

MAINE STATE LEGISLATURE

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CITIZEN *Service* 2004

THE ANNUAL REPORT OF THE MAINE COMMISSION FOR COMMUNITY SERVICE



Maine Commission for Community Service
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207-287-5313 service.commission@maine.gov
www.maineservicecommission.gov



Sometimes Reaching Out to Someone Can Be Right At Your Fingertips.



Do you want to be active in the community? Looking for a volunteer opportunity that fits you? Does your organization need to recruit volunteers, promote your work? **VolunteerMaine!** is the place you are looking for and it's right at your fingertips.

The Maine Commission for Community Service, the United Ways of Maine and Maine Citizen Corps have joined forces to make volunteer information accessible throughout Maine.

Visit **VolunteerMaine.org** and find your volunteer answers!
For additional information, contact 207-287-5313.

www.VolunteerMaine.org



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CitizenService

Maine Commission for Community Service
2004 Annual Report

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MCCS FACTS

The Maine Commission for Community Service is a 26 Member board established to foster community service and volunteerism to meet the human and environmental needs of the State of Maine.

It was created through an executive order in 1994 and established in state statute in 1995.

All board members are appointed for three year terms by the Governor and represent a diverse, bi-partisan group from all sectors of volunteer service across the state.

The Commission is housed at the State Planning Office.

It serves as Maine's lead partner for the Corporation for National and Community Service.

The Commission administers Maine's AmeriCorps*State Grants and Citizen Corps. It also coordinates training for AmeriCorps*VISTA, NCCC, Senior Corps, Learn & Serve.

CitizenService

Maine Commission for Community Service
2004 Membership

BOARD CHAIR: Peter Taylor, Belfast, *ME Community Foundation*
VICE-CHAIR: Paula Gagnon, Kennebunkport, *York County Community College*
SECRETARY: Judi Stebbins, Winthrop, *Griffiths Association*

Denyse Anderson, Topsham, *Wright Pierce*
Susan Cheesman, Concord, NH, *Corporation for National and Community Service*
Quenten Clark, Farmington, *MSAD #58*
Rae Clark-McGrath, Cape Elizabeth, *Foster Grandparents/Senior Companion Program*
Art Cleaves, Augusta, *ME Emergency Management Agency*
Peter Crockett, Chelsea, *Maine AFL-CIO*
Chip Curry, Knox, *Communities for Children and Youth*
Randall Curtis, Morrill, *MBNA New England*
Greg DeWitt, Litchfield, *Retired, Mental Health Services*
J. Alex Hildebrand, Portland, *Maine Chapter - American Academy of Pediatrics*
Christine Force, Portland, *STRIVE*
Sherri L. Mitchell, Edinburg, *Four Directions Development Corp.*
Amy Nunan, Augusta, *Getting Healthy*
Lynda Rohman, Bangor, *Eastern Maine Medical Center*
Walter Rosen, Brunswick, *Retired, National Academy of Sciences*
Susanne Sandusky, Mapleton, *Aroostook Community Action Program*
Victoria Scott, West Boothbay Harbor, *Consultant*
John Stivers, Topsham, *Maine Department of Education*
Elisa Paylor, Waterville, *University of Southern Maine*

MEMBERS COMPLETING TERMS OF SERVICE
Sharon Gleason, Pittston, *Maine Volunteer Connection*

EXECUTIVE DIRECTOR: Maryalice Crofton
PROGRAM OFFICER: Anne Schink
PUBLIC RELATIONS REPRESENTATIVE: Kim Goding
GRANTS MANAGEMENT: Tony VanDenBossche, Catherine Levesque
ADMINISTRATIVE SECRETARY: Donna Bradstreet

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"The highest reward for a person's work is not what they get for it, but what they become because of it."

John Ruskin

Acknowledgements

FOR THE LAST TEN years, the Maine Commission for Community Service has been promoting volunteerism throughout the State of Maine. We have provided training for hundreds of volunteer managers at Blaine House Conferences on Volunteerism, organized dozens of community service projects, especially around Martin Luther King Day, and provided funding and support to the state's National Service Programs, including AmeriCorps. Throughout the years, we have worked in partnership with the non-profit community and state and local government to advance our vision of fostering vibrant, productive communities with involved, responsible citizens.

As we mark our 10th Anniversary, we feel our celebration theme, "Sowing the Seeds of Service" exemplifies the spirit of the Commission and its work.

The Commission takes pride in expanding and strengthening opportunities for Maine's citizens to be active in their communities. We believe it is our responsibility to foster community service in the state and plant the seeds that will ensure that the time honored tradition of community service is passed along to our youth.

In an effort to provide special opportunities for Maine's youngest citizens to

experience and learn the importance of community, the Commission planned a series of celebratory events for Maine's youth in 2004-2005. Included is the Maine American Chestnut Project, a K-12 service-learning initiative that is providing students the opportunity to learn about their local environment while working with their communities to plant Chestnut tree seedlings in their hometowns this spring.

Maine's youth also have the opportunity to experience service through our Stanza for Service Music Contest which provides K-12 students the opportunity to express what service means to them through music.

Additional anniversary events are planned through 2005 including a photo contest and symposium that will explore the public policy dimensions of service.

In addition to our anniversary events, the Commission has remained a central partner in volunteer and community service initiatives sponsored by the State. This year we helped coordinate two of the Governor's statewide projects: Realize!Maine and Operation Keep ME Warm. Realize!Maine, a summit focused on understanding youth migration, took place in June but was preceded by seven months of planning and research. The preparations were coordinated and supported by a small number



Commission Chair Peter Taylor and State Planning Office Executive Director Martha Freeman renewed the Memorandum of Agreement between the two agencies in January 2004. The Commission's statute places it within State Planning Office for administrative purposes. Like State Planning, the Commission reports to both the Governor and the Joint Legislative Committee on State and Local Government.

of state agencies, including MCCS, while the vast majority of research, outreach, community mobilization, and planning was completed by volunteers. The dedicated "staff" person for the undertaking was an AmeriCorps*VISTA.

Operation Keep ME Warm, a winterization project, reached out to low-income seniors citizens. The Commission's role among the other state agencies involved was to mobilize volunteers to install materials.

Other vehicles for advancing community service in 2004 included

Citizen Corps, the 18th Blaine House Conference on Volunteerism, and a new partnership with the United Ways of Maine.

As you review our Annual Report, we hope you will learn more about volunteerism in Maine and discover more ways to become involved in your community.

Thank you for your full support of the Commission and its vital work in making Maine the way life should be.

PETER TAYLOR
MCCS Board Chair
Maine Community Foundation



"Service is a strategy for solving a range of community problems."

MAINE COMMISSION FOR
COMMUNITY SERVICE
Values and Principles

Our Mission

TO FOSTER COMMUNITY service and volunteerism to meet the human and environmental needs of the State of Maine.

Our Work

THE MAINE COMMISSION for Community Service provides leadership to Maine's citizen volunteers so that local education, public safety, human and environmental needs are met through service. We work to strengthen communities by bringing diverse people together to solve problems at the local level. Our aim is to foster civic responsibility through community service and participation. Through the National Service programs, we help expand opportunities for citizens of all ages to serve their communities and qualify for educational assistance that makes post secondary education affordable.

Values and Principles

FROM THE BEGINNING our mission has been guided by our values and principles. We believe service:

- ▶ is a fundamental building block of a civil society;
- ▶ is a strategy to solve

community problems;

- ▶ is an exemplary vehicle for delivering educational content and assessing learning and an educational aim in itself;
- ▶ is a lifelong habit, most easily acquired early in life;
- ▶ cultivates a sense of personal and civic responsibility;
- ▶ varies in intensity from part-time volunteerism to full-time paid service;
- ▶ when it is well-conceived and implemented, can be a cost-effective complement to the work of professionals;
- ▶ includes a range of activities performed by different people using different means;
- ▶ works best when it is community-led and government supported; and,
- ▶ is a fundamental American tradition.

Our Vision

VIBRANT, PRODUCTIVE communities with involved, responsible citizens.

We Value Service ...

- ▶ As a community building strategy, harnessing the energy of a few to benefit many;
- ▶ As a problem solving strategy - complementing the effort and energy of full-time volun-

teers; and the vision and sense of mission of part or full-time volunteers;

- ▶ As a state and nation building strategy - cultivating a sense of civic identity and greater common purpose.

Our Duties

IN ADDITION TO FOSTERING community service in the state of Maine, MCCS is charged with: developing the state vision for volunteer service; producing and implementing a three year strategic plan that advances the vision and service among citizens; serving as a clearinghouse for people interested in service and agencies recruiting volunteers; setting Maine priorities for funding programs supported by the Corporation for National and Community Service; preparing the state application for funds, selecting programs to be funded under the National and Community Service Trust Act of 1993 and administering those funds through subgrants; providing training and technical assistance to national service programs in Maine; and carrying out fundraising efforts to supplement federal funding for volunteer service.

Our State Statute

THERE IS ESTABLISHED the Maine Commission for Community Service to foster the State's ethic of community service; encourage community service and volunteerism as a means of meeting critical human, environmental, educational, and public safety needs throughout the State; serve as the State's liaison regarding national and community service and volunteer activities;

foster collaboration among service agencies; receive gifts and grants, implement statewide service programs, and make subgrants to state and local entities in accordance with the federal National and Community Service Trust Act of 1993, Public Law 108-02.

