largest school dropout prevention organization, and my remarks are in the category of combining assets for greater impact. Our communities and schools research driven strategy of community based integrated student services is entirely dependent on community partnerships and volunteerism.

We and our affiliates have currently and have had over the years much support from the Corporation and its programs through all the streams of service, AmeriCorps, Senior Corps, and Learn and Serve America.

Both experience and research tell us that the integration of community based services, including coordination of all the streams of

national service, can have an important impact on the quality of public education and on the success of students, particularly those who face the biggest challenges.

The Serve America Act, which CIS supported, presents an exciting variety of opportunities to maximize the impact of national service programs on education. The Education Corps, youth engagement zones, and social innovation funds appear to us as probably the most important in this regard. Together, they can be particularly powerful. There are effective programs across the country integrating student service learning, senior service, and AmeriCorps, in order to strengthen education. Senior volunteers serve as mentors, tutors, after school providers, and partners with students in cross generational service learning. AmeriCorps members, likewise, serve in all such roles, including supporting service learning.

In the communities and schools network, Vista members have often played the role of in school site coordinators, establishing the infrastructure for school community partnerships

and extensive volunteerism supporting student success.

In fact, last year only five percent of communities and schools human resources were paid staff. An integrated student services strategy can effectively and efficiently coordinate services, coordinate diverse efforts for maximum impact. It is flexible and scalable, innovative, while research proven.

We also know that lack of student engagement with school is an important dropout predictor. Too many students find school uninteresting and irrelevant. We know further that service learning, done well, can effectively enhance student engagement. CIS believes that the Serve America Act provides a framework for supporting service learning in a variety of ways. Education Corps members can and should engage students in service learning and can engage senior volunteers and other community's members and resources with students in those endeavors.

Youth engagement zones offer special framework for engaging community partners, including participants in national service

programs, with student's efforts to strengthen their communities. And social innovation funds can enhance these efforts by supporting youth leadership development and service learning.

I want to encourage everyone who wants to use national service to improve education for all to look closely at how best to use all the provisions of the Serve America Act to integrate student support services, drawing on all the streams of service, but especially to empower students to lead the charge to improve our education system. Thank you.

MS. McSWAIN: Thank you.

MR. GROSS: Hi; are you talking on your blackberry? No. Are you? You're whispering to each other. If I see you whispering one more time, you're out of here. That's school.

MR. SOLOWAY: No, that's a Board meeting.

MR. GROSS: Listen guys, I'm here for a hot second. There's a fire across the street and I need some help. There's a family trapped on the top floor and we need some people for the bucket brigade. Any of you willing to help?

Great. I'll tell you one thing, before we go, I need to teach you a little bit about fire safety. That's service learning, because you bring people together around purpose. And young people and adults start to work together for a shared community purpose.

I'm Teddy Gross from New York City, work with Common Sense New York, we work in about 1,000 schools, integrating children with community. I'm so glad to hear that you support Learn and Serve and that the Board is behind it.

I guess I have two messages for you apart from that one. Start early. By the time students reach the second decade of school and secondary schools, they've already had 10,000 hours of school, and about 9,000 of them are likely to be in high risk schools, this kind of teaching. And, no, you heard me, no. So we need it early because they tend to drop out early.

The other thing that I think is really important is to understand why service learning is still a marginal methodology and why it hasn't grown despite resources. And I think Vince touched on that when he talked about supporting

institutions rather than single practitioners. But I think the thing that you should be looking for are programs that spread and root, and that develop aggressive methodologies for upward expansion of a culture of service within schools, and that use some of the ritual and the cultural infrastructure that schools can provide to continue to grow service within them, and to spread it from Mr. Alvarado or the math coach across the entire school community.

Finally, I think that, as others have mentioned, that looking for partnerships in the neighborhoods, clear and distinct and meaningful opportunities for adults outside of the school, to become involved and develop long term relationship, and for measures of upward improvement from year to year. Thank you.

MR. SOLOWAY: Thank you.

MS. McSWAIN: Thank you.

MS. McKEE: Good afternoon; my name is Pamela McKee, I'm a member of the Association, the Association for Retired Persons, better known as AARP. I'm a member of the AARP D.C. State Council. And we just might be the answer for

those looking for the pesky baby boomers. With 40 million, repeat, 40 million members across the United States of America, including the British Virgin Islands and Puerto Rico, we do have a great group of 50 years and older pesky baby boomers. Even I was surprised how pesky we are.

Right here in the District of Columbia, we have 92,000 members, even with our small population, 92,000 members. Across the United States, we have over 40 million members. And already, nine million of those 40 million members participate in Serve America. So here we are, don't forget, AARP, we can meet your needs.

