



2013-15 District of Columbia State Service Plan

Serve DC – The Mayor's Office on Volunteerism

The District of Columbia State Service Plan is a collective vision developed with national and community stakeholders that serves as a blueprint to address community needs through volunteer service in District of Columbia communities.

2013-2015 District of Columbia State Service Plan

Introduction & Overview

As the District of Columbia Commission on National and Community Service, Serve DC – The Mayor’s Office on Volunteerism is tasked with developing a three-year strategic plan that outlines goals and objectives for addressing authentic community needs through volunteer service in the District of Columbia. The State Service Plan is a collective vision developed with national and community stakeholders that serves as a blueprint to guide focused activities around programmatic priority areas through multi-sector cross-collaboration.

Building on successes from the past three years, Serve DC seeks to continue to strategically match volunteers and established community partners with areas of greatest local needs while expanding opportunities for District residents to serve to the fullest extent of their talents and abilities.

About Serve DC – The Mayor’s Office on Volunteerism

Serve DC is the DC Government agency dedicated to promoting service as an innovative, sustainable solution to the challenges we face as a community and a nation. Serve DC engages District communities by building partnerships and organizational capacity, serving as the local lead for national volunteer and service initiatives, and providing and promoting meaningful service opportunities throughout the year.

Serve DC supports communities across the District through federal grant funds from the Corporation for National and Community Service (CNCS) and the US Department of Homeland Security. Serve DC promotes the District’s spirit of service by engaging residents in meaningful volunteer opportunities and facilitating public, private and government partnerships.

Input & Feedback Process

From August to November 2012, Serve DC developed the 2013-2015 DC State Service Plan through a collaborative process of engaging community partners and stakeholders to identify local priority areas, the role of volunteer service in addressing those priorities, and feedback on how Serve DC can be a thought leader in this work. Serve DC collected community partner feedback through formal and informal meetings and an online survey.

National & Local Initiatives

The context for developing the 2013-2015 DC State Service Plan is based in the national framework of the CNCS 2011-2015 Strategic Plan and the local vision of the Executive Office of the Mayor’s “One City Action Plan” for District of Columbia.

2011-2015 Corporation for National and Community Service Strategic Plan

The [CNCS five-year Strategic Plan](#) focuses agency efforts in national service on six priority areas: disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families. The Plan builds on the Edward M. Kennedy Serve America Act of 2009, which created a focus on addressing critical national issues through volunteerism and national service.

One City Action Plan

Based on community input from the 2012 One City Summit, the “[One City Action Plan](#)” was developed with three top goals: grow and diversify the District’s economy; educate and prepare the District workforce for the new economy; and improve the quality of life for all District residents. The One City Vision is the recognition that all District residents, no matter their differences, are bound together by a common destiny and a shared desire to make the city better for the people who live here: “Regardless of race, religion, ethnicity, sexual orientation, gender identity, ward or neighborhood, District residents want a vibrant, sustainable city, where all people have an opportunity to provide for themselves and their families, where every neighborhood is safe, where every student goes to a good school, where every tax dollar is spent wisely on a government that works, and where citizens’ voices really count.”

DC State Service Plan Vision and Strategies

Based on the identified national and local priorities, Serve DC developed the following vision and strategies for the 2013-2015 DC State Service Plan.

Vision

District of Columbia residents will be empowered as change makers through participation in meaningful volunteer service opportunities that address authentic community needs.

Strategies

1. *Target Authentic Community Needs*
Serve DC works collaboratively with stakeholders to identify authentic community needs and priorities.
2. *Strengthen Service through Program Development*
Serve DC supports and promotes quality national service and volunteer experiences.
3. *Call Citizens to Action*
Serve DC engages and empowers District residents by connecting volunteers with meaningful service opportunities.
4. *Sustain a Citywide Service Movement*
Serve DC focuses on creating a shared value of volunteer service and will increase private and public resources for social impact.

Targeting Authentic Community Needs

Serve DC will promote volunteerism beyond “logging community service hours” and shift thinking on how best to value contributions of volunteers and appropriately match them to service activities. In consideration of local and national initiatives and feedback from Serve DC’s stakeholders, the 2013-2015 DC State Service Plan identifies the following program priority areas: education, safe communities, and disability inclusion. These priority areas will guide Serve DC’s strategic and collaborative planning over the next three years.

