

MAINE STATE LEGISLATURE

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*Building Capacity and Sustainability
in Maine's
Volunteer Sector by ...*

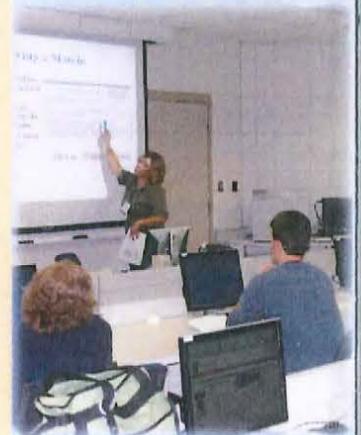


*Funding
service
programs*

2008 Annual Report

Maine Commission for Community Service

*Developing
managers of
volunteers*



*Raising
awareness of
the sector's
impact*

*Encouraging an
ethic of service*



APR 02 2009



From the Chair

Who we are

Greetings on behalf of the Maine Commission for Community Service. It is my pleasure to offer you the annual report for both the Commission and National Service Programs in Maine.

Our mission is to foster community service and volunteerism to meet the human and environmental needs of the State of Maine. Since its inception, the volunteer board has guided and protected the most valuable asset our state has to offer: Community.

In 2008, members of the Maine Commission for Community Service focused our collective energy on the building of capacity and sustainability in Maine's volunteer sector by concentrating on four initiatives. The first being funding National Service programs by targeting AmeriCorps dollars at critical community needs.

Our second strategy, one we are increasingly proud of, is Maine's leadership role in setting the nation's standard for excellence and expertise in volunteering through efforts like Project INVEST and the Competencies for Managers of Volunteers.

Of equal importance is the work done to raise awareness of the scope and impact of the volunteer sector. As you read further you will see specific efforts incorporated in this strategy have included engaging citizens and spotlighting critical issues.

The fourth and equally important strategy has been the efforts concentrated on encouraging an ethic of service through the monitoring of service trends and policy implications in addition to public education focused on sector challenges and changes.

The pages that follow contain but a mere sample of ways in which volunteerism changes the way we live, work, and play in Maine. On behalf of my fellow commissioners, it is our wish that this report will inspire you to take a more active role in your community.

Yours in service,



2008-2009 Commissioners

CarolAnne Dube, Chair
Bangor
St. Joseph Healthcare

Mary-Anne Beal, Vice Chair
Waterville
MSB Associates

*E. Frederick Schlutt, Jr.,
Chair-elect*-Old Town
UMaine Cooperative
Extension

*Melissa Boyd, Kennebunk
National Child Welfare Resource
Center for Organizational
Improvement*

Nicole Bourque, Biddeford
Thomas College

Eric Buch, Belfast

Phillip Crowell, Jr., Auburn
City of Auburn

Gary Dorman, Newport
Penquis CAP, Foster
Grandparent Program

Paula Gagnon, Wells
York County Community College

Carla Ganiel, Bernard
Nonprofit Management
Consultant

Mark Glovin, Rockland
First Universalist Church

Charlie Hartman, Vassalboro
Maine Dept. of Education

Ron Holmes, New Sharon
URS-Washington Group
International

Virginia Joles, Presque Isle
Maine Public Service Company

Andrew E. Matlins, Bangor
ME Air National Guard

Jason Parent, Caribou
Northern Maine Community
College

Eileen Smart, Concord, NH
Corporation for National and
Community Service

Al Smith, Bath
City of Bath Community
Development

Noble Smith, Harpswell
Consultant

Judi Stebbins, Winthrop
Griffith Associates

Retiring Commissioners

Sara Stevens, Gil Ward, Ken Morse, and Amy Nunan

Commission Staff

Maryalice Crofton, Executive Director

Harold Shaw, Program Officer

Rochelle Runge, Public Relations Representative

Pam Zeutenhorst, Training and Disability Coordinator

Donna Bradstreet, Administrative Secretary

National Service Volunteers

Justin Pierce, Training and Marketing VISTA*

Christy Monore, Training VISTA*

The Commission

What we do

Introduction

The Maine Commission for Community Service was established in 1994 by Executive Order and under state statute in 1995. The 26-member Commission is Maine's partner for the Corporation for National Service, a federal agency that provides funding to states to increase citizen volunteer service in communities.

What We Do

The Maine Commission for Community Service builds capacity and sustainability in Maine's volunteer sector by funding service programs, developing managers of volunteers, raising awareness of the scope and impact of the sector, and encouraging an ethic of service.