We are delighted with the authorization of the Edward M. Kennedy Service America, designed to engage millions of Americans of all ages to come together to help solve many of America's most pressing challenges.

As part of this, it will enhance opportunities for boomers and older Americans to apply their lifetime skills. And you can imagine, not only do we have a very large body that's represented cross culturally in all of the aspects of diversity, but also as it relates to

lifetime skills as we look forward to help remedy a range of identified service needs. Volunteers have always been a part of the heart of AARP. Without our volunteers, there will be no AARP. This is an organization that has celebrated 50 years of its existence last year. We just initiated a new program called Create The Good, which is going to engage many more baby boomers and older Americans to help others improve their health, save money, find work. We know the need for employment, as many of us have watched our 401K's now become what I call 104K accounts; find work, stay in their homes, weatherize their homes, all include some universal designs, design features in these homes so that they can age better in their homes.

Some of -- implemented -- as Serve America has implemented, we hope there will be a strong focus on all of the efforts that leverage additional volunteers to maximize the reach of this legislation.

We are aware that the needs are substantial in these difficult times. We need many more hands on deck. By engaging many unpaid

volunteers, we can leverage our federal resources most effectively.

The legislation includes provisions to improve the capacity of non-profit service and philanthropic organizations to recruit management, apply volunteers to those identified organizations, we support that aspect of the legislation. Thank you.

MS. McSWAIN: Thank you very much. Do you have a question, Stan?

MR. SOLOWAY: No, that was not a question. I was just going to thank AARP for being such a great partner to the Corporation, of the service movement in general.

MS. McKEE: Count on us.

MR. SOLOWAY: We appreciate it, thank you.

MS. McSWAIN: For those of you who didn't hear her --

MR. SOLOWAY: Yes, we are pesky.

MS. McSWAIN: Up next is Sondra, and then following her is Maggie Conley, Bruce Summers, and Narric Rome.

MS. REIS: Great, thank you. I

appreciate this opportunity to share my organization's thoughts on the implementation of the Serve America Act. My name is Sondra Reis, I'm with the Minnesota Council of Non-Profits, and less you think it's not a very cost effective measure for a state-wide association -- its associate director to Washington to deliver its comments, I'm actually here for the conference, the National Conference of the Non-Profit Center's Network, something I definitely think would fit in the social innovation definition of the Act. The Minnesota Council Non-Profit is based in St. Paul, it's a state-wide association of non-profit organizations. We represent 2,000 charitable non-profits from throughout out state, rural and urban, suburban, exurban, all budget sizes and activity areas, from small block programs that ensure that seniors can live at home safely for as long as possible, and food pantry and shelves, where demand has greatly increased over the past year, to the largest arts organizations, human service and health care entities in Minnesota.

Our mission is to inform, promote,

connect, and strengthen individual non-profits in the non-profit sector. And my comments are directed specifically towards spurring innovation and strengthening the non-profit sector as it's specified in the Act.

Our organization would like to highlight the importance of the non-profit capacity building initiative to the ongoing vitality of our nation's non-profit sector, big and small. MCN implores the Corporation and its Board to ensure the spirit and the intention of the amendment as outlined in the Act, and ensure it's carried out, that is, to provide training and technical assistance to under resourced organizations through grants to intermediaries who can demonstrate both the capacity to serve and past experience in serving this population of organizations. In many ways, we are excited by this amendment to the Act because these funds could represent the first large scale federal initiative to support the effectiveness and efficiency of the non-profit sector as a whole in the way the federal government has supported the growth of small businesses through small business

development centers and funding for the past 40 years, but only if the amendment for the non-profit capacity building initiative is fully funded at its authorized levels.

Ultimately, the types of training specified in the acts that is fund raising, financial management, governance, and compliance with state and federal laws, will make small and mid sized non-profits more effective in meeting their local community needs and more efficient in using public funds, as well as charitable donations, goals I know we all can agree are important.

However, these training opportunities will be most utilized only if provided by local entities that these small organizations already know and trust to provide excellent content that is worthwhile and provides a high return on investment. I also think this will serve the other goals of the Corporation, namely strengthening organizations so they can provide better placements and experiences for Vista and AmeriCorps volunteers, as well as bolstering infrastructure so they can better demonstrate

their social innovation and capitalize on their ability to mobilize volunteers. Thank you very much.

MS. McSWAIN: Thank you.

MS. CONLEY: Good afternoon; my name is Maggie Conley and I'm with the -- Volunteer Corps. I'm one of the largest religious affiliated volunteer programs, placing almost 400 volunteers a year in full-time service in community around the United States and internationally.