SMRSA CHAPTER 373
Section 7501

MCCS On The Web



For information on community service in Maine and updates on MCCS activities, visit us online: MaineServiceCommission.gov

Also Online...

Find a volunteer! Become a volunteer. Access info on volunteer program operations. VolunteerMaine.org

Get the Latest News

Sign up for e-news and updates from MCCS. MaineServiceCommission.gov/enews/

MAINE COMMISSION FOR COMMUNITY SERVICE

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A close-up photograph of two young girls with light brown hair and bangs, smiling warmly at the camera. The girl on the left is wearing a purple and white striped shirt, while the girl on the right is wearing a purple shirt with a colorful graphic. The background is dark and out of focus.

Teach them the
importance of giving
today...

So they can make a difference tomorrow.

COMMUNITY SERVICE



Living By Our Plan

Performance Measures

In 1996, the Maine Legislature enacted P.L. 1995, Chapter 705 (as amended). This law requires state agencies to conduct strategic planning that focuses on outcomes and develop performance budgets that link spending to those outcomes.

In compliance with this law and the federal directive to develop a strategic plan, the Commission established performance measures related to its strategic goals for the biennium ending June 2005.

► Increase the percentage of discretionary time that Maine's adults devote to community organizations or civic activities.

► Increase the number of school-aged youth who are engaged in community service.

► Increase the numbers of community service leaders who have the knowledge, information, and skills they need to manage the risks associated with community service and volunteer programs.

► Increase the percentage of youth and adults in community service who have the knowledge, information, and skills necessary to operate programs that provide youth with opportunities to serve their communities.



2004 Strategic Actions

The Commission is assigned 14 specific duties in its enabling statute. Over time, we have learned how to use these duties as strategies for accomplishing work outlined in our Strategic Plan.

■ DUTY: CULTIVATE COLLABORATION AMONGST PUBLIC AND PRIVATE VOLUNTEER SERVICE PROGRAMS

A hallmark of sustainable volunteer programs is the ability to form partnerships. The Commission reflects its own commitment to sustainability in partnerships with state agencies, federal agencies, community institutions, and National Service grantees.

Citizen Corps. The Commission and Maine Emergency Management Agency are partners in establishing local Citizen Corps Councils and fostering increased hometown prevention, mitigation, preparation, response, and recovery related to large-scale natural or man-made emergencies.

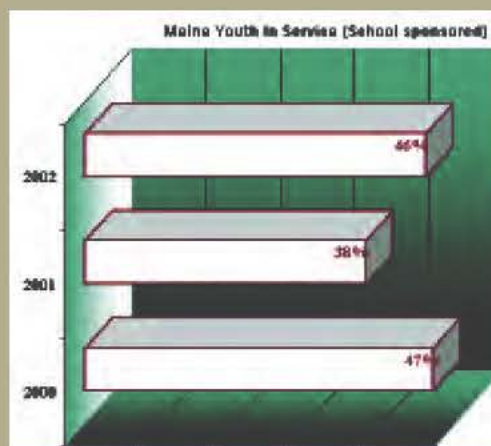
This year, the Maine Community Policing Institute (MCPI) became a major partner in Citizen Corps' statewide efforts. MCPI took the lead on the Volunteers In Police Service program and provided training for more than 30 local law enforcement agencies.

University of Maine at Orono, Center for Community Inclusion. MCCS is committed to encouraging volunteer service opportunities for all citizens including those with disabilities. We partnered with the Center for Community Inclusion to provide consulting and training to Maine's service agencies on how best to attract

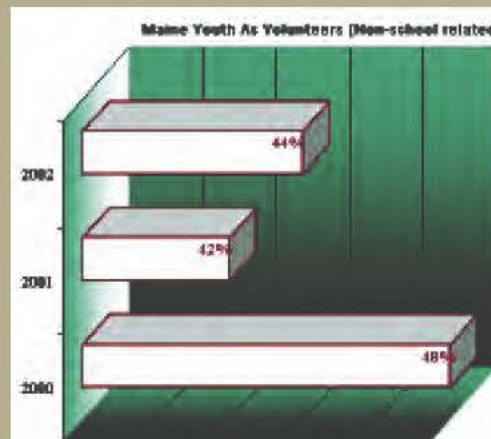
Volunteer Trends Maine's Record



Measures of Growth 2004, Maine Economic Growth Council.



2003 Maine Marks for Children, Families, & Communities, Governor's Children's Cabinet.



2003 Maine Marks for Children, Families, & Communities, Governor's Children's Cabinet.

>> MAKING A DIFFERENCE

According to the US Dept of Labor, Bureau of Labor Statistics:

28% of Americans reported they volunteered in 2004

support, and retain volunteers with disabilities and other related issues.

Maine Volunteer Connection. The Maine Commission for Community Service partnered with the Maine Volunteer Connection, a private non-profit, to co-sponsor the 18th Annual Blaine House Conference on Volunteerism. The same partnership managed the Governor's Service Awards in April 2004.

Maine National Service Alliance. The Commission is one of the convenors as well as a member of this organization. All branches of National Service in Maine and the regional federal agency's office are represented and collaborate on training, service activities, and outreach.

The Muskie School, Institute for Public Sector Innovation. The Commission has significantly enhanced its training and technical assistance capacity by partnering with the Institute for Public Sector Innovation. Beneficiaries of this joint work include the National Service Program staff in Maine.

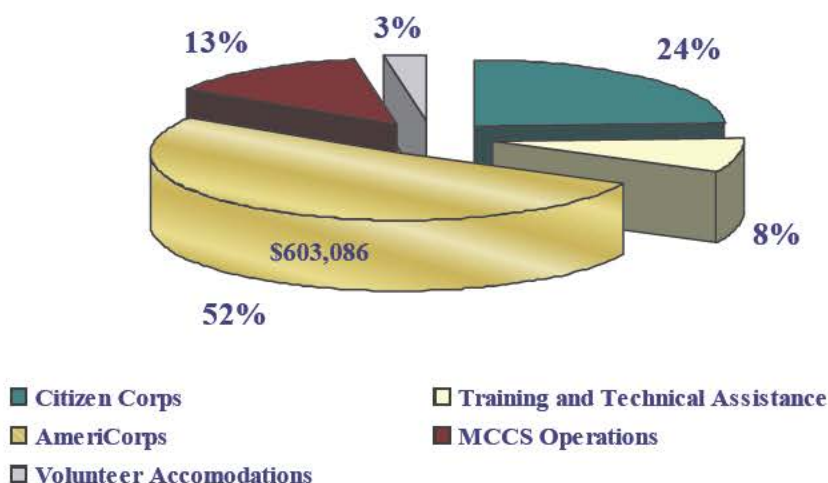
■ DUTY: PROVIDE TRAINING AND TECHNICAL ASSISTANCE TO MAINE NATIONAL SERVICE PROGRAMS

MCCS conducts training and provides technical assistance to Maine National Service programs (AmeriCorps, Senior Corps) through conferences and workshops. Technical assistance involves coaching and mentoring staff to foster grant success and their own professional development.

In 2004, MCCS:

- Provided volunteer management training to 138 National Service staff and AmeriCorps members through the Blaine House Conference on Volunteerism in October.
- Convened Staff Council. National Service staff (mostly AmeriCorps and VISTA directors) met monthly for 4 hours of resource sharing and peer-to-peer training.
- Acted as the state liaison between Maine's National Senior Service Council, MCCS board members, and the other 2 branches of National Service operating in Maine.

Federal Funds Administered by MCCS \$1,168,486



Funding Community Service. In 2004, MCCS managed over \$1.1 million federal dollars targeted at building capacity and direct operations of community volunteer service programs in Maine.

► Coordinated the Tri-State Conference. This five-year collaboration between the State Service Commissions of ME, NH, VT and the CNCS State Office provides advanced, in-depth training to grantee staff and sponsor agencies in all three states. Ninety-five percent of the eligible Maine staff attended.

► Conducted a two day training on Best Practices in Fiscal Management in the spring for AmeriCorps Program Directors and financial officers of each grantee agency.

► Conducted a two day training on Best Practices in Program Management in mid-summer for AmeriCorps Program Directors.

► Organized a Disability Advisory Committee that linked representatives of the disability community and AmeriCorps program directors to increase inclusion in volunteer programs of citizens with disabilities.

► Facilitated AmeriCorps Alumni Council meetings and maintained contact with over 600+ Maine alumni.

■ DUTY: EVALUATE, MONITOR AND ADMINISTER GRANT PROGRAMS

MCCS administered four AmeriCorps grants in 2004. Operating grantees included Coastal Enterprises Inc. and Training Resource Center. Planning grants to develop viable AmeriCorps proposals went to Maine Mentoring Partnership and the Maine Primary Care Association.

A new grant program for Citizen Corps provided awards to Aroostok, York, Somerset, Cumberland, and Waldo Counties.

■ DUTY: SELECT PROGRAMS TO BE FUNDED UNDER NATIONAL SERVICE

The resolution of AmeriCorps national funding crisis allowed MCCS to conduct a mid-term grant competition. Four new awards were made, bringing the total number of Maine-funded programs to six. Those programs included Maine Independence Corps, Community Resource Corps, Emergency Response Corps, Maine Rural Health Corps, Maine Conservation Corps, and the Island Institute Fellows Program.