Contact Us

Maine Commission for Community Service
187 State Street, Augusta, ME 04333
P. 207.287.5649 F: 207.287.8059
service.commission@maine.gov

Strategies

- Focus on building capacity and sustainability in local volunteer programs.
- Partner with organizations and networks to meet the needs of volunteer programs and their leaders.
- Use federal dollars for national service to leverage community resources that can effectively engage residents to solve local problems.
- Educate and advocate for a better understanding of Maine's volunteer sector: its needs, accomplishments, challenges, and opportunities.

Commission Funding

The total budget for the Commission is \$1,308,155, \$813,028 of which is passed through as AmeriCorps grant dollars in support of National Service Projects in Maine.



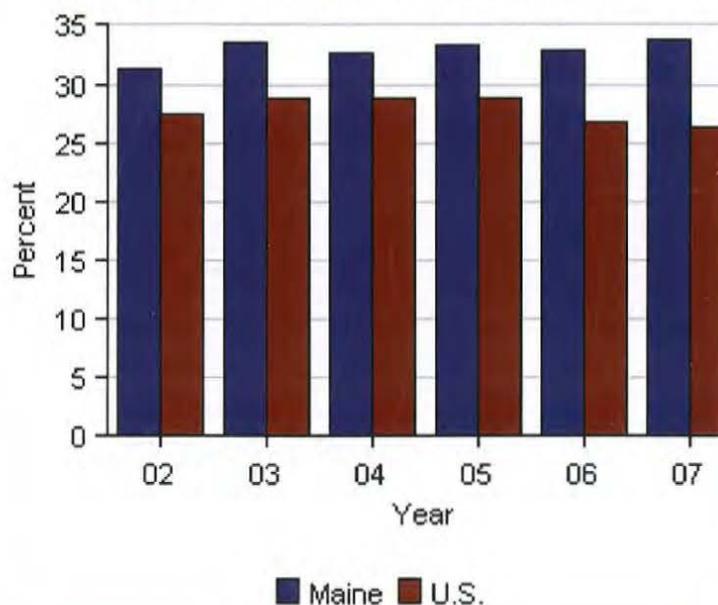
Volunteering in Maine

The Statistics

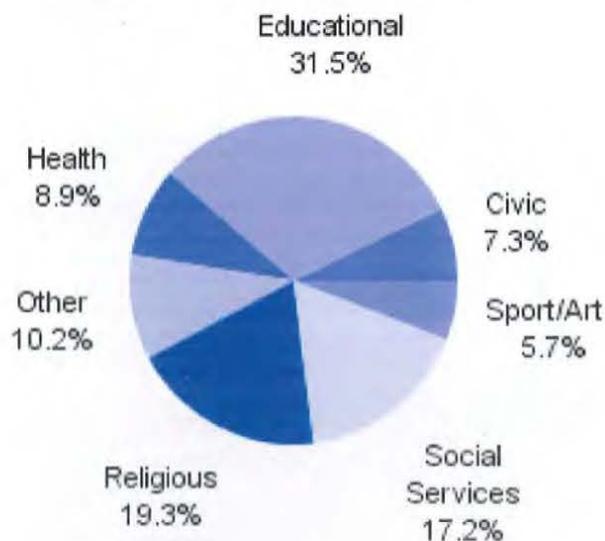
Each year, the Corporation for National and Community Service releases a comprehensive report on the state of volunteering in America. This year's report is the most comprehensive set of data ever assembled – offering detailed information on volunteering trends and demographics from all 50 states, including Maine, over a three-year period from 2005-2007.

“Americans are continuing to answer the President’s call to service, and their compassion is bringing hope and help to communities across America,” said Alison Young, Deputy Director of USA Freedom Corps at the White House.

How Maine Compares to the Country



Where Maine People Volunteer



Maine at a Glance

- Maine ranked second in volunteerism in New England.
- Maine ranks well above the 2007 national average, in the percentage of citizens volunteering, of 26.2 percent.
- Maine’s 356,000 volunteers dedicated 44.5 million hours of service per year.
- The estimated economic contribution of these volunteer hours is \$868 million annually.

Source: www.VolunteeringinAmerica.gov.

Special Projects

Our initiatives



Governor's Volunteer Service Awards

This award program, sponsored for 22 years by the Governor of Maine, highlights the degree of commitment volunteers have to solving local problems, their success at addressing local needs, leadership, and innovation. The intent of the awards is twofold: recognize the significant contributions of the recipients and inspire others to follow their examples.