And I wanted to just thank you for the opportunity to speak with you and mention the importance that we see in a continuing dialogue between the faith based volunteer programs that are out there doing excellent work and with the Corporation, so that it maintains opportunity for us to share some of our best practices and lessons learned, especially around community living and the value of the exponential impact that that can have when the volunteers are living together, as well as to learn from some of the things that the Corporation has to share, so our desire to enter into an ongoing dialogue with the

Corporation on how we can fit into the initiatives of the Serve America Act. The second is with regard to evaluation. One of the things that we have found of value is that the evaluation of the impact that our volunteers can have on the programs that they support during their year is very powerful, as well as what they can do afterwards.

We've had surveys of our former volunteers, which are upwards of 12,000 now, and the fact that they are significantly more civically engaged and more likely to volunteer in their communities then compared to the average American, and how proud we are of the fact that sometimes we say the year of JVC is creating former volunteers.

So it's not just the work that they're doing then, but also the work that they're doing afterwards, and how the evaluation piece should not just be on the impact of the work during their year or their time and being supported by the Corporation, but how it impacts and changes their life as a year or an experience of transformation on how they live their lives

afterwards. Thank you.

MS. McSWAIN: Great, thank you.

MR. SUMMERS: Hey, Stan.

MR. SOLOWAY: Hi, Bruce.

MR. SUMMERS: My name is Bruce Summers, I'm from the American Red Cross, Office of the National Chair of Volunteers. So first, on a personal note, I returned as a Peace Corps volunteer 25 years ago, so I sort of like the things we're doing and the direction we're going with the Serve America Act.

I also wanted to say there's a lot of really great I think cooperation that we've had with the Corporation and some things we've learned together. I think sometimes we found, through the lens of disaster response, that we bump into each other more than we collaborate.

So one thing I wanted to highly encourage is, you know, looking for opportunities for mutually beneficial partnerships, especially across sectors. I'm still seeing a little bit too much, even with things like the pro bono billion plus change campaign, where we're separating out that we just want to talk

businesses to businesses and non- profits to non-profits, but what I think really seems to work better is, getting all sectors together, getting the non-profits together. The business sector seems to want to talk not just to the Red Cross directly, but I think to others directly. So I think the role as a neutral convener of trying to get the sectors together; I first started learning a lot about the Corporation when I was part of Connect America, Former Points of Light Initiative, which was really focused on that sort of neutral convening, getting a chance to know each other.

And some of those connections between the government, the non-profit, and the business community, we were really able to leverage. Sometimes we didn't even know we were going to leverage it, but sometimes, as some people have said, that face-to-face contact, direct dialogue like we're having now, taking an opportunity really to get the players together, so I think that neutral convening role is a really important role that you call can play.

In some communities, it's a role I

think the Red Cross can play; in some communities, it may be United Way or some of the other large non-profits, it might be AARP and others.

I wanted to applaud and sort of recognize the AmeriCorps alum program. We bumped into the last year, and we needed, during hurricane season, we needed some extra individuals to supplement the 40,000 people that we had in place. And so we put out a call through some of our partners, like the Corporation, and Points of Light Hands On, and the AmeriCorps just came out of the wood work. A lot of them were ready to serve, even though we were looking for people to deploy for a couple weeks. And so that life cycle of connecting Red Cross and others, not only with AmeriCorps, but with the AmeriCorps alums, because some of them are going to be like me, in 25 years, they're still going to be involved with non-profit service, and so I'd like to endorse that we promote that whole life cycle of service. Thank you.

MS. McSWAIN: Thank you very much.

Okay. After Narric, we have Susan Sanow, Shawna Levins, and Laura Kennedy. And thank you all for holding in there, we only have five people after that.

MR. ROME: And the last five get five minutes a piece, is that how it works?

MS. McSWAIN: No, they still get three.

MR. ROME: Okay. Thank you very much for this opportunity, for the listening session, for the efficient running of the meeting. My name is Narric Rome, Director of Federal Affairs for Americans for the Arts. Up until now -- well, Americans for the Arts representing about 4,000 local art agencies around the country, the arts agencies being all charitable, non-profit, public non-profit, private non-profit, and many of them designated by municipalities or their states and in mayor's offices, as well. So you can see a direct connection to some of the administration of the AmeriCorps and Corporation services programs.

The national service issue has been one that's been growing steadily in our community. This year, for the first time, we, as part of our

annual Arts Advocacy Day effort, developed the national service issue brief, asking for support for -- greater support for the arts in the national service legislation and passage of the Serve America Act.