Education

Objective

Improve educational outcomes for District of Columbia students.

Need

[According to the DC Office of the State Superintendent of Education \(OSSE\)](#), the Adjusted Cohort Graduation Rate for the District of Columbia is 58.58 percent (four-year, on-time schedule in 2010-2011). Under the Adjusted Cohort Graduation Rate, ‘cohort’ students beginning as first-time ninth graders in 2007-2008 were tracked and compared against the total number of students who graduated from high school with a regular diploma during the 2010-2011 academic year, the inaugural control period for ACGR computation.

As studies show that reading proficiency by the end of third grade is an indicator of high school graduation rates, it is critical that there is a focus on support in early childhood education. [According to the “Capital Kids Report,” only 41.5 percent of District of Columbia third graders in tested proficient in reading in 2010-2011.](#)

Strategies

- As outlined in the One City Action Plan, Serve DC will work collaboratively with DC government agencies and partners to support efforts to improve educational experience and high school graduation rates, including working specifically with AmeriCorps State programs focused on education priority areas. Serve DC will help strengthen programs’ impact and service delivery by providing technical assistance and support in identifying resources.
- Through its Seasons of Service Days portfolio, Serve DC will work with DC government agencies to promote service-learning as an educational strategy for in- and out-of-school time activities and as a means for students to meet the DC Public Schools 100-hour community service requirement for high school graduation. Serve DC will engage partners to promote service-learning through informational meetings, presentations, and resources.

Safe Communities

Objective

Improve the safety of District communities by engaging residents to be better prepared in the event of an emergency or disaster and to assist first responders in a volunteer capacity.

Need

In March 2012, President Barack Obama signed the [Presidential Policy Directive/PPD-8](#) into law. PPD-8 makes preparedness a national priority “aimed at strengthening the security and resilience of the United States through systematic preparation for the threats that pose the greatest risk to the security of the Nation.” The document acknowledges shared responsibility for preparedness across “all levels of government, the private and nonprofit sectors, and individual citizens.”

The 2010 National Capitol Region (NCR) Strategic Plan further supports emergency preparedness as a means to safeguard the public against and mitigate the potential impact of all hazards. [Objective 4.3 of the 2010 NCR Strategic Plan](#) states that the District will “strengthen individual, community, and workplace preparedness for emergency events through public engagement and citizen participation designed to reach the general population and special needs citizens in response to and recovery from all-hazards events.”

In particular, persons with access and functional needs, which includes those with declared disabilities, are often cited as a vulnerable population regarding current emergency preparedness efforts. [The Federal Emergency Management Agency \(FEMA\) confirmed this as a key lesson learned in the NCR during 2011’s Hurricane Irene.](#)

Strategies

- Serve DC will work with DC agencies and non-governmental partners to provide emergency preparedness education and resources to all populations – especially persons with access and functional needs. Serve DC has identified working with the Deaf community as a priority area for 2012-2014. Serve DC will provide training through its Citizen Corps programs, including Community Emergency Response Team (CERT), Neighborhood Corps, and Commander Ready, and will provide additional trainings, including but not limited to first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) use, and emergency preparedness.
- Serve DC will outreach to and engage communities throughout the NCR to build and sustain a cadre of trained volunteers, who are prepared to respond during an emergency and provide support to first responders by assisting with mass-care services, community-level surveillance, mass-casualty medical triage, and lay-responder first aid.
- As required by the 2011 District Response Plan, Serve DC will continue to leverage its partnerships with District and federal agencies, Volunteer Organizations Active in Disasters, and its volunteer cadre to fulfill its role as lead agency in execution of Emergency Support Function (ESF) #16, Volunteer and Donations Management.

Disability Inclusion

Objective

Increase opportunities for people with disabilities to engage in volunteer and national service.

Need

[According to the DC Office of Disability Rights](#), there are 129,594 individuals with disabilities in the District of Columbia, which accounts for 20 percent of the District’s population. This statistic is based on a range of disabilities and all populations covered by the Americans with Disabilities Act (ADA) Amendment.

Strategies

- Strengthen resources to engage persons with disabilities and AmeriCorps and volunteer programs.

