

# MAINE STATE LEGISLATURE

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# CITIZEN SERVICE



MAINE COMMISSION FOR  
COMMUNITY SERVICE

2007 ANNUAL REPORT



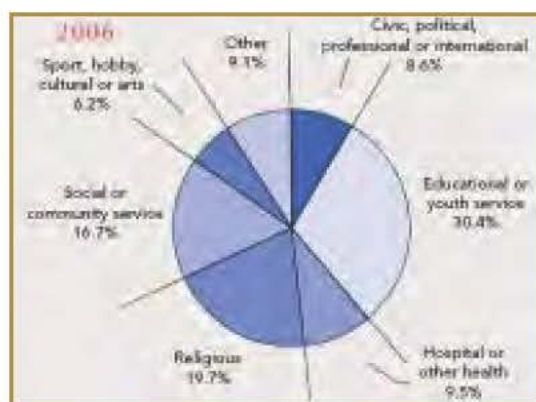


## HIGHLIGHTS FROM MAINE'S VOLUNTEER SECTOR

### Excerpts from "Volunteering in America" April 2007 ([www.nationalservice.gov](http://www.nationalservice.gov))

- ♦ 350,000 Maine volunteers dedicated 42.4 million hours of service.
- ♦ Maine had the second-highest volunteer rate among states in the Northeast.
- ♦ Participation with education or youth-service organizations increased from a rate of 21.1% in 1989 to 30.4% in 2006.
- ♦ Maine was one of 17 states in the nation in which providing professional services was one of the top four activities for volunteers.
- ♦ Overall, 40.3% of people in Maine engaged in civic life by volunteering, working with their neighbors, or attending public meetings.
- ♦ Maine ranked ninth in the nation on the Civic Life Index with a score of 114.9.

### Where Maine People Volunteer Time\*



\*Graphs by the Corporation for National and Community Service, "Volunteering in America"

### Maine Volunteering by Age\*

AGE	MEDIAN HOURS	STATE RATE	NATIONAL RATE
16 - 24 years	30	24.9%	23.4%
25 - 34 years	32	32.0%	24.7%
35 - 44 years	43	41.8%	33.3%
45 - 54 years	43	37.2%	32.2%
55 - 64 years	52	34.8%	29.3%
65+ years	100	24.9%	24.4%

"Volunteers are a significant economic force in Maine- representing one-third of adult residents.

"In fact, the total dollar value of Maine's volunteers last year, using Independent Sector's volunteer value estimate, was nearly \$800 million.

"Research shows that communities with high rates of volunteering are healthier, but in order to make that happen, we must continue to work together—government, the private sector and nonprofits— to grow and strengthen the engagement of our citizens.

"It is important to recognize that investing in volunteer recruitment and management can yield vital long term benefits."

David Eisner, CEO  
Corporation for National and Community Service  
9 October 2007  
Orono, Maine

### Excerpts from "Developing Capacity in Maine's Volunteer Sector."

([www.maineservicecommission.gov](http://www.maineservicecommission.gov))

#### Primary Types of Volunteer Opportunities

- 24% Episodic (one-time or events)
- 58% On-going
- 20% On-call (pre-qualified and called as needed)

#### Implementation of Best Practices in Volunteer Management Among Maine Programs

42% report implementation of fewer than 60% of the practices essential to sustainable programs.

5% report full implementation of these practices.

#### Impact of Recruitment on Program Services

The impact of volunteer recruitment results on ability to meet the need for program services:

- 5% Volunteer applications exceed need
- 27% Volunteer applications meet need
- 47% Applications fall somewhat short of need
- 6% Applications fall critically short of need





## FROM THE MAINE COMMISSION FOR COMMUNITY SERVICE

Greetings to everyone serving the people of Maine!

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.

There was a theme running through everything we experienced and accomplished in 2007. It was that maintaining the volunteer aspect of the way life should be and sustaining it into the future requires more purposeful action and more skillful management.