2008 Volunteer of the year, Anne Pringle, with Governor Baldacci and CarolAnne Dube.

Blaine House Conference on Volunteerism



This conference is the only professional development conference tailored exclusively to the needs and challenges of leaders in the State's volunteer sector. The conference attracted more than 200 people.

The 2008 keynote speaker was Dr. Jean Twenge Associate Professor, San Diego State University. She delivered an exciting talk on today's young generation, based on her research and book, *Generation Me*.

Attendees also enjoyed workshops on social marketing, volunteer recruitment and retention, risk management, and VolunteerMaine.org. Commissioners Mary-Anne Beal and Fred Schlutt were Co-Chairs.

Martin Luther King Day of Service

Initiated by Congress in 1994, King Day of Service honors that legacy by transforming the federal holiday honoring Dr. King into a national day of community

service grounded in his teachings of nonviolence and social justice.

This year, Maine school children from across the state wrote letters to Iraqi children as means of building peaceful bridges between our cultures for the future. Maine students also studied and reflected upon the principles of nonviolent action as a strategy for bringing about stronger communities.



Building Capacity

Strengthening Communities

AmeriCorps Alumni Ambassador Program

The goal of the program is to increase awareness about AmeriCorps to high school and college students and people in career transition. Ambassadors visited high schools, colleges, career centers, and attended conferences to spread the word about AmeriCorps. In the program's first year more than 200 individuals were reached. Three AmeriCorps Alumni conducted outreach in 9 of Maine's 16 counties.

Project INVEST

Increased Nonprofit Volunteer Education & Skill Training, (INVEST) is one of four grants awarded across the country by the Corporation for National and Community Service to increase capacity in the nonprofit sector. The project is designed to encourage colleges and universities to develop courses in volunteer management as a strategy for reducing attrition through successful recruiting and retention policies.

Competencies for Managers of Volunteers

This project documented the skills and knowledge required of a typical manager of volunteers. Identifying these competencies provides a baseline for self-assessment and professional development.

The self-assessment was field tested at the National Conference on Volunteering and Service in Atlanta.

In the fall of 2008 an online presentation of the competencies went live on VolunteerMaine.org expanding the audience nationwide. The Competencies for Managers of Volunteers received 4,368 visitors between September and December.

Developers of curriculum for colleges, universities, and nonprofit organizations use the Competencies for Managers of Volunteers as the foundation for courses they offer to provide professional development for individuals and to advance the profession.

Support to National Service Programs

A major part of the Commission's responsibility is to provide training and technical assistance for Maine's National Service programs. Highlights of work in this area include:

- Conducted state-wide training programs for 240 National Service members.
- Convened Peer-to-Peer Network of National Service Program managers.
- Conducted Volunteer Managers Leadership Network Training.
- Provided financial support for National Service Program Staff to attend the 2008 National Conference on Service and Volunteerism.
- Conducted outreach to encourage collaboration amongst community and governmental agencies to develop new AmeriCorps programs.
- Coordinated Maine's participation in the second annual AmeriCorps Week, drawing attention to the legacy of over 3,200 who served since 1994.



VolunteerMaine Partnership

The Maine Commission for Community Service initiated the VolunteerMaine Partnership in 2002 as part of its responsibility to be a catalyst in solving challenges faced by Maine's volunteer sector. The members of the partnership are state, non-profit, public and private agencies that have come together to promote volunteerism in Maine and to meet the needs of community volunteer programs.

VolunteerMaine Goals

Build the capacity of volunteer programs and their leadership by addressing priority needs identified by Maine's volunteer sector: 1) professional development for volunteer administrators; 2) increased sustainability and capacity to meet local needs; 3) increased engagement of citizens as volunteers and; 4) technical assistance for and coordination among volunteer programs.

VolunteerMaine.org Visibility

- The Blog was launched in 2008 and now has an average of 11,337 visits per month.
- Agency search pages, where volunteers go to search for opportunities, had a 35% increase in visitors during 2008.
- In its second year, volunteers working on the project have increased the number of agencies signed up to use the website by 177%.
- Agency referrals (number of interested volunteers referred to agencies) has increased by 328%.

The Four Partnership Initiatives

Excellence and Expertise promotes excellence in program operations and supports expertise among volunteer program staff .

DotOrg promotes accessible internet tools that help community volunteer programs communicate opportunities and needs, manage events and basic program data, and connect staff with online technical assistance and training.