- Develop a resource for service project planning focused on disability inclusion in collaboration with the Serve DC Disability Inclusion Advisory Committee (DIAC).
- Create resources to support AmeriCorps program managers to provide members with information about disability inclusion.
- Publicize the Serve DC Disability Inclusion Resource Guide Plan to national service programs.
- In 2012, Serve DC released *Serve DC Connects*, an online resource that links DC residents with specific needs to related organizations, services, and programs. One of the three target areas identified was children with disabilities. *Serve DC Connects* also connects local community-based organizations and service providers with their counterparts across DC to facilitate efficient and appropriate client referrals and information. Serve DC will continue to promote this resource through online marketing and Serve DC stakeholders.
- Serve DC will continue to convene the Disability Inclusion Advisory Committee quarterly. In late fall 2013, the National Service Inclusion Partnership will work with Serve DC to develop a strategic plan for the DIAC to strengthen the Committee's work with national service programs.
- As part of Disability Inclusion Employment Awareness Month in October, Serve DC and its disability inclusion partners will conduct at least one seminar designed to promote AmeriCorps as a pathway to employment and professional development.

Strengthening Service through Program Development

To support service as a strategy to address community needs in the District of Columbia, Serve DC will maintain a focus on the development of quality programming to promote effective and positive National Service and volunteer experiences, including the following strategies:

Volunteer Management Resource Development

Serve DC seeks to be a thought leader in the volunteer sector by focusing on strategies to improve the perception and value of volunteerism. Beyond supporting agency-funded programs, Serve DC will act as a convener for multi-sector engagement and will provide multiple platforms for dialogue. Through training, technical assistance, and convening partners on the topics of volunteer and national service program development, Serve DC will continue to emphasize the notion that organizations managing volunteers should consider the value of volunteers as a resource for investment and a function of the organization.

2012 Outcomes and Successes

- Serve DC implemented the annual National Service Training Calendar and Disability Inclusion Plan, which offered five half-day meetings, two conferences, and two institutes addressing a range of topics, including volunteer management and volunteer program development.
- Serve DC developed the Youth Service Project DC Resource Guide and Youth Service Project Toolkit for use in conjunction with Global Youth Service Day, DC Public Schools Beautification Day, and the Mayor's Summer Youth Employment Program (SYEP). These resources were also distributed to the DC Public Schools Office of Family and Public Engagement, DC Youth Advisory Council, Serve DC National Service subgrantees and other partner community-based organizations.
- Serve DC also developed Serve DC Connects, an online resource that connects District residents to organizations, services and programs that provide assistance to veterans, military servicemen and women, and their families; children with disabilities; and individuals with HIV/AIDS. Serve DC promoted this resource through developing and 2,000 promotional postcards, bookmarks and brochures for distribution at related government agencies, including DC Public Libraries, DC Public Schools, and shelters.

National Service Cross-Collaboration

As a convener for National Service in the District, Serve DC will continue to collaborate with all streams of AmeriCorps and National Service through targeted outreach and partnership development with agencies and organizations affiliated with the Corporation for National and Community Service.

National Service Program Directory

Serve DC will update the District of Columbia National Service Directory to target outreach for agency events, professional development, and leadership opportunities in National Service.

District of Columbia State Office

Serve DC will continue to work collaboratively with the DC State Office for outreach purposes related to agency activities, such as professional development opportunities for National Service members and program directors. Serve DC also manages an AmeriCorps VISTA program and regularly engages Senior Corps program directors in agency activities.

AmeriCorps VISTA

Building upon years of successful management of an AmeriCorps VISTA program, Serve DC launched “Strengthening Communities through Service II” in 2011 to engage AmeriCorps VISTA members in activities focused on resource mobilization and resource development related to creating a lens for poverty issues in agency activities.

DC AmeriCorps Leadership Council and AmeriCorps Alums

Serve DC manages the DC AmeriCorps Leadership Council (DCALC), which convenes AmeriCorps members currently serving in the District in service, professional development, and social activities to promote a citywide community for National Service. The DCALC will maintain an ongoing partnership with the DC Chapter of AmeriCorps Alums to strategically plan events and activities.

Maryland-DC Campus Compact

Serve DC will schedule meetings with leadership staff at the Maryland-DC Campus Compact to determine specific partnership strategies to support the organization’s efforts around “development of global citizens and just communities” through engagement with District higher education institutions. Serve DC will build upon its resources and experiences gleaned from management of the former Learn and Serve America Higher Education program to support civic engagement on campuses in the District of Columbia.

