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
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

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 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
AmeriCorps Volunteers
Still serving . . .

- **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 Then
Tyler Wright VISTA!

AmeriCorps
Points of Light