Arts Advocacy Day this year was on March 31st, which those of you who may recall, also was the final House passage of the Serve America Bill. I don't want to say that it was a coincidence, I think that the 500 arts advocates that stormed the Hill that day had direct hands in it, but we were very happy to be a part of it, specifically a part of it in the Education Corps section. Under the eligibilities, the activities that are now delineated in there, the 12th one, providing skilled musicians and artists to promote greater community unity through the use of music and arts education, and engagement through work and low income communities, and education, health care, and therapeutic settings, and other work in the public domain with citizens of all ages.

The arts community is ecstatic about this provision, about this being added in. The

arts have been served through national service and have served national service in the years past through the current law.

And leading up to this, my organization had a resource guide for our membership to take advantage of the national service programs and to partner with them, either through the mayor's or state's offices, and it's been very successful for those that are participating, and with this language, we think it'll be even more so.

The one -- I'll be submitting more details and comments on the five areas that you've asked for focus on. But specifically just in this, and I'll make this the last parting mention, the language in here does say musicians and artists overall, as a general piece of feedback, we hope that it will be encompassing for all the art disciplines, visual arts, dance, theater, and musicians, of course. And that is how it works in federal education policy under the Elementary and Secondary Education Act, and it would be appropriate, we think, to have it consistent across the federal agencies. Thank you very much; we look forward to the next

several years with --

MS. SANOW: Good afternoon; I'm Susan Sanow, I am Deputy Executive Director for the Center for Non-Profit Advancement here in Washington. In fact, they just had to come three blocks down, so thank you for the convenient location. I'm also a member of the Board of the Virginia Network of Non-Profit Organizations.

Both the Center for Non-Profit Advancement and VNO are part of the national network of state-wide non-profit associations focused on building the capacity of non-profits in their state. You've heard from several of my colleagues today.

Associations like the Center and VNO serve as conduits to the broader non-profit sector, keeping local non-profits aware of policy and compliance issues, best practices, and opportunities for resources. Indeed, many non-profits in both Virginia and D.C. have come to regard both of these organizations as the look to or go to source for this kind of information. To that end, I encourage you as you seek to develop guidelines and timelines for the

disbursement of this federal funding, that you look to the center and VNO, as well as our counterparts in 35 other states, to assist you in this endeavor. I also ask that you consider these state associations as your communication partners, assisting you and informing non-profits of the opportunities and requirements for this funding.

The organization which stands to benefit most from this, the non-profit capacity building initiative, are those organizations with operating budgets of less than \$1 million. They lack sufficient staff capacity to siphon through the myriad of communications that may come to them on a daily basis. Please look to us as the most efficient means to communicate with the broadest -- of non-profit sector.

Additionally, with respect to the Commonwealth of Virginia, where the challenges of geography make it difficult for non-profit state-wides to have equal access to training, technology, and financial resources, I ask that you give specific consideration to the southwestern south side and eastern regions of

the state, eastern shore regions of the state. We ask that you consider proposals for funding that ensure the expansion of access to training, technology, and financial resources state-wide, and ensure that the conveyance of workable models and best practices across the state. Recent research in Virginia has affirmed that non-profit organizations as important contributors to the state's economic health and quality of life and justifies the need for them to be continually nurtured and supported. Thank you for the opportunity for the Serve America Act to do just that. Thank you.

MS. McSWAIN: Thank you. Okay. After Laura, we have Kate Kavouras, Suzanne Bante, and Gerrard Jolly.

MS. KENNEDY: Hi, I'm Laura Kennedy, I'm a reformed investment banker and new media professional with experience in corporate strategy and development, so namely, finding, identifying, and investing or acquiring start-up companies. I'm really a fish out of water here. I come here mainly as a D.C. citizen and somebody who's really interested and excited about this

Act and what it, you know, the opportunity that it provides, specifically around the social innovation fund.

I came here less hoping to listen or have you listen to me, but more with a lot of questions about what it's going to look like and what this portfolio will entail in the coming year. Because from what I've read, it looks like we're looking to invest in innovation programs, and you know, putting on my investor hat, to me, that sounds a little bit more like a grant, unless it's something that truly is innovation, and you know, has built into its model something that has a lot of leverage, hopefully sustainability, and even better still, if it's a model that could be replicated to other organizations.

But also, I would encourage you to, and we've had some people talk about this, but technologies, the technologies that address overall infrastructure that could benefit all these organizations, so that everybody has the ability to do what technology allows us to do best, more with less. So I'm hoping that there's

going to be more information coming out on that in the coming weeks or months.