AmeriCorps NCCC

Serve DC will promote opportunities for District organizations and community partners to host an AmeriCorps NCCC team by providing information about the NCCC application process and inviting NCCC staff to share information about partnership opportunities.

AmeriCorps National Directs

As part of the AmeriCorps National Direct consultation process with State Commissions, Serve DC collects information about proposed programming in the District with a standard form and follow-up phone calls. Serve DC proactively seeks to collaborate with AmeriCorps National Direct programs operating in the District through professional development activities and service days.

2012 Outcomes and Successes

Serve DC has successfully engaged representatives from all streams of National Service in the National Service Training Calendar, which has fostered partnerships among program directors. Serve DC has also engaged AmeriCorps members in the Life After AmeriCorps Conference and the DC AmeriCorps Leadership Council. The DCALC began the new program year in October 2012 and includes 16 AmeriCorps members, who represent AmeriCorps State, National Direct, and VISTA programs in the District.

AmeriCorps State Program Monitoring

As the State Service Commission, Serve DC oversees the AmeriCorps State program portfolio to ensure compliance and a positive service experience for AmeriCorps members. In order to strengthen AmeriCorps programming, Serve DC will focus on quality programming and improving monitoring systems and resources.

Training and Technical Assistance

Serve DC conducts an annual fall training- and technical assistance-needs assessment based on CNCS Core Competencies for National Service Program Management using an online survey completed by National Service programs operating in the District. Based on the survey results and availability of funding, Serve DC will develop a Training Plan.

Monitoring Site Visits

Serve DC conducts annual monitoring site visits to all AmeriCorps State programs in the District to ensure compliance and focus on continuous improvement.

AmeriCorps Member Feedback

Serve DC will collect member feedback from AmeriCorps State programs during member interviews at annual monitoring site visits, biannual online surveys, and random member surveys that depend on program risk level. This feedback will inform Serve DC monitoring practices and resource development for AmeriCorps State programs.

2012 Outcomes and Successes

Serve DC has taken steps to revitalize monitoring tools, policies, and procedures to streamline grants management practices with sub-grantees. Serve DC will also implement strategies to better target compliance challenges and develop responsive action plans with programs.

AmeriCorps Program Development: AmeriCorps State Application Outreach

Social Media and Serve DC Website

Serve DC will utilize social media outlets, such as Facebook, and the agency website to advertise AmeriCorps State funding opportunities. Serve DC will post funding information on the agency website. Serve DC also promotes funding opportunities via email listservs and an online monthly newsletter, which reaches approximately 5,000 contacts.

Collaboration with DC Government Agencies

As one of 13 agencies within the District of Columbia Office of Community Affairs, Serve DC is poised to partner with its sister agencies to promote AmeriCorps State funding opportunities and raise awareness about National Service. Serve DC will specifically target agencies with community partners that are eligible applicants for AmeriCorps funding. Serve DC has a long-standing partnership with the DC Office of Partnerships and Grants Services (OPGS), which facilitates promotion of grant competitions through its weekly DC Funding Alert and the DC Register. Serve DC will also seek to engage the newly reinstated Mayor's Office of Religious Affairs. Serve DC will distribute information and a call for applications to the agencies noted for each AmeriCorps State grant competition.

2012 Outcomes and Successes

The Serve DC website was revamped, which improved user experience and overall functionality. Serve DC's monthly electronic newsletter included announcements for AmeriCorps funding and was distributed to a mailing list of approximately 5,000 individuals.

Calling Citizens to Action

According to the Corporation for National and Community Service 2012 *Volunteering in America Report*, District of Columbia residents are responding to the President's national call to service and have volunteered 16.9 million hours of service through or for a nonprofit or community organization. Building on this momentum, Serve DC will continue to mobilize and galvanize volunteers by matching them with fulfilling and meaningful service opportunities that effectively use their skills, talents and abilities.

Social Media and Serve DC Website

Serve DC will continue to share information about volunteer and national service opportunities and promote agency activities through its website, electronic newsletters and other email marketing, and social media networks, including Facebook, Twitter, Tumblr, and Flickr. Serve DC also engages constituents through its YouTube and Vimeo accounts, including posting videos related to agency service activities and AmeriCorps member stories. Serve DC will continue to look for innovative ways to "call citizens to action" through social media. Serve DC will engage current AmeriCorps members to promote and share their stories and experiences through Serve DC media outlets. Serve DC will seek to increase social media engagement by 7 percent in 2013 and 10 percent in 2014 and 2015 respectively.