Celebrating 10 Years

The Maine Commission for Community Service marked its 10th Anniversary in October 2004. For the next 12 months it will celebrate by sponsoring 10 projects and events focused on community service.



1 | MAINE AMERICAN CHESTNUT PROJECT

Launched in October 2004 by First Lady Karen Baldacci, this service learning project has registered over 70 schools and 500+ students. Participating students will study the chestnut tree, grow their own seedlings, and work within their communities to find a public place to plant their trees during a statewide planting on May 21, 2005.



6 | SERVICE WORDS In March 2005 writers will have the opportunity to submit stories or poetry that reflect on the importance of volunteer service to people and communities.

7 | GOVERNOR'S SERVICE AWARDS

On April 25, 2005, the Commission and Maine Volunteer Connection will again join Governor

Baldacci to honor outstanding volunteers in Maine.

8 | ANNIVERSARY REUNION A celebration and reunion of current and former Commissioners, National Service volunteers, Programs Directors, staff and friends of MCCS is planned for May 21, 2005.

9 | 2005 BLAINE HOUSE CONFERENCE ON VOLUNTEERISM On October 19, 2005 the 19th Annual Blaine House Conference will be held in Augusta.

2 | AMERICORPS ALUMNI CHAPTER

Since 1994, more than 1,000 people have served as Maine AmeriCorps members. A new Alumni Council has started locating and organizing these experienced service leaders.



3 | 2005 MARTIN LUTHER KING DAY OF SERVICE

Mini-grants were awarded to 8 youth groups and schools to support community service projects that honored Dr. King's legacy.

4 | SERVICE SYMPOSIUM "Together by Design: Lessons from Canada's Government-Voluntary Sector Initiative" will take place June 6, 2005. Guest presenters from Canada will discuss the VSI which focuses on the relationship between the two sectors rather than program or service issues.

5 | EYE ON SERVICE PHOTO CONTEST

Starting April 2005, Maine citizens can submit photographs capturing community volunteers in action. Photos will be published on the MCCS website www.VolunteerMaine.org.



10 | STANZA FOR SERVICE MUSIC CONTEST

Students K-12 are encouraged to submit original musical compositions based on the theme, "Maine's Heart. Maine's Strength. Maine's People." that reflect on the importance of community service. Entries are due by March 25, 2005. Winners will be featured at MCCS events throughout the year.

"When my husband passed away I thought that the world had ended. Volunteering through the Senior Corps Program opened a new window to a place I never knew existed."



www.SENIORCORPS.org

To learn more about Senior Corps, opportunities to participate, and ways to support the programs, call **1-800-424-8867** or TTY **1-800-833-3722**.

The Blaine House Conference on Volunteerism is Maine's only statewide professional development opportunity for people who make volunteer service their career.



Coordinated by the Maine Volunteer Connection and the Maine Commission for Community Service, it has been providing training and technical assistance to Maine's volunteer managers for the past 18 years.

In 2004, over 240 attendees gathered at the Augusta Civic Center to attend this year's conference to explore issues and challenges facing volunteer programs and managers in Maine.

Governor Baldacci noted in his opening remarks, "You are all here because you know how important your work is. Every day you make a difference in people's lives. Maine's reputation as a place where citizens are involved,

meeting their civic responsibilities, and concerned about their neighbors is one that others envy. That good fortune needs to be nurtured."

This year's agenda was designed to meet the needs of advanced and novice volunteer managers alike. Susan Ellis from Energize Inc. was the keynote speaker. An internationally recognized leader and author of many books on volunteerism, Ellis discussed why trends and issues in the larger social context as well as other sectors matter when it comes to volunteers. She pointed out how those same factors impact the way volunteer programs operate.

"Progress is made when more people say *I can do something about that* than say *that's not my job or it's none of my business*," Ellis said to the crowd.

After her address to conference attendees, she presented a day long workshop on "Innovative Volunteer Work Design."

Other workshops available to participants included:

- ▶ Competencies for 21st Century Volunteer Managers
- ▶ What Is Your Personal Style of Leadership?

- ▶ Matching Leadership Style to the Situation at Hand
- ▶ The Meaning of "Volunteer" in non-Anglo Worlds
- ▶ Balancing Act: How to be an educational resource for public officials
- ▶ Helping Valuable Volunteers Manage Personal Boundaries
- ▶ Basic Principles of Communicating with the Public

Midway through the conference, Maine Volunteer Connection presented one of its board members, Darla Chaffin, with the James Haversat award for her commitment to community service, and at the close of the conference, then Secretary of State Dan Gwadowsky swore in the AmeriCorps members whose year of service began with orientation and training at the conference.

This year's conference was coordinated and planned by co-chairs Anne Washburn from Maine Volunteer Connection and Lynda Rohman from the Commission along with many other volunteers.

Core Competencies for Volunteer Managers

While these are not usually found in a Volunteer Manager's job description, there are core competencies recognized as essential to success. For the new Volunteer Manager, these guide professional development. For the experienced person, they are a framework for helping others understand the skills acquired. Training and technical assistance provided at the Blaine House Conference helps volunteer managers recognize and develop these skills.

Supervision and Management

- ▶ Able to identify need for volunteers in agency.
- ▶ Recruits volunteers successfully.
- ▶ Selects and places volunteers.
- ▶ Orients volunteers.
- ▶ Develops volunteer performance management system that meets agency need while building the volunteer's skills and knowledge.
- ▶ Assesses & provides feedback to volunteers regarding performance and accomplishments.
- ▶ Recognizes, rewards, & retains volunteers.

Operations Management

- ▶ Develops and manages financial processes.
- ▶ Manages technology (operations and service delivery).
- ▶ Manages or oversees projects.
- ▶ Risk management.
- ▶ Develops & maintains record keeping and documentation system.
- ▶ Manages quality.
- ▶ Develops and revises policies, processes, procedures as needed.

Leadership

- ▶ Can articulate and commit to the organization's vision.
- ▶ Connects vision to program goals, action steps, partners, and individuals.
- ▶ Able to partner, collaborate, work with and facilitate teams.
- ▶ Empowers others.
- ▶ Can convert needs to objectives and then into actions.

Personal Skills

- ▶ Verbal Communication.
- ▶ Written Communication.
- ▶ Problem Solving/Analytical Skills.
- ▶ Integrity and Honesty.
- ▶ Interpersonal Skills.
- ▶ Continuous pursuit of learning.

Courtesy of "Volunteer Management Competencies", Monograph, USM Muskie School of Public Service



Darla Chaffin, seen here with MVC President Paul Mercier, was presented the 2004 MVC James Haversat Award in recognition of her dedication to community service and volunteerism in Maine. Chaffin is an employee with the Maine Emergency Management Agency.



STATUTORY DUTIES

GOVERNOR'S SERVICE AWARDS RECOGNIZING VOLUNTEERS MAKING A DIFFERENCE IN THEIR COMMUNITIES

Every year the Governor of Maine honors citizens whose volunteer work is both significant and an example for others to emulate. Administered jointly by the Maine Commission for Community Service and the Maine Volunteer Connection, The Governor's Service Awards is an important avenue to recognize Maine's most dedicated volunteers.

From October to January, nominations are submitted by members of the public (although they usually come through the volunteer program in which the nominee serves). Winners are selected based on criteria which includes length of service, the impact of their service, and recommendations from peers.

In April 2004, Governor Baldacci was joined by MVC Board Member Irv Marsters and Commission Vice Chair Paula Gagnon in the State House Hall of Flags as they presented this year's awards.

Nearly 175 people crowded around the podium as the awards were presented. In keeping with the award program's tradition, recipients knew of their nomination but did not know if they'd been selected until their name was called.

This year five individuals and five organizations were honored for their extraordinary service to their

communities.

The event also paid tribute to Maine's Honor Roll, recognizing individuals who have volunteered 500 or more hours of documented service to their communities during the course of twelve

PROP Foster Grandparents, Eastern Agency on Aging Meals for ME Volunteers, Sweetser, United Way, and Waldo County Head Start.

This year's event organizers included

**"You don't do for a pat on the back.
You do it because you want to do it."
-Governor John Baldacci**

months. Recipients from the following programs were named to the honor roll: Aroostook Retired Senior Volunteers, Navy Marine Corps Relief Society, Phi Theta Kappa,

Commission Members Denyse Anderson, Judi Stebbins, and Sharon Gleason as well as Maine Volunteer Connection Board members Ron Holmes, Anne Washburn, Paul Mercier, and Irv Marsters.



Governor Baldacci congratulates Maine's Youth Volunteer of the Year, Fred Chase, a senior at Old Orchard Beach High School who volunteers his time to area youth sports in his community.



VOLUNTEER OF THE YEAR
Preston T. Powell (Arundel)

SMALL BUSINESS:
Bob's Clam Hut
(Kittery)

**OUTSTANDING PUBLIC
SECTOR VOLUNTEER:**
Mark E. Honey
(Ellsworth)



**EXCELLENCE IN
VOLUNTEER
ADMINISTRATION:**
Jody Pardee (Northport)

CORPORATE VOLUNTEERISM:
WCSH6 (Portland) and
WLBZ2 (Bangor)

**NON-PROFIT CERTIFICATES OF
EXCELLENCE:**
Freeport Community Services
Navy Marine Corps Society
(Brunswick)
Maine Volunteer Lawyers
Project



**NATIONAL SERVICE
VOLUNTEER:**
Mary Crowell (Waterville)



Citizens in Action

MCCS helps volunteers demonstrate the meaning of "civic engagement".