Peer-to-Peer Networks supports development of self-managed networks of staff responsible for community-based volunteer programs to foster sustainability, professional development, and cooperative work.

Volunteer Emergency Response Networks (County Organizations Active in Disaster) promotes planning, and coordination between the traditional and non-traditional programs that mobilize in response to local emergencies.

Partners

- Corporation for National & Community Service
- Maine Emergency Management Agency
- Aroostook Retired Senior Volunteer Program
- Seniors Plus
- United Way of Eastern Maine
- Maine Institute for Public Safety Innovation
- Maine Voluntary Organizations Active in Disaster
- United Way of York County
- Maine 211
- United Way of Greater Portland
- National Emergency Response Team
- United Way of Mid Coast Maine
- United Way of Mid-Maine

National Service Across Maine

Commission National Service Duties

"Select national service programs as defined in the National Service Trust Act. Evaluate, monitor and administer grants. Provide program development assistance and training to national service programs in the State. Make recommendations to the Corporation for National and Community Service with respect to priorities within the State for programs receiving assistance under the federal Domestic Volunteer Service Act." (5MRS c.373§7503)

The Federal Funder of National Service

The Maine Commission for Community Service is the state partner of a federal agency that sponsors, funds, and regulates National Service Programs. The Corporation for National and Community Service was organized in 1993. It was created to connect Americans of all ages and backgrounds with opportunities to give back to their communities and their nation. The Corporation was directed to manage three main programs: Senior Corps, AmeriCorps, and Learn & Serve America.

AmeriCorps

Through grants and the dedication of members, AmeriCorps strengthens communities by mobilizing community resources. AmeriCorps members give a year or two of service to their country, and, in return earn money for college. One of the primary functions of AmeriCorps is generation of volunteers for the local host organizations. AmeriCorps is made up of three main programs: AmeriCorps State and National, AmeriCorps VISTA, and AmeriCorps NCCC (National Civilian Community Corps).

Maine's AmeriCorps Member Profile

74% Female 69% College Graduates
58% Aged 18-24 35% Aged 25-34
7% Over age 35



9,100

National Service volunteers
serving in Maine.

\$6.7 Million

From CNCS to support Maine's Senior Corps,
AmeriCorps, and Learn and Serve America
programs.

29

National Service Programs in the State of Maine.

\$881,213

In Education Awards earned in 2008 by Maine
AmeriCorps members.

Source: www.VolunteeringinAmerica.gov

AmeriCorps *State

AmeriCorps*State

AmeriCorps State supports a broad range of local service programs that engage Americans in intensive service to meet critical community needs in education, public safety, health, and the environment. AmeriCorps grants partially cover the expense of operating an AmeriCorps program and do not cover general organizational expenses. A cash match is required.

Community Resource Corps

Sponsor: Goodwill Northern New England

Contact: Steve Niles, 207.775.598 x428 or steve.niles@ginne.com

Size: 69 AmeriCorps Members

Program Purpose: CRC AmeriCorps Members serve in host agencies across Maine that can articulate how an AmeriCorps Member's service will improve their volunteer recruitment and retention systems. Member activities range from leading individual volunteers in physical labor projects to developing new volunteer record management systems.

Sites: Alfred, Machias, Portland, Strong, Farmington, Dover-Foxcroft, Bar Harbor, Camden, Windham, Bangor, Augusta, South Portland, Hartland, Stonington, Chebeague, Frenchboro, Swans Island, Cranberry Island, Peaks Island, Matinicus, Lewiston, Millbridge, Rockport, Waldoboro, Wiscasset, Ellsworth, Freeport, Rockland, Steep Falls.

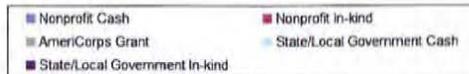
Community Volunteers Recruited: 10,169

Total Hours Served: 100,534

Average # Hours per Volunteer: 9.8

Funding: \$500,000 AmeriCorps grant; \$583,372 local match (see leverage chart above-right).

\$1 AmeriCorps Leverages \$1.08 in Local Resources



Maine Conservation Corps

Sponsor: Maine Department of Conservation

Contact: Linda Shapleigh 207.624.6086 or linda.shapleigh@maine.gov

Size: 61 AmeriCorps Members

Program Purpose: To accomplish natural resource related projects with long-term public benefit in partnership with public and private non-profit organizations.