This report is by definition a look back. But the most exciting news from this year is actually about the future.

For nearly three years, MCCS has worked to lay the ground for high quality, competency-based training and technical assistance for volunteer program leaders. As a result of that preparation, the Commission obtained one of only four national grants awarded in 2007 to target increased capacity in volunteer programs. This grant (Project INVEST) will further our attempt to provide a curriculum and context for volunteer management in the State of Maine.

With volunteers providing so many essential services in our state, how we leverage those resources becomes good business practice. Managers of volunteers need training in how to do their jobs better just like any other segment of our society. Project INVEST will provide that much needed training. I am very proud of the work done by MCCS to further that goal and to further high quality volunteer service in our state.

Yours in service,

*Paula Gagnon*, Commission Chair

### 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.

The Maine State Planning Office provides administrative support.

### Mission

Foster community service and volunteerism to meet human and environmental needs in the State of Maine.

### Duties Highlighted in 2007 Work

Under 5MRSA c.373 §7503, the Commission is to:

- ♦ Develop a 3-year comprehensive community service plan; determine state priorities for effort and funding.
- ♦ Foster collaboration among state agencies, higher education, government agencies and volunteer programs.
- ♦ Serve as a clearinghouse for citizens and agencies recruiting volunteers.
- ♦ Select AmeriCorps programs and prepare the federal grant application to fund them.
- ♦ Evaluate, monitor, and administer the AmeriCorps grant program.
- ♦ Provide technical assistance and training to service programs.
- ♦ Serve as a clearinghouse for information on national and community service.

### 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.

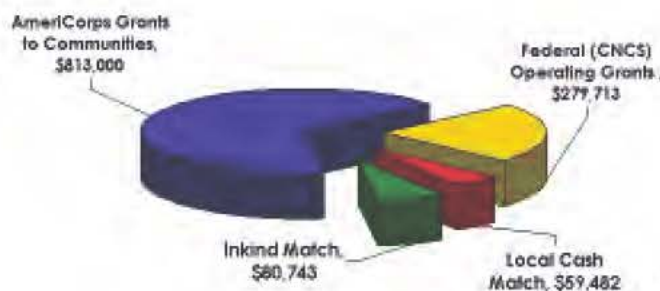
Educate and advocate for a better understanding of Maine's volunteer sector: its needs, accomplishments, challenges, and opportunities.

### Commission Funding

The total operating budget for the Maine Commission for Community Service is \$419,938. One-third of the funds are federal grants restricted to support activities for National Service programs in Maine.

The Commission also received \$813,000 AmeriCorps grant dollars which were distributed to local agencies.

#### Commission Funds and Sources







## Special Projects

In fulfillment of its duty to foster collaboration among volunteer service programs, community organizations, funders, and government, the Commission manages several projects.



*Governor Baldacci and the 2007 award recipients.*

## The Governor's Service Awards



This award program, sponsored for 21 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 two-

fold: recognize the significant contributions of the recipients and inspire others to follow their examples.

## Leadership Institute in Volunteer Management

No college or university in Maine offers any level of certificate, continuing education credits or graduate degree in volunteer management. To begin offsetting that fact, the Commission sponsored a Leadership Institute in Volunteer Management in June at the University of Maine in Orono.

Sponsored collaboratively with the Center for Community Inclusion and Disability Studies and University of Maine Cooperative Extension, the Institute brought together twenty two very experienced volunteer managers for 3 days to develop skills in training and advanced volunteer management.

By October 2007, 90% of the Institute participants had committed to participating in a training collaborative which will make volunteer management training more available to local program staff.

## Blaine House Conference on Volunteerism



This conference is the only statewide professional development event for volunteer program staff, board members, funders, and sponsoring organizations.

In 2007, the focus was "Fixing the Leaky Bucket of Volunteerism" and the keynote speaker was David Eisner, CEO of the Corporation for National and Community Service.