And then second, as a new media professional and putting that hat on, I really hope that there's a plan in place to leverage a lot of, particularly social media tools, to continue the dialogue, and to not just be building portals, but to create a forum for interactivity, where it could be unilateral, multilateral, so everybody could share their stories in terms of what's working and what's not working, and you know, putting the stories out in terms of here are the challenges that aren't working, it circles back to your social innovation fund, give it to the entrepreneurs out there, give it to the people who are into problem solving to solve those problems, and better still, people who may be outside of this realm who could think about things a little bit differently and work with people who have been spending years doing this.

And then lastly with the new media, I think it's a great, you know, we talk about how this is a historic time, and a historic moment in

history is comprised of stories, so I would encourage all the organizations to encourage their volunteers to continue capturing and telling their own stories, because when I think about how I choose the organizations with which I volunteer, it's through my community, it's through my church, it's through my friends, it's through organizations I found out about at my places of employment, and it's so powerful and so simple and essentially free, except for your time, so you continue to encouraging the people who work with you to tell their stories so that we capture this moment in history and we continue to recruit more to make the service in America even more powerful. So thank you.

MS. McSWAIN: Thank you.

MS. CUMMINGS: I have a question, not -- a comment. So on the Social Innovation Fund, it's a blank slate, so this is exactly what these sessions are for.

MS. KENNEDY: Okay.

MS. CUMMINGS: If you have specific concrete ideas about what it should or should not focus on, we would welcome those, in writing or

otherwise.

MS. KENNEDY: Okay.

MS. CUMMINGS: So I just wanted to make sure you --

MS. KENNEDY: Okay, that's great.

MR. SOLOWAY: And the other comment is, on the social media web 20 area, this is something at the Board level and at the staff level for the last two years, 18 months, and particularly in the last year, leading up to MLK day, it was a huge focus. We gave out I forget how many grants in web 20, but clearly see that as a major force and a force multiplier going forward. So you're preaching to the choir and the --

MS. KENNEDY: Absolutely.

MR. SOLOWAY: -- you just look at me, you know that I am not of the generation that has a clue what you're talking about, so what we do is, we need ideas, that's the whole idea.

MS. KENNEDY: Got you; well, I'll let you know that I did -- about this, that I'm here, and I'm hoping that other people will find out about, you know, other listening sessions in

their cities, as well.

MS. McSWAIN: Thank you.

MR. SOLOWAY: Great.

MS. KENNEDY: Thanks so much.

MS. LEVINS: Hey there, I'm Shawna Levins, here speaking on behalf of myself. Although I am in management with the Fairfax County Park Authority across the border here, a manager of volunteer services and special events. I guess my -- nothing about grants or bombarding you about funding or anything, I just wanted to touch on combining assets for greater impact, developing partnerships.

I'm a retired professional tennis player, so it's just in my nature to promote and seek out partnerships, you know, how we can better leave a positive impact and a larger impact. The sustainability factor comes in. And touching on Ms. Kennedy's remark about social networking, you know, Facebooking, it's priceless, even though it's free, you know. And she used the word simple, it's so simple. You're talking about partnerships, all you've got to do is ask. You don't have to create, you know,

meeting after meeting, just give us a call and ask. With the Park Authority, I got a call from AmeriCorps, they wanted to do some park clean-ups, and they saw my particular rec center was in a district where we had unmanned parks, I'm like, sure, we'd love to do an invasive species removal project, but just don't have the manpower or woman power.

And a colleague from the Jane Goodall Institute, to volunteer for my particular county, you had to be 16 years old. Well, I kept getting call after call from middle school parents who needed their children to get service hours. I got tired of telling them no, and I'm just not a red tape person, I'm kind of a cut through red tape person, and it just didn't make sense, if our school system requires these children to do these community service hours, why we're not providing with an opportunity.

So, you know, fate entwined, and Jane Goodall Institute and I just happened to cross paths, and this was in 2007, and lo and behold, our pilot program was so successful that Fairfax County has now adopted our junior volunteer

program. It's now in every rec center, and I've granted several interviews, and now Arlington County and Loudoun County would like to try to implement this junior volunteer program in their community rec centers. And community rec centers are just that, part of the community. And everyone who comes to these rec centers, whether they're from the Lions Club, the Kiwanis, the Civitans, or -- a volunteer group, et cetera, this is the community, they know the rec centers, they know your park systems, and by partnering with, you know, yes, it's a local government, you know, but we're all still part of our communities here.

So my thing is to -- and your web site is one of my bookmarks. I started looking to your alls web site for different ideas to engage kids, and it just spurred new opportunity, new ideas for my own program, which have now taken off, and it's now everyone's program.

So all you've got to do is ask for partnerships, we're there, other parks and recs around this country are there, as well, and we already have the established volunteer program to

partner with your AmeriCorps folks, et cetera, so just ask us.