Sites: Augusta, Wells, Portland, Jefferson, Mt. Desert Island, Orono, Greenville, Presque Isle, Port Clyde, Camden, Bath, Millinocket, Belgrade.

Community Volunteers Recruited: 456

Total Hours Served: 3,274

Average # Hours per Volunteer: 7.1

Funding: \$260,858 AmeriCorps Funds; \$468,152 match.

\$1 AmeriCorps Leverages \$1.87 in Resources



AmeriCorps *National

AmeriCorps*National

The following programs operate in Maine as well as other states. They join in training and technical assistance activities but do not report performance to The Maine Commission for Community Service (MCCS).

■ Emergency Response Corps

Sponsor: Goodwill Industries of Northern New England, Portland

Contact: Billye Senecal, 207.491.4915 or Billye.senecal@ginne.org

Size: 20 AmeriCorps Members

Program Purpose: The Emergency Response Corps recruits EMT and firefighter volunteers to address recruitment and retention deficiencies, present public safety education and implement disaster preparedness initiatives. They are creating a network of emergency response volunteers in ME, NH, VT, and NY.

■ Downeast Community HealthCorps

Sponsor: Regional Medical Center, Lubec

Contact: Terri Woodruff, 207.733.1090 x3176 or twoodruff@rmcl.org

Size: 11 AmeriCorps Members

Program Purpose: To link individuals in underserved communities with health centers through referral, education and follow-up programs. Refer primary care patients to other health and social service organizations.

Community Volunteers Recruited: 308

Total Hours Served: 826

Average # Hours per Volunteer: 3

■ Maine HealthCorps

Sponsor: Maine Primary Care Association, Augusta

Contact: Tom Godfrey, 207.621.0677

Program Purpose: Community Health Centers provide communities around Maine with a wide range of medical and social services in support of improved individual and public health. The Community HealthCorps program partners with these organizations to extend their effectiveness by placing AmeriCorps members with them. Members address a wide range of specific needs, including: self-management of disease, support of critically ill children and adults, health promotion and disease prevention, and responding to domestic violence.



AmeriCorps *VISTA

AmeriCorps*VISTA

AmeriCorps VISTA (Volunteers in Service to America) is the national service program designed specifically to fight poverty. VISTA members commit to serve full-time for a year at a nonprofit organization or local government agency, working to fight illiteracy, improve health services, create businesses, strengthen community groups, build financial sustainability, and much more. VISTA was founded in 1965, and was incorporated into the AmeriCorps network of programs in 1993.

Maine Placements: 66 *VISTA Members

Community Volunteers serving with VISTAs

Total number of volunteers: 6,460

Total hours served: 63,250

Average # of Hours per Volunteer: 9.8

Value of Resources Leveraged for Communities:

Cash: \$1,608,121

Non-cash/in-kind value: \$225,052

■ VolunteerMaine VISTA project

Contact: Pam Zeutenhorst, 207.287.5313 or pamzeutenhorst@maine.gov

Sponsor: The Maine Commission for Community Service, Augusta

Program Purpose: The project supports the creation and sustainability of a statewide network of virtual volunteer centers, peer to peer networks, training in volunteer management, outreach for VolunteerMaine.org, and support for Truist (formerly Volunteer Solutions) as a free statewide database for matching and managing volunteers and opportunities through non-profits across Maine.

■ Communities for Children and Youth

Sponsor: State Planning Office, Augusta

Contact: Chip Curry, 207.626.5238 or ccurry@usm.maine.edu

Program Purpose: Communities for Children and Youth is a statewide initiative of the Maine Children's Cabinet designed to create a partnership between state government and local communities as they work to prevent poor outcomes for children and youth and promote positive child and youth development. The goals of the initiative are to measurably improve the well-being of children and youth in every Maine community, and increase educational attainment and achievement levels of all Maine children and youth.

■ Hour Exchange Portland

Contact: Lesley Jones, 207.874.9868 or lesley@hourexcchangeportland.org

Program Purpose: The Hour Exchange, formerly the Portland Time Bank, is a service exchange network based on service credits or time dollars, the currency of equality that empowers individuals to utilize their assets, to enhance their lives, neighborhoods and community.

■ Maine Campus Compact

Sponsor: Bates College, Lewiston

Contact: Maryli Tiemann, 207.786.8217 or mtiemann@bates.edu

Program Purpose: The project is a coalition of 18 member campuses whose purpose is to catalyze and lead a movement to reinvigorate the public purposes and civic mission of higher education. They seek to transform campuses in ways that develop better informed, active citizen, and stronger communities.