2012 Outcomes and Successes

- Serve DC's monthly electronic newsletter features local volunteer service news and events with a distribution of approximately 5,000. In 2012, Serve DC released 17 Volunteer Bulletins, which are bi-weekly email listings of DC-based volunteer opportunities that connect residents with meaningful service experiences and help community-based organizations expand their outreach and promotion efforts.
- During AmeriCorps Week 2012, Serve DC created a series of five videos featuring testimonials from DC-based AmeriCorps members. One video was published each day during AmeriCorps Week to YouTube and Vimeo. In spring 2012, Serve DC released a 30-second public service announcement on the District Knowledge Network, the public education channel of DC Public Schools.
- Serve DC engaged in social media campaigns, including featuring interviews, new stories, volunteer opportunities, tailored graphics, photo albums, quotes and more, on its Facebook, Flickr, Twitter and Tumblr accounts to commemorate service and awareness days and volunteer- and service-specific local, national and agency initiatives, including but not limited to the Martin Luther King, Jr. Day of Service, Global Youth Service Day, DC Public Schools Beautification Day, September 11th National Day of Service and Remembrance, Memorial Day, United Nations Day of the Girl, the Mayor's Community Service Awards, Giving Tuesday, and AmeriCorps Week.

Print Materials and Advertisements

Serve DC will continue to utilize print materials and traditional media outlets for distribution and outreach efforts to promote National Service and volunteer opportunities. Distribution outlets include community-based organizations, government agencies, libraries, and schools in the District of Columbia

2012 Outcomes and Successes

- Serve DC developed and printed 15,000 promotional brochures, 5,000 each for Serve DC, National Service and Emergency Preparedness programs.

- During AmeriCorps Week, Serve DC had an online AmeriCorps advertisement and infographic that illustrated AmeriCorps's impact in the District.

AmeriCorps Promotion and Recruitment

Serve DC will continue to partner with DC government agencies and nonprofit partners in DC to provide information and deliver presentations about AmeriCorps. Serve DC will also seek out partners with services related to workforce readiness and career development to include the DC Department of Employment Services and the DC Office of the State Superintendent Adult and Family Education Department. There will be a targeted effort to reach District residents, students and District government agencies that manage youth programs.

District of Columbia Public Schools

Serve DC will engage DC Public Schools (DCPS) guidance counselors as coordinated through DCPS staff. The goal will be to promote AmeriCorps as a viable post-secondary option for DC high school students.

District of Columbia Public Libraries

Serve DC will continue to engage youth coordinator staff representatives of the DC Public Libraries.

Engaging Veterans

In 2012, Serve DC served as a placement site for a fellow from Mission Continues, a national organization that awards community service fellowships to post-9/11 veterans, empowering them to transform their own lives by serving others and directly impacting their communities. The Mission Continues Fellow will focus on strategies for engaging veterans in AmeriCorps programs and Serve DC's Community Emergency Response Team (CERT) training, including the completion a strategic plan that identifies priorities for 2013-2016 to engage students and other veterans.

Higher Education

Building on the successes of the former Learn and Serve Higher Education program, Serve DC will continue to seek innovative ways to continue service-learning program development at colleges and universities. Serve DC will promote AmeriCorps to local higher education institutions through outreach to campus centers for volunteer service and career services at least once a year. This effort will work in conjunction with initiatives related to promoting service-learning on campuses.

2012 Outcomes and Successes

In 2012, Serve DC staff delivered a presentation to DC Public Library youth coordinators. Serve DC staff are scheduled to present to DCPS guidance counselors in December 2012. Additionally, Serve DC staff have delivered several presentations for community partners and conducted outreach at community fairs.

Seasons of Service Days

Serve DC will continue to promote the District's spirit of service through its portfolio of five (5) days of service. Serve DC will annually engage at least twenty (20) local organizations in strategic planning and will continue to share resources for service project planning related to service days.

2012 Outcomes and Successes

- *Martin Luther King, Jr. Day of Service, January:* Serve DC engaged approximately 500 volunteers, including groups from USAID, Congressional Women's Association, American University, Wellesley College and the

Italian Embassy, who served more than 400 individuals at the annual outdoor soup kitchen event in partnership with We Feed Our People.

