



District of Columbia's Commission on National and Community Service ServeDC (RS)

MISSION

The Mission of Serve DC, the District of Columbia's Commission on National and Community Service, is to strengthen and promote the District of Columbia's spirit of service through partnerships, national service, and volunteerism.

SUMMARY OF SERVICES

- **Partnerships:** Develops partnerships among civic groups, government agencies, educational institutions, non-profit organizations, corporations, small businesses, and the faith-based community.
- **National Service:** Administers AmeriCorps and Learn and Serve America programs in the District of Columbia and facilitates collaboration among all national service programs including Senior Corps, AmeriCorps National Civilian Community Corps and AmeriCorps VISTA.
- **Volunteerism:** Encourages District citizens to address community needs through volunteerism.

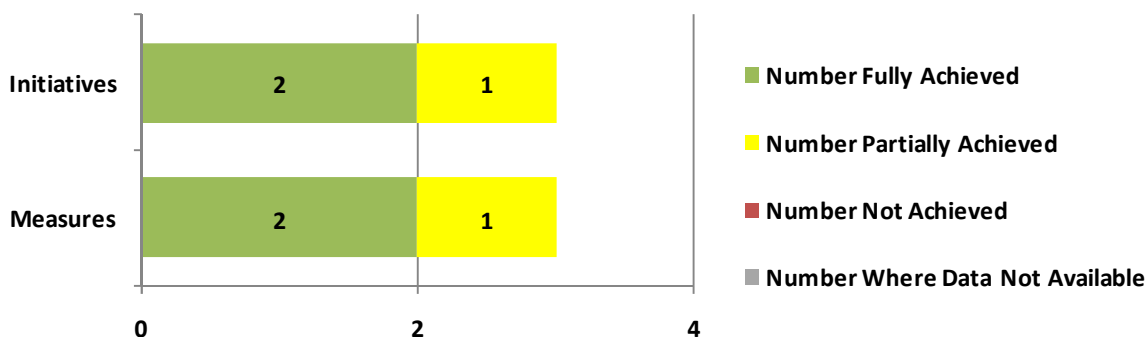
AGENCY OBJECTIVES

1. To expand the number of episodic volunteers engaged in service, increase the impact of seasons of service days and increase the number of affiliated volunteers associated with the DC Citizen Corps Programs.
2. To effectively and efficiently manage the current grant portfolio and increase resource development efforts to provide sustainability and expansion of the overall grant and program portfolio.

3 KEY ACCOMPLISHMENTS

- ✓ Engaged almost 40,500 volunteers in service during quarters 1-3 of 2008.
- ✓ Garnered more than 65 partnerships because of an increase in project sites.
- ✓ Reached our goal of at least 15 private and in-kind donations in 2008.

OVERVIEW OF AGENCY PERFORMANCE







Performance Initiatives – Assessment Details


Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: To expand the number of episodic volunteers engaged in service, increase the impact of seasons of service days and increase the number of affiliated volunteers associated with the DC Citizen Corps Programs.

-  **INITIATIVE 1.1: Collaborate with the District of Columbia Public Schools Central Office, the Office of the Deputy Mayor for Education, and the Office for the State Superintendent of Education to develop and implement a process to manage volunteers in District of Columbia Public Schools.**
Partially Achieved. In partnership with DCPS and Greater DC Cares, Serve DC will support the initiative to manage volunteers in the schools by marketing the process and identifying cost efficient volunteer credentials. We have collaborated with DCPS to determine a potentially effective volunteer management system and set of procedures. During our discussions, DCPS decreased substantially the funding available to support this initiative. As a result, the volunteer management system is not fully developed nor implemented, and it does not appear to be a DCPS/Mayoral priority at this time. Currently, DCPS is drafting an MOU to solidify the partnership.
-  **INITIATIVE 1.2: Implement the Commander Ready Emergency Preparedness Curriculum in the District of Columbia public, charter and parochial schools.**
Fully Achieved. Serve DC successfully launched the Commander Ready Emergency Preparedness Curriculum during the 2007/2008 school year. The curriculum was delivered in 8 public schools (2nd and 5th grade classes) that reached approximately 800 students in all 8 Wards of the city. Currently, Serve DC has Commander Ready in 2nd grade classes in 6 public schools for the 2008/2009 school. We recently hired a full time employee to work primarily on this initiative. Our goal is to deliver Commander Ready in 16 schools this year.