MS. McSWAIN: Thank you.

MS. BANTE: Hi, I'm Suzanne Bante, and I am a citizen and a volunteer here representing the Girl Scouts of Southeastern Michigan. Girl Scouts is the largest organization for girls and women world-wide. In my council, we have over 40,000 young women between the ages of five and 18 years of age, not counting all of the adult volunteers.

I, myself, have been a volunteer for over 20 years in that particular organization. And the point that I want to make is that people need to learn to volunteer early, and I would hope that as you look at how you're going to organize this legislation, that you make sure that it is institutionalized so that partnerships can happen.

When you learn to plant flowers at five, you can be like my kids, who are returned Peace Corps volunteers and Marine Corps volunteers later on in life, and so I think that that's critically important.

The other thing that I'm going to bring out, and you talked about innovation and doing something different, and this occurred to me in the back of the room, and if it's not something that you're thrilled with, I do understand that.

But the service award can go to foster children, and I have been a foster parent. I got into it for a relative placement. And recently, in the past year, I've cared for a young man who's gotten probably his 15 minutes of media fame, who wrote to us and asked us to be his foster parents and is going to Harvard. And what I would ask you to consider is an innovative method of looking at how to do this.

If you are a foster parent, you're really not getting paid, or if you're getting paid, you're getting less than \$20 a day, and I don't know many children that you can support on \$20 a day.

But maybe you could look at a way that --- there is a tremendous need for foster parents for children in this country, and maybe there is a way that that educational award could go to people who choose to foster parent for those

children. So it's just a thought that occurred in the back of the room, and it may fit into what you want to do and it may not, but it might be worth talking about. So thank you.

MS. McSWAIN: Thank you very much.

Gerrard.

MR. JOLLY: Good afternoon; my name is Gerrard Jolly, I'm here representing the Community Health Corps or the National Association of Community Health Centers. We're the largest health focus, national AmeriCorps program, and we manage AmeriCorps state and national grants and Vista projects in 19 states, D.C., and Puerto Rico, with the goal of expanding to all 50 states and U.S. National territories under the Serve America Act. Our members provide health outreach education and navigation to the medically underserved and uninsured.

Our National Director, Jason Pettinosh, just returned from the briefing with the First Lady, Michelle Obama, and with the White House, talking about the support of these service initiatives this summer, and community health centers and Community Health Corps are committed

to playing an active role in those areas, as well.

Community Health Corps strongly supports a uniform application process that reduces the need to meet multiple deadlines between state grants and the national direct grants while continuing to encourage the development of mutually beneficial cooperation between national direct programs and state commissions.

The new service corps that are being developed may have a tremendous impact on the expansion and development of national service. Community Health Corps strongly recommends that the healthy Futures Corps be the first one to be implemented, because good health for all is long overdue. We also recommend that a minimum amount of funding be equitably allocated to each of these corps, to include funding to current grantees to act as TNTA providers, to new grantees in each of these specific areas, in addition to the mentoring role that they play currently in many cases.

Community Health Corps strongly

recommends that CNCS clarify the distinction between what is determined to be an expansion of service versus a duplication of service, which can create confusion, especially during audits.

AmeriCorps alone's organization has been a beneficial partner to us and could serve as a helpful partner in helping CNCS to reach out to alumni for input on the implementation of the Serve America Act, and specifically development of the National Service Reserve Corps for alumni and vets.

Lastly, we recommend that perhaps a listening session like this one be conducted one to two years after the appropriated aspects of the act have been implemented to discuss the lessons learned and potential changes. Thank you.

MS. McSWAIN: Thank you. So I have two more folks on our list, I have Kathleen Valentine and Jennifer Davis.

MR. SOLOWAY: You have two others in the back there.

MS. McSWAIN: Is there another list back there?

SPEAKER: Steve and I are on the list somewhere, if you don't mind.

MS. McSWAIN: If you don't mind, but that means there's a list that's lost somewhere. So is there anybody else who thinks they're on a list that I didn't call? All right. Well, come on, Steve.

MR. SOLOWAY: My apologies; I'm the only Board member here, but I have a 4:30 meeting on the other side of the river, so I apologize. But thank you all for your input.

MS. TRIPP: I'll talk as you walk out.

MR. SOLOWAY: I'll listen as I leave.

MS. TRIPP: Thank you. I'll be brief here, Steve and I, as we end this session. Thank you so much for your commitment to listening today and over the next couple listening sessions. My name is Amity Tripp, I'm with AmeriCorps alums, and I also served as an AmeriCorps Vista, so I'm a proud alum myself. And I just wanted to give a couple ideas on how I thought alumni engagement could help the implementation of the Serve America Act. We represent the over 500,000 alumni of AmeriCorps

and really see them as not only walking return on government investment, but also really transforming communities, and they want to continue to serve.

