



# ***Cultivating Excellence in AmeriCorps Programs and the Member Experience***



## **AmeriCorps State and National Symposium 2016**



*Welcome, alumni!*



Mary Bruce  
AmeriCorps Alums

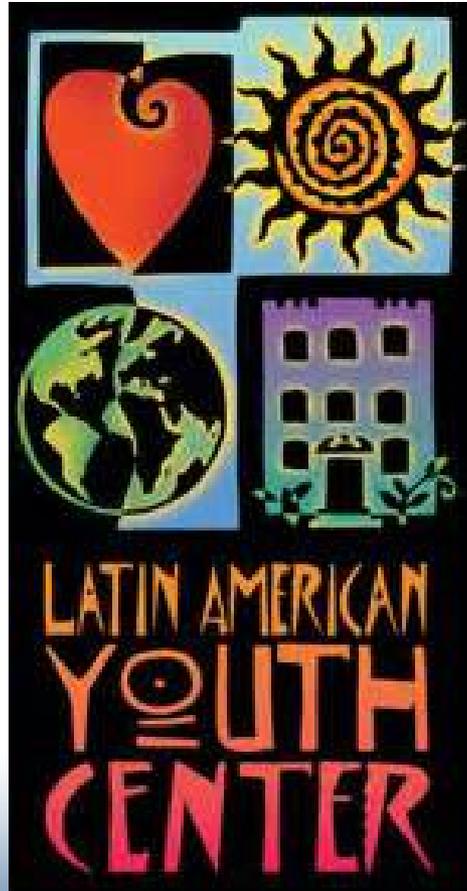
Jessica Graham  
Cisco Systems

Tyler Wright  
Points of Light

# Mary Bruce, AmeriCorps Alums

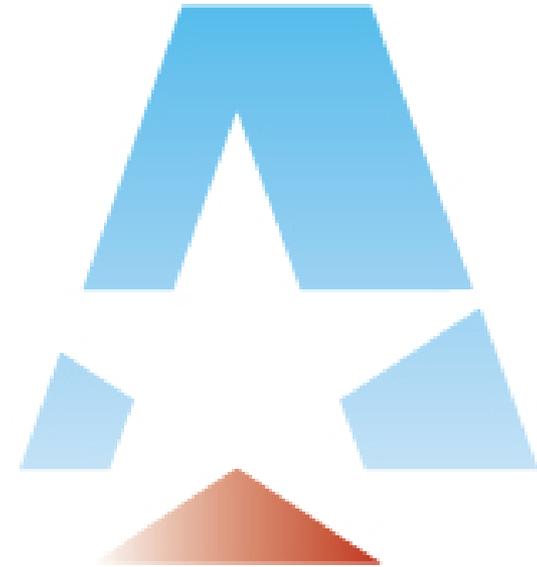


# Mary Bruce



# AmeriCorps Alums

**AMERICORPS** ★  
**ALUMS**



A POINTS OF LIGHT ENTERPRISE

# Alums: Who are we?



A diverse network that supports & equips each other to  
**get things done**  
so that all people can  
**thrive in strong communities**



# Partnering with Alums

- ✓ Recruitment
- ✓ Retention
- ✓ Impact



- “The partnership has been so easy and exciting! One corps member said, **‘I had no idea how big the national service network was, I feel like I’m part of a bigger family now’**. I thought that was pretty great.”
- -Amy Porter, Program Officer  
Serve Wisconsin



# **Life after AmeriCorps starts today!**



**FREE**

# Alums Priority Areas

**Networking**



**Professional  
Development**



**Educational  
Opportunities**



**Service**



**Voice**



# Faces of Alums



# JesSC Releases Hurricane Guide to Prepare for Matthewsica Graham



- **AmeriCorps Teaching Fellow, Citizen Schools, 2005 – 2007**
- Edwards Middle School in Boston, MA
- After-School Program → Expanded Learning Time
- My Role =
  - Direct instruction and academic support
  - Family engagement
  - Volunteer management and community organizing
  - “Beyond the bricks” city as a classroom field trips

## I Learned:

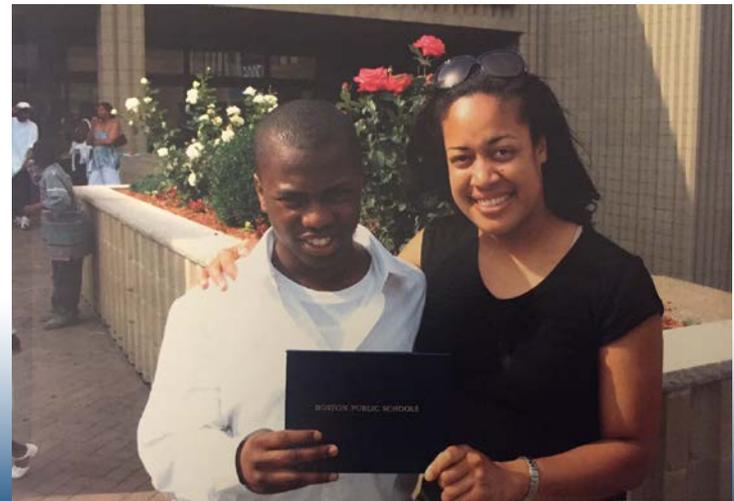
- How to follow, how to lead, how to inspire
- Culture of high performing teams
- Classroom management
- Volunteer management & retention
- Power of personal

## I Questioned:

- Why don't more people volunteer?
- Race/class/money → does volunteering break down barriers to equity and justice, or reinforce them?



# AmeriCorps Volunteers



# Still serving . . .



Jessica Graham  
Community Relations



- **Community Relations Manager, Cisco, 2012 - present**
  - Design, execute, and measure contributions of global employee engagement programs (volunteer/donate)
  - Wanted to test my hypothesis on a large and global scale, on how/why to get more people to volunteer.
  - 72,000 employees in 97 countries = real-time, diverse feedback
- I use many of the same skills I learned in AmeriCorps
  - Relentless work ethic + positive energy gets results
  - How to lead, how to inspire
  - Culture of high-performing teams
  - Power of personal
- I acquired new skills for a global corporate environment
  - Logistics often trumps mission
  - Discretion and nuance
  - Listen: Volunteering looks different around the world
  - Managing risk aversion
  - Timing matters

# *Tyler Wright Now*



# *Tyler Wright Then*



AmeriCorps

# *Tyler Wright VISTA!*



# *Student Veterans of America*



# Points of Light



*Tyler Wright, Senior Manager of Military  
Initiatives*

POINTS   
OF LIGHT