Realize!Maine
June 2004

One asset the Maine Commission for Community Service brings to any project is the understanding that citizen volunteers can accomplish amazing things if they have the right support and tools. During 2004, MCCS was called upon to engage volunteers in two of Governor John Baldacci's initiatives.

In January 2004, the Commission joined core planners of Governor Baldacci's summit on youth migration. Key staff from the Departments of Education,

Labor, and Economic and Community Development, as well as Maine State Housing, FAME, Mitchell Institute and Governor's staff had already laid the groundwork for the summit, and an Ameri-Corps*VISTA was serving as a full-time coordinator.

MCCS was asked to help recruit the planners who would shape the event. The core principle was to find people who would fully represent the 21-34 year olds whose choices and lives were the focus of the summit.

In the end, MCCS helped recruit nearly 70 volunteer planners who contributed time, talent, and expertise

to designing the summit, participating in the research surrounding the issues, event promotion, conducting the outreach and communication, managing invitations, and conducting the event. The summit was attended by 300 young adults and featured the first "virtual summit" as a companion to discussions.

For MCCS, the event was a not only a powerful example of civic engagement but also a source of guidance. One of the top 10 issues to emerge from the summit centered on opportunities to serve. The recommendations from those conversations will become source material as MCCS develops a new strategic plan in 2005.



Operation Keep ME Warm
December 2004

On Halloween, as kids headed out for a night of trick-or-treating, the Governor's Office of Energy Independence called together the leaders of six state agencies to strategize on how best to winterize the homes of Maine's low-income senior citizens who were facing high

energy prices. On average more than 15,000 homes qualify annually for heating assistance. The combination of reduced fuel assistance resources and increased need gave birth to "Operation Keep ME Warm."

The Commission was asked to organize volunteers for two aspects of the project: registration of homeowners who wanted their homes weatherized and teams of volunteers to install the weatherization materials.

Maine State Housing Authority managed the outreach to elderly citizens qualified for fuel assistance, obtained the materials, and helped develop the volunteer training on proper installation.

Maine Emergency Management helped identify county coordinators, assembled the materials and worked with Department of Transportation to distribute materials to each county deployment site; five active duty Maine National Guardsmen served as anchors for operation communications; and fifty eight MBNA personnel staffed the registration call center handling over 1,600 weatherization requests. Still it was the 1,000+ volunteers who carried the day.

"This program's success was due to the hard work of the many volunteers who spent their weekends and evenings, many of whom even took time off from work, to complete it," remarked Governor Baldacci.

The mission was successful as all registered 1,600 Maine homes were weatherized by just over 1,000 volunteers in a six week period.

OPERATION KEEP ME WARM VOLUNTEERS AND DONORS

►VOLUNTEER TEAMS

ABWA'S Business Women of Bangor
Acadia National Park
Acton/Shapleigh Lions Club
AFGE Local 2635 Cutler Navy
AmeriCorps Alumni
Androscoggin Bank
Auburn Middle School
Augusta Area Jaycees
Bagle Central, Bangor
Bangor Hydro Electric Co.
Barrows Team
Bates College Student Team
Belfast Area High School
Black Bros. Builders
Bonneville Canyon Retreat, Inc.
Breakwater Daybreak Rotary
Bernstein Shur Sawyer & Nelson
Brunswick Rotary Club
Casco Bay Sunrise Rotary
Casco Indemnity Company
Colby College Habitat for Humanity
Coldwell Banker Yorke Realty
Gardiner Adult Education
CNCS
Creative Print Services
Communities for Children *VISTA
Combined Energies
Cumberland Cty Citizen Corps
Damariscotta Chamber of Commerce
Damariscotta-Newcastle Lions
Downeast Community HealthCorps
Dyer, Goodall & Federle
Emergency Response Corps
Emergency Managment Agency
Town of Durham
ERA Masiello Group, Kennebunk
FedEx, Portland

First Baptist Church, Bangor
Foxcroft Academy
Franklin Memorial Hospital
Franklin EMA Office
Georgia-Pacific Corporation
Gorham Savings Bank
Grover's Hardware
Haley & Aldrich, Inc.
Hall-Dale High School JMG
Hall-Dale High School Key Club
Hampden Congregational Church
Hampden Academy
HealthWays/Regional Medical
Center at Lubec
Heathside Builders
Hopeful Ministries, Winslow
Houlton JMG
IBM Corporation
Institute for Public Sector, USM
IFPT Engineers, Local 4
Island Connections
J.S. McCarthy Printers
Johnny's Selected Seeds
Keith Simon's Crew
Keefe Family Team
KeyBank, Portland
Rep. John W. Churchill
Island Connections
Lake Region School SAD#61
Leadership & Resiliency Program
Lebonon Democrats
Office of Dr. Littlefield and Broderick
Lobster Shack at Cape Elizabeth
ME Bureau of Information Services
MCCS
ME Building Materials Exchange
Maine Citizen Corps
Maine Conservation Corps
Maine Department of Audit

Maine Chapter, American
Academy of Pediatrics
Maine Dept of Transportation
Maine Equal Justice Partners
Maine Independence Corps
Maine State Housing Authority
ME Building Materials Exchange
Maine Employers Mutual Insurance
Maine National Guard
Maine Office of Substance Abuse
ME Public Utilities Commission
Maine Revenue Processing
Maranacook Community School
Mtn. Valley High School NHS
MSAD#14 School of Applied Tech
National Emergency Response Team
National Honor Society
Natural Resources Council of Maine
N.E.R.T.
Neighbors Helping Neighbors, Machias
Northern Maine Community College
Northern New England Passenger Rail
Association
Old Town Rotary
One-America
OneBeaconInsurance, S. Portland
One Beacon Insurance, Bangor
Pine Tree Networks
Prudential Northeast Properties,
Singleton Office
Portland Rotary
Portland West
Rebuilding Together, Lincoln County
Rockland High School
Regulatory Assistance Project
Rockland High School
Sabattus Central School
Santa's Eldridge Elves
Senior Companion Program

Seaside Vacation Rentals
Shaw's Supermarket, Saco
Shaw's Supermarkets, Biddeford
Shaw's Supermarket, Bangor
Shaw's Supermarket, Freeport
Somerset Democrats
State Planning Office
St. John Valley Tech Center/Jobs
for Maine's Graduates
St. Margarets Church, Belfast
The Jackson Laboratory
The Community School, Camden
Training Resource Center
Unity College
UMaine Center on Aging
USDA Rural Development
US Coast Guard Aids to
Navigation, South Portland
US Coast Guard Eastport Div.
Naval Sea Cadet Corps
Valley Grange #144
Wintle Family
Winthrop High School
York County Community College
York Cty Democratic Candidates
YouthBuild Lewiston

►DONORS

The Home Depot
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Maine Oil Dealers
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L.L. Bean
Northern New England Passenger
Rail Authority



One day of your time.

A winter's worth of warm ones
for her.

Operation Keep ME Warm
Volunteer. Winter 2005.



CHANGING THE WAY WE DO BUSINESS

MCCS makes the leap to e-Government and becomes one of the few state service commissions operating primarily over the net.

In today's fast paced, technologically driven society, Maine's citizens are increasingly connecting to their communities through their computers. High speed internet, DSL and wireless connections make it possible for us to renew our vehicle registration online, reserve a hotel room 3,000 miles away, telecommute to our jobs, and do background research on issues effecting our health, home, business, and community.

Back in 1997, the Maine Commission for Community Service began using the Internet as a substantial business tool. Resource materials were posted so volunteer managers could access them at will. Grant announcements, applications, policies, and program reporting also moved to the internet. Even the board's business agendas, reports, and minutes were distributed monthly through web postings.

In 2004, MCCS updated its two web-sites to improve ease of access to the already extensive list of content.

A quick glance at the new business site www.maineservicecommission.gov will bring you to a plethora of informa-

"The volunteer world is most active when the traditional business world is closed. Using the Internet to publish information and do business means we are 'available' 24/7 for volunteer programs. "

*Denyse Anderson
Commission Member and Chair of
Public Information Task Force*

tion on community service. A deeper look will reveal that hidden from the public is the site's best feature - the ability for commission members to directly post committee reports to the public side from remote sites. From any computer, anywhere staff and commission members need only log in

keep abreast of the Commission's work. All members have remote access to view report drafts and make corrections before they are made public.

"We do business at all hours of the day now. Board members don't have to wait for monthly board meetings to work together," remarks Denyse Anderson, Commission member and chair of the Commission's Public Information Task Force. Fellow commissioner Judy Stebbins agrees,

"Volunteers -- whether they are board members or doing direct service -- need to do most of their work outside traditional office hours. The internet tools MCCS has adopted let us stretch resources, communicate quickly, and make it possible for citizens from all



VISIT US ONLINE...

MaineServiceCommission.gov

Designed to highlight the work of the Commission, this site contains: minutes from monthly meetings; reports from Commissioners; resources on national service, program management, grant administration, and research; information on grant making activities and funding opportunities; our online newsletter, and news releases keeping you up to date on the Commission's activities.

VolunteerMaine.org

This web-site was founded to provide support to volunteer administrators needing information on volunteer management. It's also available for agencies to post volunteer opportunities and individuals seeking ways to serve. New to the VolunteerMaine site is Volunteer Solutions, a statewide database of volunteer opportunities brought to you by a partnership between the Maine Commission, Citizen Corps, and the United Ways of Maine.