And what we really would like to do is, help them fully realize their potential as leaders. And I think that the act seems to open up even more opportunities for -- especially for the Corporation to work with alumni, but to really use the alumni in targeted ways I think in asking them to support AmeriCorps.

And I think the first one is in retention and member development. There's nothing like having an alum come up to you during your year of service and say, hey, you can do it, finish your year, it's worth it, you're part of something bigger, and also really instilling that ethic of service.

I recall during my year, it didn't -- that bigger picture didn't occur to me until, you know, way later, and it would be huge to have that person to person. So we -- right now with our AmeriCorps chapters, we partner with local programs to try to make those connections. So I

really think that helps with their retention and also specific training to help with the member development in their year, which is hard for program directors to do it all, so why not invite alumni in to do it? And the second one is PR and recruitment. Again, who better to tell the story of AmeriCorps than alumni? And I think there needs to be some -- much bigger, more deliberate way we use alumni in that way, much like Peace Corps has just done amazingly well.

And right now what's been good for us is social media. So I don't have any big ideas on how to start using Twitter in different ways, but I know that we communicate much more effectively using the social media with our tools with our alumni, so how can we use that in recruitment?

We -- next AmeriCorps week, we hope to do something much bigger and across the country with awareness, so I feel like using alumni for that week, we will definitely do.

But the third way is the Reserve Corps, and thanks to Bruce and to Community Health Corps for the plug. But the alumni Reserve Corps --

the alumni have been asking to help in times of disaster. A lot of them are already trained, they're just -- they're ready to go. And it's -- I'm so pleased to see it in the act, and I hope that -- I think -- the suggestion at least for AmeriCorps alums is that we use our data base. We may not be the experts, nor pretend to be the experts in disaster and how to deploy and things that Bruce does every day, but we have the -- we're updating the info constantly, we're community with them regularly, so it wouldn't just be out of the blue, hey, you want to join the Reserve Corps, there's a disaster, but we'll -- we can use our contacts already to help with the Reserve Corps.

MS. McSWAIN: Thank you, Amity.

MS. TRIPP: Thank you.

MS. McSWAIN: And, Steve, I think that actually Jennifer Davis is behind you, and I might have actually forgotten her in the rush to let you speak, so if you wouldn't mind allowing her to go before you.

MS. DAVIS: I was actually looking forward to being the wrap-up speaker.

MS. McSWAIN: Well, you can argue --

MS. DAVIS: But that's all right. I don't really have any punchy lines to share, so I'll let Steve do that. Thank you very, very much. I want to thank you for hanging in there, for expanding the times so that we could all speak. I really appreciated hearing all the suggestions that were made and found it really interesting. I'm with Goodwill Industries International, and as I was sitting listening, there were several comments about non-profit capacity building, and I just thought perhaps we could share with you some of the value we think we can bring as a national intermediary.

My college, Wendy, that spoke earlier asked you to consider, where appropriate, to be sure to include in competitions the ability for national non-profit networks, as well as local non-profits to apply for these funds, and I'll just share with you what I think we can bring to the table.

Most of the funds, if it comes as a national network like Goodwill, most of the funds immediately flow out to those local communities,

so there really isn't harm to those local communities. And, in fact, it opens up the possibility of communities that would not otherwise be able to manage those funds, to get those funds and bring those services in the community.

I'll give you a couple examples. In our first year as a national direct grantee, our very smallest Goodwill was one of our sub-grantees. And actually, to be honest, I was a little concerned. They enrolled more members faster than anybody else, they actually enrolled people with disabilities who had been program participants, who then became members and expanded their capacity to serve more people with disabilities, and they became more employable and were able to move on after being members to employment much more rapidly than would have otherwise occurred.

But as a single organization, they really didn't have the capacity to receive and manage federal funds. But in our role, we were able to work with them, provide them technical assistance, provide site visits, work with them

to make sure that they're counting and reporting, practices were up to speed.

With our Recovery Act grant that we just got, we've got a couple of organizations who are experiencing twice the demand for employment services. Those AmeriCorps members are going to be -- really be wonderful aspects of expanding their ability to put more people to work, to provide financial literacy training, but as individual organizations, we're going to need to do some work with them to make sure that they're tracking those -- reporting those money. What we do, in general, for instance, in two weeks we will bring together all of our Recovery Act subgrantees in training. We'll do debt monitoring every month, we'll do individual technical assistance, we'll do conference calls and peer sharing, we'll do annual site visits, we'll have all the documents they could possibly need on our internal web site.