In his presentation, Eisner pointed out "The reality today is that 1 in 3 volunteers who served in 2005 did not come back to serve in 2006. That means we have a retention problem—what I like to call a leaky bucket."



*David Eisner responds to a question posed by panelist Eric Buch, President, United Way of Eastern Maine.*

Conference sessions looked at both the issue of recruitment and retention through various lenses: program management practices, generational differences among volunteers, the skills and experience of program staff, and more.

Attendance grew 74% to 230 in 2007 under the leadership of conference chairs CarolAnne Dube (Bangor) and Ron Holmes (New Sharon). They were aided by over 25 volunteer managers who served on the planning committee.

In evaluations, 67% rated the agenda as very good and another 20% rated it excellent.





## 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. Between 2002 and 2007, the number of partners grew from 3 to 14.

The members of the VolunteerMaine Partnership are state, non-profit, public and private agencies that have come together with the sole purpose of promoting volunteerism in Maine and meeting the needs of community volunteer programs so they are able to effectively respond to critical local needs.

The Commission manages statewide activities and coordination of the partnership.

## VolunteerMaine Goals

Build the capacity of volunteer programs and their leadership by addressing the four priority needs identified by Maine's volunteer sector:

- 1) professional development/training 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.

## The Four Partnership Initiatives

There are four initiatives in VolunteerMaine.

**Excellence and Expertise** promotes excellence in program operations and supports expertise among volunteer program staff through development of a statewide system for volunteer management training.

**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 understanding, respect, planning, and coordination between the traditional and non-traditional programs that mobilize in response to local emergencies.

## Key Accomplishments

Strengthened and expanded the VolunteerMaine Partnership by:

- Developing the first comprehensive partnership agreement and renewing commitments among the 14 partner organizations.
- Securing federal dollars to support development of two model County Organizations Active in Disaster (COADs). Also secured expert technical assistance for this effort through Project TADS (Technical Assistance in Disaster Services), a resource funded by the Corporation for National and Community Service.
- Granting funds to four regions for feasibility studies and outreach to determine if the volunteer programs and nonprofits are ready to undertake development of COADs.
- Securing federal AmeriCorps\*VISTA support (\$161,130) to develop peer to peer networks of volunteer managers, conduct outreach and education on the no-cost internet management platform (VolunteerMaine.org), and increase online training resources for program staff.
- Sustaining the relationship with WLBZ/WCSH6 that increases public awareness of VolunteerMaine.org through over \$46,800 in pro bono services.

## 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 (VOAD)
- ◆ 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
- ◆ WCSH 6/ WLBZ 2







### Volunteer Management Competency Project

Like other occupations, a fundamental assumption in volunteer programs is that well prepared and competent volunteer managers are essential to the success of a program.

In other careers, competency is assessed using a continuum of ability, knowledge and skill sets that range from novice to expert. And the measurement is done in the context of a person's capacity to use them adaptively in a variety of work settings and organizations.

When the Commission staff set out to identify competency models for volunteer managers that could be adapted for use with AmeriCorps staff, no fully developed models existed for volunteer managers. The few basic models for volunteer manager competencies were not fully developed and did not describe the difference between someone new to the field (novice) and someone who had 30 years experience.

For two years, Commission staff worked with a consultant at the University of Southern Maine Muskie School of Public Service to develop a complete model of competencies for novice through expert volunteer managers.

After national vetting and review, the model has been published and is the basis for all Maine work with both AmeriCorps staff and volunteer managers in partner organizations.

As 2007 closed, the competency model was accepted for publication nationally by the federal "Resource Center," an online library of tools and training materials for volunteer and service programs.



*David Eisner, CEO of the federal agency that funds Maine AmeriCorps, listens to Downeast Health Services staff describe the community needs their AmeriCorps members target through their service.*

### Project INVEST

The Commission successfully competed for one of four federal grants awarded by the Corporation for National and Community Service that aim to stem the tide of volunteer attrition by strengthening the management of volunteer programs.