VolunteerFare

The commission's online newsletter keeps Maine's volunteer community connected. Published monthly, you will find volunteer management advice, special interest articles, inspiring volunteer stories, and much more. Its uniqueness comes from the fact that much of its content comes from our readers.

corners of the state to get information when staff are away from their desks."

Even with its new remote access site, MCCS realized that mixing its business material with the educational and networking content for volunteer program managers and citizen volunteers made the site cumbersome for everyone. That led to creation of a second site, www.VolunteerMaine.org.

This site caters to the needs of community programs and those looking for opportunities to serve. VolunteerMaine.org attracts partners who fund volunteer programs and recognize the need for reference and guidance materials to help those program managers meet their goals. It also serves as a central connection between many web platforms through which organizations can recruit volunteers. Citizens looking for opportunities to serve can go through VolunteerMaine to connect to ServeNet, Volunteer Match, Volunteer Solutions and USA Freedom Corps.

"Like the employment scene, there are a number of websites that local organizations can use to reach out to potential volunteers. Unfortunately, none of these web-sites are 'one-stop-shops' Our next endeavor in 2005 will be to create a 'one-stop' platform where anyone from anywhere in the state can find or post a volunteer opportunity," Anderson noted. The Commission has already started to lay the groundwork of this mission by partnering with the United Ways of Maine and Maine Citizen Corps to bring *VolunteerSolutions*, a statewide database and volunteer tracking program to the VolunteerMaine site.

As you can see, the Maine Commission for Community Service's move to e-government allows the commission to efficiently serve the people of Maine. Its mission to help local organizations is enhanced by its two websites as they both effectively increase access to information as well as augment connections between agencies needing help and potential volunteers.



>>MCCS currently funds AmeriCorps programs that will have statewide impact and promote community service capacity. Target areas include health, environment, housing, youth service, and public safety. Approved for a three year grant through a competitive process, each program is selected, in part, because it meets a need identified in the MCCS strategic plan.

\$1.21

In local match (cash and in-kind) was leveraged by every federal dollar granted to Maine's 2004 AmeriCorps programs.

>>The federal AmeriCorps funds require local matching through cash and in-kind support from the sponsoring organization and partners that host individual AmeriCorps Members.

>>In 2004, MCCS was only able to fund four programs due to the reduced number of AmeriCorps positions nationally.

OPERATING GRANTS:

- ▶Community Resource Corps (Portland),
- ▶Maine Independence Corps (Wiscasset).

PLANNING GRANTS:

- ▶Maine Primary Care Association
- ▶Maine Mentoring Partnership

>>Resolution of the National Trust funding crisis allowed MCCS to award six AmeriCorps grants for 2004-2005.



NATIONAL SERVICE

AmeriCorps' Link to Other Programs

ALL BRANCHES OF NATIONAL SERVICE operate in communities through grants to non-profit and government organizations and are networked by the Commission. These agencies use the National Service resources to meet local needs and do so within the particular mission of each National Service Program. Whether it be administering federal grants or providing training and technical assistance to programs,

the Commission is responsible for ensuring their success and professional development.

Every three years, the Corporation for National and Community Service (CNCS) holds an AmeriCorps grant competition whereby non-profit organizations that operate a national or regional

level program are eligible to apply. Examples of successful applicants include YouthBuild and Campus Compact.

For AmeriCorps grants, MCCS is allotted federal dollars based on Maine's population. The funds are awarded for three types of programs: education awards, planning grants, and

operational grants. Maine non-profit agencies and units of government are eligible to apply. The next open competition will be 2006.

CNCS also makes direct grants to agencies that sponsor AmeriCorps*VISTA, Senior Corps, and Learn and Serve.

Maine's school-based Learn and Serve funds are granted to the Maine Department of Education, Kids Consortium and Maine Campus Compact. Senior Corps and *VISTA are administered through the CNCS regional office in New Hampshire.

Corporation for
NATIONAL & COMMUNITY SERVICE ★★★★★

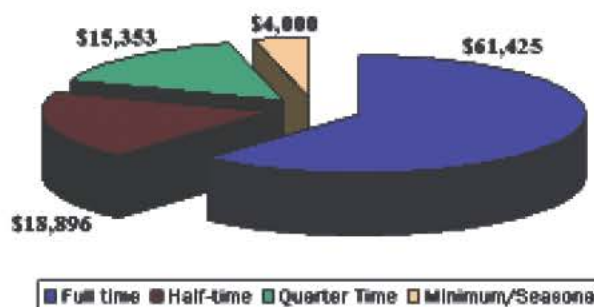
AmeriCorps Service Means Higher Ed Financial Aid

After completing a term of service, AmeriCorps members receive an education award that can be used to pay off student loans or finance college or vocational training. People who serve 1700 hours qualify for an education award of \$4,725 while those who serve part-time qualify for a pro-rated award.

Understanding the Numbers

The 2004 AmeriCorps program year reflected the full impact of a funding crisis in the National Service Trust which was the focus of much public discussion and news coverage during Summer 2003. As part of the "recovery plan" for the National Trust, Maine was limited to a comparatively small number of AmeriCorps positions: 44 FTEs, down 60% from 2003.

2004 Education Awards Earned: \$99,674



Program Name	CNCS Grant funds	Local Match	FTE Members
Community Resource Corps	\$ 256,000	\$ 244,000	19.0
Maine Independence Corp	\$ 320,692	\$ 216,000	25.0
TOTALS	\$ 576,692	\$ 460,000	44.0

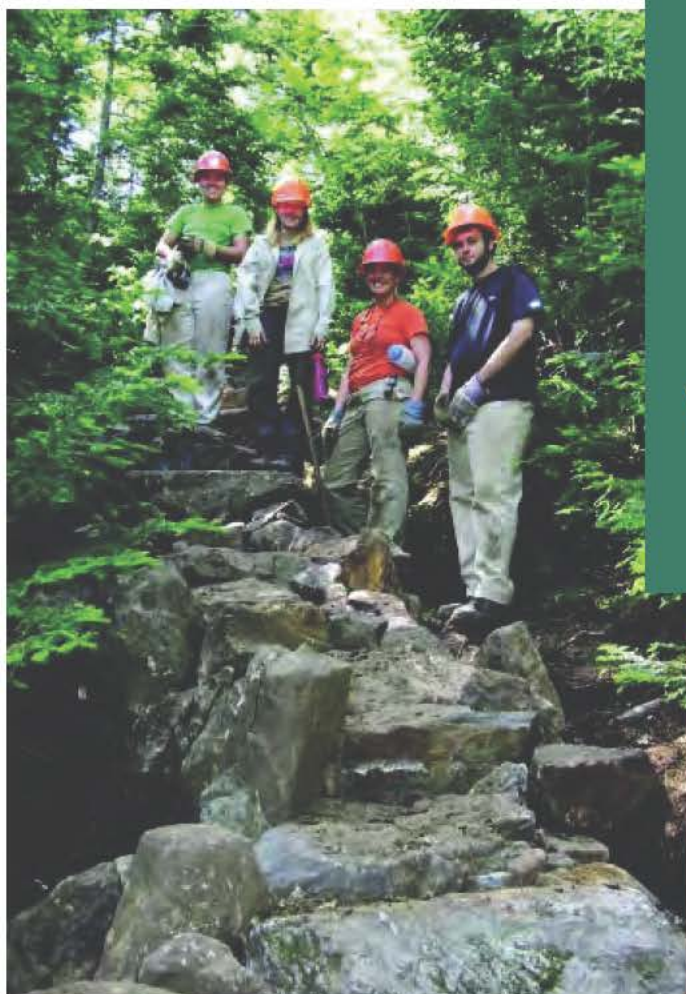
AMERICORPS IS A CATALYST FOR COMMUNITY SERVICE

AmeriCorps not only builds stronger communities, but as part of its mission, members must mobilize local citizens to serve as volunteers alongside them. In 2004, Maine's 49 AmeriCorps members recruited 1,124 volunteers (a ratio of 1:23) who contributed 17,264 additional hours of volunteer service!

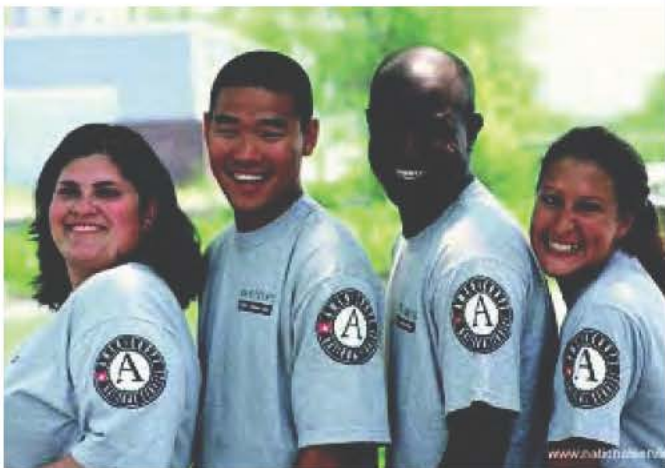


AmeriCorps

**Your World.
Your Chance to Make It
Better.**



AmeriCorps, the domestic Peace Corps, engages more than 60,000 Americans in intensive, results-driven service each year. Members are teaching children to read, building handicap accessible ramps, and bringing communities together. Read on to learn more about programs in Maine.