So I think when you invest in a national network for Goodwill, you get a lot of value for your dollar. And we really appreciate and hope that you will keep that in mind. Thank

you so much.

MS. McSWAIN: Thank you very much.

Steve.

MR. COLBERTSON: Am I the last, but not least?

MS. McSWAIN: You are.

MR. COLBERTSON: Thank you. I am starting my 14th year as the CEO of Youth Service America this week, and if you had told me when I started this job that my biggest challenge was going to be that adults don't see children and youth as assets and resources, I would have told you you were crazy. But it is, in fact, the biggest challenge that I think we still face in this field.

In the research that we did at Youth Service America, an independent sector, what we discovered is that if you look at the -- how many people live in America, 300 plus million people, they gave away \$309 billion to charity last year. The vast majority of people who wrote those checks to charity were volunteers, and the vast majority of those volunteers started the practice as children. So if you look at Youth Services as

a pipeline to the health and human service and education and environmental growth in this country, I think you see the critical nature of engaging young people when they're very young in this process. And what we know is that they'll grow up and do this for the rest of their lives.

We could really argue that the Corporation's budget, the President's budget that's been put forward, only gives about -- less than five percent to the direct engagement of young people, of children and youth, through the Learn and Serve America budget of about \$40 million, and I think that that's a PR nightmare waiting to happen.

And I spoke on this on the phone, and I think that we really need to do our homework to take a look deeper into the budget and see where we really are engaging children and youth in ages zero to 18 in particular in this process, because I think if you look at that other 95 percent of the budget, there's a great story to be told there. And Chris and I have talked about this on the phone, Nicky and I have talked about this in real life. Frank showed up with his four kids at

the signing ceremony for the Edward Kennedy Act, so I know that he's got a stake in the children and youth engagement piece, I think we all do. I think we all realize how important this is. But I do think we have to figure out how to tell the story of this budget when it only has about three and a half percent in it directly for service learning and focused on the engagement of children and youth.

You know, as adults, we can't wait to get up in the morning and serve children. We do programs at them, to them, and for them. But the real transformation happens, obviously, when they serve, when they're the actors, not the recipients. And I think we need to find out how to tell that story much better in this process. And as we take this budget to the public, and as we think about some of the innovation pieces of this, the role of AmeriCorps and schools, let's dig deep in this, let's look for ways in which children and youth are serving, not being served. Thank you.

MS. McSWAIN: Thank you. So with our last comment, I just want to thank you all for

taking the time to come and share your thoughts with us today. Nicky is going to tell us in a minute about other ways that you can continue to talk about the Serve America implementation and give us your advice on how we should move forward. This is just the first step in what's going to be a really long process, and exciting one, but I think it's going to be a long conversation, a lot of it.

I also just want to thank you all for the work that you do every day on behalf of kids and communities. We often thank our volunteers, volunteer managers, and program managers, but we don't spend a whole lot of time getting thanked ourselves for doing that work. So I want to thank you for the work that you do every day on our behalf. Nicky.

MS. GOREN: Great, thanks, Kristin, for being an excellent moderator. Thanks to all of the staff in the Corporation who pulled this session together. And thank you, all of you for coming and for staying for the entire time.

As Kristin said, this is the beginning of what's going to be many, many conversations.

We really appreciate your coming here today, giving us your input. There are additional opportunities in the short term, including a new web feedback tool, where you can go online, [nationalservice.gov/serveact](http://nationalservice.gov/serveact), and actually register comments online and see what other people are saying, as well. And we also are going to have three conference calls similar to this, but for people who can't travel, you're welcome to participate in those, as well. They're June 2, 3, and 5, from 12:00 to 1:30, and the call in information is on our web site at that same address.

And we look forward to continuing the discussion with you. Our next session is going to be this Friday in Boston, and then next week in Salt Lake City and New Orleans, and then following that, the National Conference in June in San Francisco, which we hope you will all plan to attend. So thanks a lot and have a great afternoon.

(Whereupon, at 4:08 p.m., the  
PROCEEDINGS were adjourned.)

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CERTIFICATE OF NOTARY PUBLIC

I, Carleton J. Anderson, III do hereby certify that the forgoing electronic file when originally transmitted was reduced to text at my direction; that said transcript is a true record of the proceedings therein referenced; that I am neither counsel for, related to, nor employed by any of the parties to the action in which these proceedings were taken; and, furthermore, that I am neither a relative or employee of any attorney or counsel employed by the parties hereto, nor financially or otherwise interested in the outcome of this action.

/s/Carleton J. Anderson, III

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