Senior Corps of Maine



Senior Corps

Senior Corps connects people over 55 with the citizens and agencies that need them. Senior Corps offers several ways to get involved: Foster Grandparents, Senior Companions, and the Retired Senior Volunteer Program (RSVP). Volunteers receive guidance and training so they can make a contribution that suits their talents, interests, and availability. To download a copy of the complete National Senior Service Corps of Maine 2008 Annual Report, visit www.maineservice-commission.gov and click on publications.

Maine Senior Corps Volunteers: 2,378

Hours Served: 620,372

Monetary Value: \$12,103,458

■ Foster Grandparent Program

Program Purpose: The program recruits people age 60 and older living on low incomes to serve children with special needs and their families in schools, day care centers, hospitals and homes. Volunteers serve 15 to 40 hours per week and in return receive a stipend of \$2.65 per hour.

Impact: A total of 2,371 children and youth with special needs received one-on-one attention and support through the two Foster Grandparent Programs. 240 volunteers serve in this program across Maine.

Contacts:

Susan Lavigne, Director
PROP's Senior Volunteer Program, Portland
207.773.0202 or SLavigne@propeople.org

Gary Dorman, Director
Penquis Foster Grandparent Program, Bangor
207.973.3611 or gdorman@penquis.org

■ Senior Companion Program

Program Purpose: The program recruits people age 60 and older living on low incomes to serve adults with special needs to help them remain independent in their homes. Volunteers serve 15 to 40 hours per week and in return receive a stipend of \$2.65 per hour. 136 volunteers serve in this program in Maine. *Impact:* Statewide, 704 older and disabled people received companionship and support for independent living through the two Senior Companion Programs, saving over \$5 million in nursing home costs.

Contacts:

Ann Swain, Director
UMaine Cooperative Extension Senior Companion Program, Orono
207.581.3326 or aswain@umext.maine.edu

Susan Lavigne, Director
PROP's Senior Volunteer Program, Portland
207.773.0202 or SLavigne@propeople.org



■ RSVP

Program Purpose: The program recruits people age 55 and over. They may be of any income level; they are not paid a stipend. They serve from a few hours a week to many more; some serve occasionally on special projects. RSVP volunteers may be placed with any non-profit or public organization or health care organization, whether non-profit or for-profit.

Impact: RSVP Born To Read volunteers brought the joy of books to 1,044 pre-school children around Maine and facilitated activities to stimulate development of their literacy skills. Other RSVP volunteers helped provide 156,519 nutritious meals to older people throughout Maine. In addition, they tutored inmates in the Thresholds Program, delivered over 800 medical transportation rides in Aroostook county, taught Healthy Seniors and Matter of Balance classes, and helped out in adult day centers. 2002 volunteers serve in various capacities with RSVP throughout Maine.

Contacts:

Eleanor Reese, Director
Aroostook RSVP, Presque Isle
207.764.6184 or eleanorreese@aroostookaging.org

Patty Ott, Director
Penquis RSVP, Rockland
207.596.0361 or pott@penquis.org

Ruth Saint Amand, Director
HealthReach RSVP, Waterville
207.861.3428 or ruth.stamand@mainegeneral.org

Paula Burnett, Director
UMaine Center on Aging RSVP, Bangor
207.262.7926 or paula.burnett@umit.maine.edu

Ken Murray, Director
RSVP of Southern Maine, Scarborough
207.396.6520 or kmurray@smaaa.org



Learn & Serve America



Learn and Serve America

Learn and Serve America provides grants to schools, colleges, and nonprofit groups to support efforts to engage Maine students in community service linked to academic achievement and the development of civic skills. This type of learning, called service learning, improves communities while preparing young people for a lifetime of responsible citizenship.



Time for Belfast is a movie made as a service learning project by the students at Toddy Pond School in Swanville, Maine.

Sponsor & Contact:

Maine Department of Education, Augusta
Charlie Hartman
207.624.6748 or charlie.hartman@maine.gov

Grantee locations: Calais, Jackman, Madawaska, Falmouth, Topsham, Old Town, Bangor, Houlton, Winthrop, Westbrook, York.

"A school should not be a preparation for life, it should be life."

-Elbert Hubbard



*"Your own story and the American story are not separate- they are shared.
And they will both be enriched if we stand up together,
and answer a new call to service
to meet the challenges of our new century ..."*
- Barack Obama



The Maine Commission For Community Service
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