New Programs for 2005!

◆ **Emergency Response Corps**

18 AmeriCorps members will serve with EMTs and fire personnel in rural counties.

◆ **Island Institute AmeriCorps Fellows**

12 AmeriCorps Fellows will help communities implement projects critical to sustaining island community life.

◆ **Maine Conservation Corps**

12 AmeriCorps members will serve in natural resource conservation agencies, helping them address local environmental priorities.

◆ **Maine Rural HealthCorps**

10 AmeriCorps members will be assigned (one each) to rural health centers to help link the primary care work of the centers to the efforts of community health and prevention collaborations.



Community Resource Corps

Engaging Maine's Youth in Community Service

Steve Niles,
Program Director
Training Resource Center
38 AmeriCorps Members

The Community Resource Corps is an AmeriCorps program with 38 members serving in communities throughout Southern, Western, and Coastal Maine.

In greater Portland, 24 AmeriCorps members are hosted by local non-profit organizations. Their volunteer assignment is to expand the organization's "youth involvement" (i.e. the number of youth engaged in community service). In it's first year of operation, the Community Resource Corps:

- organized 53 community service projects (at least 8

hours each) that engaged 632 youth as volunteers;
► recruited an additional 401 adult volunteers for Portland area service organizations;
► helped 13 community agencies create solid volunteer management systems.

In Franklin County, Foster Tech was the lead partner in AmeriCorps' support of rural Emergency Medical Service and Fire Departments. Fourteen AmeriCorps members were assigned to help rural areas of the county handle emergency medical, fire, and safety issues. In 2004, they:

- conducted 40 safety education presentations that reached 1,155 citizens with critical information; and
- led development of volunteer recruitment plans in 4 rural fire departments.

Community Resource Corps Members Jessica Bean and Evan Grant helped organize a partnership between three youth agencies to create a week long program called "Summer of Service". On one particular week, 35 youth volunteers were joined by Evan, Jessica, and their site supervisor, Craig Lapine (Executive Director of Cultivating Community). They created 200+ feet of stone work around a newly built community garden. They also helped harvest a 5,000 sq. ft. garden that had been sown with plants that absorb lead from the soil.

The AmeriCorps members serving in public safety agencies all completed basic fire fighting and emergency medical technician certification. In addition to helping cover remote areas, they

conduct public education sessions about emergency response services and disaster preparedness. Perhaps one of the most rewarding parts of their service is when members make presentations to local elementary, middle and high schools on emergency escape plans and establishment of meeting points for household members in case of fire, basic first aid, preventing and caring for hypothermia, and ATV and snowmobile safety.

For more information on the Community Resource Corps call 207-775-5891 or e-mail Steve.Niles@trcme.com.

Host Sites

Cultivating Community
(Portland)

Franklin Memorial Hospital
Emergency Services
(Farmington)

Farmington Fire Department

Friends of Cobbossee
Watershed (Augusta)

Foster Regional Applied
Technology Center
(Farmington)

Gorham Fire Department

Habitat for Humanity
(Bath/Brunswick Area and
Greater Portland)

Maine Historical Society
(Portland)

Maine Wildlife Park (Gray)

Morris Farm (Wiscasset)

Orono Fire Department

Pemaquid Watershed Association
Lincoln County Trailblazers
(Damariscotta)

Portland Housing Authority

Training Resource Center's Youth
Services (Portland)

Wolfe's Neck Farm Foundation
(Freeport)



MAINE INDEPENDENCE CORPS

Jon Underwood, Program Director
Coastal Enterprises Inc.
25 AmeriCorps Members

The AmeriCorps members in the Maine Independence Corps help Maine senior citizens with low incomes and disabled people remain in their own homes, living independently. The program tackles the issues in two ways: by direct modification of homes and by connecting residents of housing communities with services that will support their independent living.

Members on the building teams are based in Bangor, Wiscasset, and Lewiston. Their work includes building ramps to make homes accessible, installing solar hot water heaters to lower energy use and costs, modifying interior doorways to accommodate wheelchairs, and more.

Members helping with services are hosted by 3 local housing authorities (Westbrook, Lewiston, Ellsworth/MDI). Their projects range from educational sessions to operation of a cross-culture program in the Portland area that matches youth with seniors.

For more information on the Maine Independence Corps, contact Jon Underwood at 207-882-7552 or ju@ceimaine.org.

2004 ACCOMPLISHMENTS

- ▶ Repaired 5 housing units (3 multi-family) that are occupied by 31 residents.
- ▶ Repaired 2 community centers that are used by 508 residents of a housing complex.
- ▶ Improved home energy efficiency for 65 residents by installing 115 energy conservation devices including 10 solar-powered systems.
- ▶ Weatherized 30 apartments, 18 single family homes, and 6 multi-family units so energy costs for residents would be reduced.
- ▶ Provided education and referral services to 773 people.

▶ 97% of elderly Maine homeowners hope to stay in their homes the rest of their lives.

▶ 66% of elderly Maine homeowners have incomes of less than \$12,000

▶ 52.5% of Maine seniors reported at least one severe disability that threatened their home-based independence.

▶ 55% of Maine's low-income elderly homeowners pay at least 125% of their incomes to heat their homes during the winter.



SERVICE WITH COMPASSION

1| AmeriCorps Member Blake Rosso has been serving with the Ellsworth/MDI Housing Authority in Bar Harbor since May 2004. His experience is never the same as he meets with hundreds of low-income seniors

from the area on a daily basis. Yet there is a continuity in what he does each day. He makes repairs, installs devices for the disabled and is helping to finish the new dining hall for the seniors in the area.

Blake has become a favorite among the residents in the housing complexes, especially the senior men with whom he takes the time to visit. On November 20th, the male residents from Malvern-Belmont, Beach Cliff and Redic residences held a special dinner in honor of Blake and his service to their community.

2| Exclusive of the great work they are doing, what sets Maine Independence Corps and other AmeriCorps programs apart from the typical internship or job is that they give people a chance who would otherwise not have access to professional development opportunities. Just ask one of the members at Maine Independence Corps.

She was living in a homeless shelter in Bath when she applied at the Maine Independence Corps office in 2004. She had recently dropped out of high school and left her home in order to be in a safer place. Looking to improve the situation she was in, she turned to AmeriCorps and applied to work with the Maine Independence Corps. She was welcomed with open arms into the program.

Today, she has thrown herself into her service, gained confidence, learned how to use a computer, is earning her GED and has a growing sense of pride. Everyone in the AmeriCorps office is encouraging her and looking forward to her success.



AmeriCorps *VISTA

Walking In Another's Shoes

VISTA Members experience poverty to help those living in poverty

AmeriCorps *VISTA (Volunteers in Service to America) engages members in capacity building activities that result in the creation or expansion of programs meeting critical, low-income community needs.

Established in 1964 under the Johnson Administration's Economic Opportunity Act, AmeriCorps*VISTA's goal was to eliminate "poverty in the midst of plenty by opening to everyone the opportunity to work and the opportunity to live in decency and dignity."

Members who choose this program take an oath to live in poverty so that they can experience the lives of the

people they serve. Perhaps it was best said by President Johnson himself when he welcomed the first group of twenty *VISTA volunteers to the White House in 1964.

"Your pay will be low; the conditions of your labor often will be difficult. But you will have the satisfaction of leading a great national effort and you will have the ultimate reward which comes to those who serve their fellow man."

Today, thousands of young adults, take the oath of poverty to improve the lives of others.

The following is a listing of *VISTA projects in Maine during 2004:

City of Lewiston Somali Resettlement Project. Seven *VISTAs were assigned to develop programs and services that enable the local immigrant and refugee communities to reach self-sufficiency and economic independence. The City of Lewiston in collaboration with the seven official partnering agencies and VISTA members work toward the removal of

barriers for Somali residents to acquire full employment and access to equal opportunity.

PrepareME -American Red Cross of Southern Maine. This statewide 12-member *VISTA project was designed to facilitate a unified and cohesive infrastructure to match volunteers to volunteer opportunities throughout Maine in order to mobilize communities to help people prevent, prepare for, and respond to disasters of all kinds. It includes comprehensive preparedness and response activities, including the development and support of Citizen Corps Councils and initiatives.

The Bread of Life Ministries. A small faith-based non-profit in central Maine, Bread of Life is working to break the intergenerational cycle of homelessness. Two AmeriCorps*VISTA members helped set up a network of supportive services that will enable currently homeless individuals to live more independently. The services are facilitated by a mentoring program that links volunteers directly with clients to teach basic living skills -- money management, child care, and pre-employment and employment skills.

Senior Sense-University of Maine Center on Aging. The Senior Sense AmeriCorps members worked to develop innovative strategies for deli-



Somali Resettlement Project

The Somali Resettlement Project will seek to remove barriers including transportation, daycare, employment, public health, language deficiency, financial and economic literacy, training and education, and employment.

vering customized financial and consumer education materials and resources and job training and placement services to low income older adults. Members also worked on establishing a comprehensive internet resource site that would be easily available to older adults, their families, and the health and human service personnel that work with them.

Coastal Enterprises Inc. Five *VISTA members assisted with affordable housing issues in central and coastal Maine. Members expanded the rural home ownership initiative by providing comprehensive assistance to potential low income homeowners informing community members of affordable housing opportunities, and bringing neighborhood concerns to the attention of the Community Development program.