Project INVEST (Increased Nonprofit Volunteer Education & Skill Training) will address the need for accessible volunteer management training in a variety of formats across Maine. The project will run for two years.

Partners are University of Maine Division of Lifelong Learning, York County Community College, University of Southern Maine Muskie School of Public Service, University of Maine Cooperative Extension, ME Dept. of Education, and Maine Environmental Corps.

### 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 (AmeriCorps, Senior Corps, Learn & Serve). Highlights of work in this area are listed below.

- ◆ Conducted statewide training programs for 130 National Service members.
- ◆ Standardized preparation of AmeriCorps members for participation in response to local or regional emergencies. Developed a recommended progression for FEMA disaster preparedness and response courses for members to complete.
- ◆ Conducted training on operating a mobile volunteer center for 21 people so that Maine has the capacity to handle spontaneous volunteers.
- ◆ Conducted educational program that prepared staff of National Service programs to take the exam for Certified Volunteer Administrator. 75% passed the exam.
- ◆ Organized Maine's participation in the first annual AmeriCorps Week, drawing attention to the legacy of over 1,300 people who have served Maine since 1994.
- ◆ Cost-shared participation of 124 National Service members and staff in volunteer management training. Also supported attendance at national volunteer and service training by 14 staff of National Service programs.





## THE COMMISSIONERS

*"Leadership can be thought of as a capacity to define oneself to others in a way that clarifies and expands a vision of the future." Edwin Friedman*

Seats on the Maine Commission for Community Service are designated in statute. Each commissioner represents at least one facet of Maine's volunteer service sector. Commissioners are appointed by the governor for 3-year terms. They are a diverse, non-partisan group of citizens, personally engaged in service, and represent every region of the state.

### Members Serving in 2007

- ♦ Paula Gagnon, Chair, Wells  
*Vice President of Academic & Student Affairs, York County Community College*
- ♦ CarolAnne Dube, Vice Chair, Bangor  
*Director, Development, St. Joseph Healthcare*
- ♦ Judi Stebbins, Secretary, Winthrop  
*Speech Therapist, Griffith Assoc.*
- ♦ Mary-Anne Beal, Waterville  
*Program Specialist, MSB Services*
- ♦ Melissa Boyd, Kennebunk  
*Executive Director, Physicians for Social Responsibility*
- ♦ Nicole Bourque, Biddeford  
*Student, Thomas College*
- ♦ Eric Buch, Belfast  
*President, United Way of Eastern Maine*
- ♦ Phillip Crowell, Jr., Auburn  
*Police Chief, City of Auburn*
- ♦ Gary Dorman, Newport  
*Program Director, Penquis Foster Grandparents*
- ♦ Carla Ganiel, Tremont  
*Nonprofit Management Consultant*
- ♦ Mark Glovin, Rockland  
*Minister, First Universalist Church*
- ♦ Charlie Hartman, Ex-officio  
*Education Consultant, Maine Dept. of Education*
- ♦ Ron Holmes, New Sharon  
*Chief Plant Engineer, Wausau Paper*
- ♦ Virginia Joles, Presque Isle  
*Director, Community Development, Maine Public Service Company*

- ♦ Andrew E. Matlins, Bangor  
*Family & Volunteer Services, 101st Air Refueling Wing ME Air National Guard*
- ♦ Kenneth Morse, Norway  
*Director, Healthy Oxford Hills*
- ♦ Amy Nunan, Hallowell  
*Maine Dept. of Health and Human Services*
- ♦ Jason Parent, Caribou  
*Director of Development and College Relations Northern Maine Community College*
- ♦ E. Frederick Schlutt, Jr., Old Town  
*4-H Foundation Director & Specialist, University of Maine Cooperative Extension Service*
- ♦ Eileen Smart, Ex-officio, Concord, NH  
*Corporation for National & Community Service*
- ♦ Al Smith, Bath  
*City of Bath Community Development*
- ♦ Noble Smith, Harpswell  
*Consultant*
- ♦ Sara Stevens, Bangor  
*Staff, Congressman MH Michaud*
- ♦ Gilbert Ward, Chesterville  
*Executive Director, Rural Community Action Ministries*