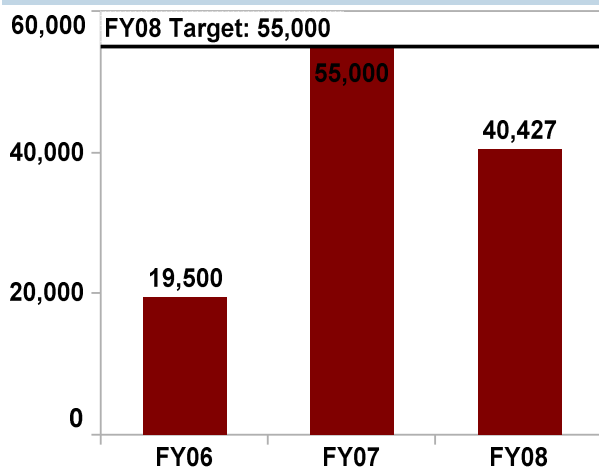
OBJECTIVE 2: To effectively and efficiently manage the current grant portfolio and increase resource development efforts to provide sustainability and expansion of the overall grant and program portfolio.

-  **INITIATIVE 2.1: Develop grant monitoring protocol and practices that consider the best practices found in counterpart State Commissions across country.**
Fully Achieved. Serve DC developed the Grant Administration Policies and Procedures Manual to direct the grant making duties of program managers. In addition, we developed a new grantee handbook that provides guidelines in program, member, and finance management.



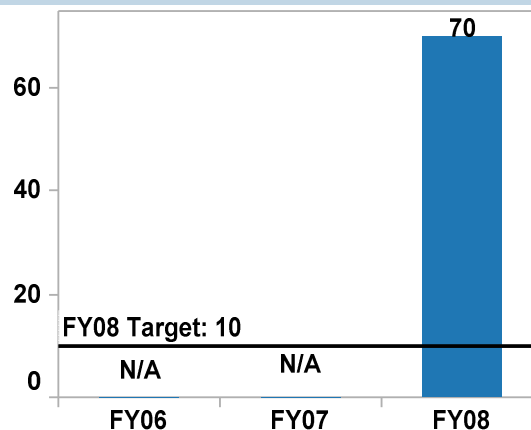
Key Performance Indicators – Highlights

From Objective 1: # of Volunteers Engaged in Service



PARTIALLY ACHIEVED

From Objective 1: Increase the # of Partnerships Developed



FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- Continued to organize and promote substantial and authentic opportunities to volunteer including, but not limited to, Seasons of Service, Community emergency Response Team and through various sub-grant sites.

What external factors influenced this indicator?

- The amount of money that was available to plan, execute and sub-grant for these various projects, along with the weather on the days of the event, as well as amount of disasters or emergencies requiring volunteers all affect this numerical outcome.
- DCPS substantially decreased the level of funding available to support the DCPS volunteer management system proposed.

How did the agency's actions affect this indicator?

- Promoted a staff member to a newly created position title Director of Strategic Planning and Partnerships. Also worked with recruiting Commissioners who could assist in this area.

What external factors influenced this indicator?

- Communications Director was detailed to DOES for almost 3 months and therefore much less press, listserv activity or promotional items were obtained or procured.
- Added The Mayor's Office on Volunteerism to our formal name per Mayor's Order, so a branding campaign needs to resume once the Communications position is filled.



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: To expand the number of episodic volunteers engaged in service, increase the impact of seasons of service days and increase the number of affiliated volunteers associated with the DC Citizen Corps Programs.					
● # of Volunteers Engaged in Service	19,500	55,000	55,000	40,427	58,000
● Increase the Number of Partnerships Developed	N/A	N/A	10	70	10
OBJECTIVE 2: To effectively and efficiently manage the current grant portfolio while increase resource development efforts to provide sustainability and expansion of the overall grant and program portfolio.					
● Increase in the number of private and in-kind donations received to support Seasons of Service Days.	N/A	N/A	15	18	20