The *VISTA project focuses on four target strategies (Start Smart, Women's Business Development Initiative, Employer Supported Housing Initiative, and Downtown Revitalization Program). Designed to enhance existing efforts and increase results, each strategy is coordinated within CEI to link with current programs such as Microlending, Housing, Business Counseling, Women in Business, Target Opportunities (employment), sectoral development (fishing farming), childcare, lending and other programs offered throughout the state of Maine.

Communities for Children and Youth. This program links the resources of state government with local organizations in an effort to address the concerns of local communities.

Members provide leadership and guidance to cooperatively solve problems facing Maine's children and families.

In 2004, Communities for Children placed 40 members at local, regional and state organizations to assist in creating strong prevention systems addressing problems of substance abuse, teen pregnancy, violence, school drop-out rates, aspirations, and juvenile delinquency.

The Independent Transportation Network (ITN). Two *VISTA members assisted in expanding ITN's low-income riders program called the "Road Scholarship Program".

Founded in 1995, ITN's mission is to provide dignified, economically sustainable transportation for the visually impaired and people who are too old to drive. Since its inception, ITN has provided over 100,000 rides.

ITN serves a population of more than 25,000 people in the greater Portland area. The service allows unsafe senior drivers to voluntarily transition to the passenger seat but remain independent in the community.

Maine Senior Farm Share. An innovative approach to improving low-income senior citizens nutritional needs by providing locally-grown



fruit and vegetables through farm shares. The Farm-Share program benefits both farms and low-income elderly by paying

farmers \$100 per elderly recipient's share at the beginning of the growing season, to grow fresh produce. *VISTA members supported the coordination, distribution, and data management systems necessary to facilitate the Maine Senior FarmShare program. They also helped increase access to farm harvests by coordinating food pantries, senior meal centers, and housing sites. This project benefits approximately 1/3 of Maine's low-income elderly population and enhances economic sustainability for over 200 small family farms.

Maine Campus Compact (MCC). A statewide coalition of colleges and universities established to encourage and enhance campus engagement in the community, MCC's *VISTA program is part of the Campus Compact Northern NE

AmeriCorps VISTA Collaboration. (including ME, NH and VT). It is based on a mutual interest in supporting service focused on anti-poverty measures at the more than 70 colleges and universi-

sities in the three states.

Maine Council of Churches Restorative Justice Project. The *VISTA member worked to form a Restorative Justice Collaboration in the area served by the 6th District Court of Maine (Brunswick/Bath region). The project's goal is to prevent youth from becoming embroiled in the criminal justice system by working with the agencies assigned to improve the youth offender's connections to the community, mend relationships and make amends for harm done.

Maine Time Dollar Network. The mission of Maine Time Dollar Network is to strengthen the informal support systems of family, neighborhood, and community through Time Dollar exchange programs.

The Time Dollar project focuses on issues of concern to low-income families, seniors and disadvantaged youth. Ten *VISTAs at satellite offices assisted clients by developing a home repair and maintenance program for low-income seniors, creating a computer technology project for youth-at-risk, and starting a Time Dollar Store to improve employment skills for low-income families.

Preble Street Resource Center. Preble Street is a small community agency that offers direct services to Portland's homeless and low-income people. Two *VISTA members recruited volunteers to maintain the facilities and assumed the primary role of finding sustainable sources of non-food donations within the community so that clients' basic needs could be met.



Experience in Action

Maine's Seniors Giving Back to Communities

Often times we think of how great it would be to retire. No more morning commutes into work. No more production quotas, deadlines, or office politics. Good-bye meetings, hello freedom!

Yet today's relatively young retirees are finding their new found freedom a challenge. Fortunately, the skills and life experience that keep them keenly interested in the world are a valuable resource to their communities and for many, retirement is the time to get involved in all those causes for which there was no time before.

For these retirees, there is **Senior Corps**. Senior Corps offers opportunities for adults ages 55+ to use their life experiences and professional expertise in their communities.

Forget a sedentary lifestyle. Senior Corps members are spending their days working at day care centers and libraries, reading to children at after school care programs, volunteering at hospitals, being companions to the very elderly, working in offices of non-profit agencies, and much more. They are finding a life of service after retirement.

Senior Corps, funded in part through the federal Corporation for National and Community Service and Maine's Bureau of Elder and Adult Services (DHHS), has three separate programs. All recruit senior citizens to help address compelling community needs.



The Foster Grandparent Program recruits low-income people age 60+ to serve children with special needs and their families in schools, day care centers, hospitals and homes. Volunteers must serve 15 hours per week (many serve more) and are paid a stipend of \$2.65 per hour.

Over 1,000 children and youth with special needs received one-on-one attention and support through the two Foster Grandparent Programs.

The Senior Companion Program recruits people age 60 and older living on low incomes to serve frail older adults, helping them remain independent in their homes. Volunteers must serve 15 hours per week (many serve more) and are paid a stipend of \$2.65 per hour.

This year, 613 older and disabled people received companionship and support for independent living through the UMCE Senior Companion Program.

The Retired and Senior Volunteer Program (RSVP) recruits people age 55 and over. They may be of any income level as they are not paid a stipend. They serve from a few hours a week to many more. Some serve episodically on special projects. RSVP volunteers may serve with any non-profit agency or health care organization, whether non-profit or for-profit.

Over 2,600 Senior Corps Members provide invaluable services to Maine's communities.

In 2004, over 2,600 citizens volunteered through RSVP. Louise Park, placed at the Jumping Jacks Day Care and Nursery School in Bangor, is just one of them.

"The children scream Louise's name out whenever she arrives," says Leslie Szydlo of the daycare, "She reads out loud to them until you'd think she would have no voice left. Louise does not just go the extra mile with the children, she goes an extra million miles."

Over 1,300 pre-school children learned to enjoy books and activities that stimulate their literacy skills thanks to RSVP Born To Read volunteers.

Last year **2,664 Senior Corps** members **volunteered 655,574 hours** in community service. The monetary value of their service equates to **\$11,269,317***

RSVP volunteers helped provide over 750,000 nutritious meals to older people throughout Maine.

In addition to providing service, Senior Corps often creates programs to advance the mission of a sponsoring organization. The UMaine Center on Aging RSVP created and implemented The Bone Builders osteoporosis prevention

program. Volunteers distribute literature and provide information to the elderly on on this common health concern. Other RSVP sponsors across the state will be starting similar programs.

New RSVP initiatives include training volunteers to teach "Matter of Balance" courses and provide emergency preparedness information to seniors.

For more information on Senior Corps visit www.seniorcorps.org or contact one of the agencies listed in our directory (pg. 29).

*Value is calculated using Independent Sector's assigned hourly wage for volunteers," (\$17.19/hr) which is based on the average hourly wage for nonagricultural workers, as published in the Economic Report of the President, increased by 12% to estimate fringe benefits

LEARN AND SERVE

Students Experiencing the Power of Learning Plus Service

Learn and Serve supports service-learning programs in schools and at community organizations to help nearly one million students from kindergarten through college meet community needs while improving their academic skills and learning the habits of good citizenship. Learn and Serve grants are used to create new programs or replicate existing ones, as well as to provide training and development for staff, faculty and volunteers.

The Living Democracy Project. Sponsored by the Corporation for National and Community Service, this program is a national initiative that encourages students to gain knowledge of history and civics while acquiring the skills needed for effective civic participation. Subgrants were awarded to six school systems/service-learning agencies in Maine and included a partnership with Massachusetts and Rhode Island. In addition, a week long institute in the summer of 2004 was held for the teachers and assisted

them in thinking about ways to connect history with current issues and service-learning projects.

National Direct Grants. The Maine Department of Education administered learn and serve national direct grants to six school systems in 2004. Schools use these funds to provide service learning projects for their student organizations located throughout New England.

KIDSCAN (KIDS Civic Action Networks). Through a Learn and Serve grant, the KIDSCAN Project, hosted by KIDS Consortium, was created to engage K-12 students in high quality service-learning experiences linked with civics and history. The project ensures that students involved in service-learning have opportunities to acquire the knowledge, skills and attitudes needed to become active citizens in their communities. The project also provides tools, training and support to local leadership teams to identify

and implement strategies to help expand and sustain service-learning practices as well as create a network of service-learning practitioners (educators and community organizations) and youth throughout New England.


Maine Campus Compact has undertaken subgranting, training and technical assistance activities to create models of excellence in campus/community collaboration and building infrastructure for service-learning.

The grant is a collaboration among Campus Compact offices in Maine, New Hampshire, and Vermont.

For more information on Maine's Learn and Serve programs:

Lora Downing, Education Specialist
Department of Education
23 State House Station
Augusta, ME 04333
(207) 624-6740
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<http://www.maine.gov/education/lsa/homepage.htm>





Citizen Corps asks you to take personal responsibility for being prepared. Get trained in first aid and emergency skills and volunteer in support of local emergency responders, disaster relief, and community safety.

MAINE STATE CITIZEN

What is Citizen Corps? How can it impact the safety of your family?