- *Global Youth Service Day, April:* Serve DC was awarded the Youth Service America Global Youth Service Day Lead Agency grant for the eighth consecutive year. Serve DC supported organizations through four mini-grants and engaged more than 600 young people in service in partnership with DC Mayor's Youth Advisory Committee. As noted earlier, Serve DC developed a youth resource guide and toolkit. These resources were also made available to download from the Serve DC website, in the agency e-newsletter, and on the DCPS Education Portal.
- *DC Public Schools Beautification Day, August:* Serve DC engaged five private sponsors, including the Washington Capitals, and Living Social, in service activities at DC school sites.
- *September 11th National Day of Service and Remembrance, September:* Serve DC convened 34 partners at a volunteer fair and speaking program.
- *World AIDS Day, December:* Serve DC engaged 18 District Government agencies at 11 locations across the city to collect more than 1,100 lbs. of food to benefit Food & Friends, a District-based nonprofit that provides free, home-delivered meals, groceries and nutrition counseling to people in the DC Metro area living with HIV/AIDS.

DC Government Engagement

Serve DC will seek opportunities to promote employee volunteer programs at District of Columbia government agencies. Serve DC will specifically work with the DC Office of Veterans Affairs, DC Office of Latino Affairs, Mayor's Office of Religious Affairs, and the DC Youth Advisory Council to engage their constituents to serve in AmeriCorps or citywide service days.

Serve DC will promote volunteer opportunities within DC government agencies through the agency website and DC Office of Community Affairs website. Serve DC will provide technical assistance in volunteer program development and volunteer management to DC government agencies. This will include referrals, recommendations, and a best practices guide for DC government agencies.

2012 Outcomes and Successes

- Serve DC created a section on its website specifically dedicated to connecting District residents with volunteer opportunities at District Government agencies and helping DC Government agencies expand their volunteer outreach.
- Serve DC started to engage with agency representatives of [Mayor Vincent Gray's Sustainable DC Initiative](#) to discuss strategies to promote and expand volunteer efforts within the action plan. In July 2011, Mayor Gray announced a plan to make DC the greenest, healthiest, and most livable city in the nation when he tasked the Office of Planning and the District Department of the Environment with leading the Sustainable DC project. Covering the next 20 years, the Sustainable DC initiative is crafted for and by the city's diverse and knowledgeable community with the ultimate goal of making DC more socially equitable, environmentally responsible and economically competitive.

Sustaining a Citywide Service Movement

Local Support for National Service

Serve DC enjoys strong local support from the Executive Office of the Mayor within the District of Columbia Government. Serve DC receives monetary support in the form of matching funds for the Commission Administration grant, which supports personnel and operational costs of the State Commission. Serve DC also receives administrative support through the Office of Finance and Resource Management with respect to the fiscal management of all agency-wide grants.

Beyond agency structural support, the Mayoral Administration is highly supportive of National Service in promoting AmeriCorps and Serve DC agency activities in issuing proclamations, participating in National Service speaking engagements, and engaging in Serve DC activities such as Days of Service. Serve DC also manages the annual Mayor's Community Service Awards, which recognizes DC residents who demonstrate service in a meaningful way in their community. In 2012, there was a Mayoral Proclamation for AmeriCorps Week in Washington, DC.

Over the next three years, Serve DC seeks to diversify the agency's funding portfolio by increasing public and private funding. Serve DC will expand on already established partnerships with private supporters and seek collaborative funding opportunities to partner with other government agencies, State Service Commissions, and private partners. In response to the current trend of decreased federal funding, Serve DC will seek opportunities to leverage partnerships and resources from the private sector and to promote replication of evidence-based best practice models in national service. In addition to financial resources, Serve DC will seek out multi-sector partnerships and collaboration to augment, expand, and improve current activities. Serve DC will also promote the value of volunteers in terms of the return on investment that they can provide to organizations.

Non-Monetary CNCS Support

Serve DC requests the following support from CNCS:

- Increase the availability of CNCS staff and resources for training and technical assistance support related to grants management compliance to include train-the-trainer modules.
- Provide National Service grantee contact information to be used for the National Service Directory.
- Increase communication regarding the release of new resources and information pertinent to National Service grants management to include information related to AmeriCorps funding opportunities and deadlines.