WOULD YOU BE PREPARED IN CASE OF an emergency? Would you be able to ensure the safety of your children, your spouse, or even yourself? According to a Citizen Corps household survey by University of Southern Maine's Survey Research Center, only 54% of Mainers felt prepared

to respond to household emergencies and even fewer in the event of a natural disaster (28%). Perhaps that's because we don't take to heart the advice that "an ounce of prevention is worth a pound of cure." Or maybe, the majority of us have forgotten the admonition "be prepared."

According to responses, barely half of us have emergency supplies at home, in our cars or at work. Those who don't have the kits explained they either didn't think it was important (26%), hadn't thought about it (22%), or didn't ever expect to face an emergency.

Is that sense of being safe from any accident, illness, injury, fire, flood, crime, or other emergency reasonable? Is it smart to *not* know how to take care of yourself in the first few minutes of an emergency or natural disaster?

The fact is, when an emergency does happen, the first people at a scene are usually family, neighbors, or members of

Management Agency (FEMA) and then moved to the Department of Homeland Security, Citizen Corps aims to engage all citizens in hometown security through personal preparedness, training, and volunteer service. Local Citizen Corps Councils engage citizens in preventing, preparing for, and responding to all-hazards through planning, evaluation, public education, communication, training exercises, and volunteer programs.

The main mission of Citizen Corps is to establish links between local first responders, law enforcement, emergency management, volunteer organizations, health officials, community leaders, and other local groups. The job of a countywide Local Council is to form a volunteer infrastructure that will increase the ability of residents and community institutions to handle any type of crisis situation.

Coordination at the state level is

and running so that families, neighborhoods and communities can be better prepared," says Quentin Clark, Co-Chair of the Council.

Citizen Corps is an umbrella under which many public health, community safety education, and public safety programs can work together. It also promotes four specific programs sponsored by the federal partners FEMA, Office of the Surgeon General, and Dept. of Justice. A fifth program, **Fire Corps**, is slated for national implementation in 2005.

■ **COMMUNITY EMERGENCY RESPONSE TEAM (CERT)**

CERT prepares civilians to organize and train for disasters while developing partnerships between local government, response agencies, emergency management, and community members. Maine currently has 16 Active Community Emergency Response Teams listed on the National CERT directory.

■ **MEDICAL RESERVE CORPS (MRC)**

MRC coordinates a volunteer cadre of practicing and retired healthcare professionals, physicians, nurses, and others with relevant medical skills to assist fire and EMS during large-scale local emergencies. Maine has two MRC programs: Franklin County Memorial Hospital and Eastern Maine Healthcare.

■ **VOLUNTEERS IN POLICE SERVICE (VIPS)**

VIPS brings together local officials, law enforcement personnel, and citizens volunteers to make communities safer. Maine Community Policing Institute helped launch VIPS in Maine by training local departments. As a result, there are now 33 VIPS programs in Maine attached to local police departments.

■ **NEIGHBORHOOD WATCH** A partnership between law enforcement and community members, Neighborhood Watch volunteers help reduce crime and improve the quality of life in communities.

■ **FIRE CORPS** Fire Corps enhances the ability of fire departments to use citizen advocates and provide individuals with opportunities to support their local fire departments with their time and talent.

EN CORPS

the public who are passing by. Yet, our ability to provide effective aid is poor: nearly 70% of us have not been trained in CPR or First Aid; only 6% of us have fire extinguishers and only 15% know how to suppress a fire.

The good news in this is that we know that it is important to be trained and prepared for emergencies and natural disasters. We also acknowledge our lack of preparation. That is one reason Maine needs Citizen Corps.

Established by the Federal Emergency

handled by the Maine State Citizen Corps Council. Chaired jointly by a member of the Maine Commission for Community Service and the Director of Maine Emergency Management Agency, council members represent local schools, state agencies, statewide non-profits, labor unions, private industry, state and county emergency services, healthcare providers, and emergency responders.

"The best thing we can do as a council is provide the resources and support to get local corps councils off the ground



CITIZEN CORPS State Council 2004 Membership

CO-CHAIR: Art Cleaves, Wayne, *Maine Emergency Management Agency*
CO-CHAIR: Quentin Clark, Farmington, *MSAD #58*

Joe Bolduc, Oakland, *SAPPI Fine Papers*
 Bob Bohlmann, Wells, *York County EMA Director*
 Peter Crockett, Chelsea, *Maine AFL-CIO*
 Susan Cheesman, Concord, NH, *Corporation for National and Community Service*
 Greg DeWitt, Litchfield, *State of Maine Social Worker*
 Everett B. Flannery, Jr., *Kennebec County Sheriff's Office*
 John Rebar, Orono, *UMaine Cooperative Extension*
 Gerry Keenan, Hulls Cove, *Partners in Practice Physician Extenders Consulting Services*
 Dawn Kinney, Boothbay, *Education & Training Licensing Agent - Maine EMS*
 Liz McCabe Park, Lewiston, *Campus Compact, Bates College*
 Andrew Mendes, Jefferson, *American Red Cross*
 Ruth Saint Amand, Waterville, *HealthReach, RSVP*
 Steve Trockman, Georgetown, *Regional Resource Center, Southern Maine Medical Center*
 Joe Young, Winthrop, *Police Chiefs' Association/Winthrop Police Department*
 Kathy Knight, Bangor, *Center for Emergency Preparedness, Eastern Maine Medical Center*

CITIZEN CORPS

TRI STATE MEDICAL RESPONSE

In 2004, the Maine State Citizen Corps Council was an instrumental part of creating the *Northern New England Emergency Medical Response Team Project* based on the design of the Medical Reserve Corps program. Maine joined a partnership with New Hampshire, Vermont, and Dartmouth College to build a tri-state *Metropolitan Medical Response System (MMRS)* that mirrors a Disaster Medical Assistance Team (DMAT).

Each state has a "Medical Strike Team" that involves professional volunteers with specific training including physicians/toxicologists, critical care nurses and paramedics with specialized weapons of mass destruction and hazmat training. These professional volunteers will be deployable for large-scale in-state emergencies according to each state's emergency management agency guidelines within the tri-state region. The need for this type of team for Maine, New Hampshire and Vermont is essential due to the miles of international border and, in Maine, open coastline that attracts tourists, cruise ships, and working boats.

Maine was the first rural state to sign a Memorandum of Agreement with the MMRS Regional Office!

KEEPING MAINE CHILDREN SAFE is another public safety priority and the



reason the Maine State Citizen Corps has partnered with the National Oceanic and Atmospheric Administration (NOAA) to place NOAA weather radios in each public and private school in Maine.

These radios are equipped with new technology that allows for an all hazards statewide alert system. As part of the process to ensure the safety of Maine's children, Citizen Corps is partnering with the Maine Parent Teacher Organization, Retired Senior Volunteer Programs, Maine Emergency Management Agency, and other groups to install the radios as well as assist school officials with designing and/or updating

emergency plans according to the various types of warnings that may come across the NOAA radios. There are future plans to place NOAA radios in healthcare facilities as well.

CERT TEAMS AROUND THE STATE

In 2004, Citizen Corps laid the foundation for the first business/university based CERT team in Augusta, at the University of Southern Maine Muskie School for Public Service. This will be a pilot program for Maine as employees, faculty, staff and associated agencies of the school will train to provide local CERT services. As a result of this training, a logistically diverse employee group will not only be able to provide emergency services to the Augusta community, but will bring their skills and experiences back to their home communities. The end result being that they either potentially join an existing CERT or instigate a new start up in their hometowns.

For more information on Citizen Corps contact:

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Working together for safe, healthy, secure hometowns.



Everyday we are reminded that some crisis are not unthinkable. Acts of Terrorism. Tsunamis. Mudslides. Flu epidemics.

But what about the local crisis? Will you be prepared when the time comes?

Could you help a neighbor in the first few minutes after an accident? Can you swim well enough to help a distressed canoeist or your child? Could you get out of a house fire at night, alive?

Citizen Corps is there to prepare communities, neighbors and families to respond to local emergencies.

Know that your family and community is safe. Be prepared.

To learn more about Citizen Corps and how you can get involved, Call the Maine State Citizen Corps at 207.626.5240



Citizen Corps is funded by the US Department of Homeland Security and administered by Maine Emergency Management Agency and Maine Commission for Community Service with assistance from the University of Southern Maine Muskie School of Public Service.

For more information, go to: www.citizencorps.gov

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CITIZEN CORPS

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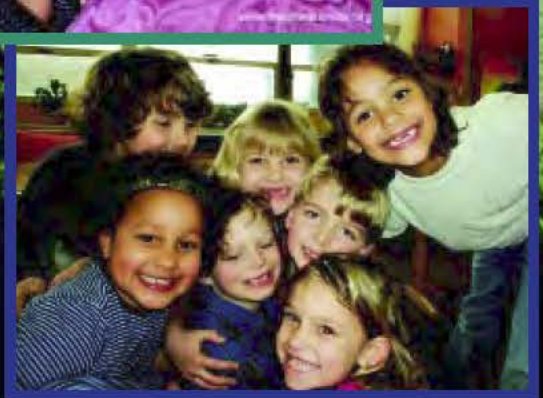
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ISLAND COMMUNITIES

Island Institute Fellows Program

MAINE COMMISSION *for* COMMUNITY SERVICE

Celebrating 10 Years



“SOWING THE SEEDS OF SERVICE” For ten years, the Commission has proudly served Maine citizens, cultivating volunteerism and community service in our great state. Come join our 10th Anniversary Celebration!
www.maineservicecommission.gov/anniversary