### Completing Service in 2007

- ♦ Caroline Budney, Topsham
- ♦ Patsy Dunton, Rockland
- ♦ Larry Gilbert, Lewiston
- ♦ Brad Ostrow, Bangor
- ♦ Peter Crockett, Chelsea

### Staff to the Commission

Maryalice Crofton, Executive Director  
Anne Schink, Program/Training/Disability Officer  
Kim Goding, Public Information Officer  
Donna Bradstreet, Board Meeting Secretary

### Interns and Project Volunteers

Jasmine Dupont (Intern), Christy Monroe  
(AmeriCorps\*VISTA)

### Contact Us

Maine Commission for Community Service  
187 State St., 38 State House Station  
Augusta ME 04333-0038  
207.287.8931  
[service.commission@maine.gov](mailto:service.commission@maine.gov)  
[www.MaineServiceCommission.gov](http://www.MaineServiceCommission.gov)



## MAINE NATIONAL SERVICE PROGRAMS

### 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." (5M RSA c.373 §75)

### 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.

At its inception, 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.

AmeriCorps is made up of three main programs: AmeriCorps State and National, AmeriCorps VISTA, and AmeriCorps NCCC (National Civilian Community Corps).

### Profile of Maine's AmeriCorps Members

Demographics:

74% Female	77% College Graduates
30% Aged 18-24	56% Aged 25-34
14% Over age 35	

37% Came to Maine for AmeriCorps and a third of them are planning to remain here. All are college graduates.

67% Volunteered in their host communities in addition to AmeriCorps requirements

Earned \$614,925 in education awards.

69% owe money on college loans

59% will use the AmeriCorps Ed Award to reduce the amount owed on their loans.

### 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.

One of the primary functions of AmeriCorps is generation of volunteers for the local host organizations.

Agencies awarded AmeriCorps grants are responsible for recruiting members to serve in their program. 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: Training Resource Center, Portland

Contact: Steve Niles, 207.347.3218,  
steve.niles@trcme.com

Size: 52 AmeriCorps Members

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, Oquossoc

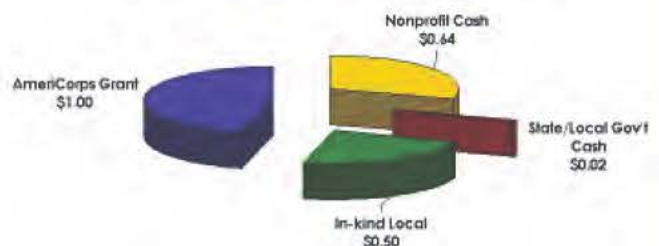
Community Volunteers Recruited: 2,227

Total Hours Served: 35,937

Average # Hours per Volunteer: 16

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

\$1 AmeriCorps Leverages \$1.16 Local Resources



**Program Purpose:** CRC AmeriCorps Members serve in host agencies across Maine who 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.





### ★ Maine Conservation Corps

**Sponsor:** ME Dept. of Labor (through June 30) and ME Dept. of Conservation (as of July 1)  
**Contact:** Linda Shapleigh, 207.624.6086, linda.shapleigh@maine.gov

**Size:** 53 AmeriCorps Members

**Sites:** Augusta, Wells, Portland, Stoneham, Jefferson, Damariscotta, Mt Desert Island, Orono, Windham

**Community Volunteers Recruited:** 2,683

**Total Hours Served:** 2,784

**Average # Hours per Volunteer:** 1 hour

**\$1 AmeriCorps Leverages \$1.50 Local Resources**



**Funding:** \$272,603 AmeriCorps Funds; \$411,924 match

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

### 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 MCCS.

#### ★ Emergency Response Corps

**Sponsor:** Training Resource Center, Portland  
**Contact:** Billye Senecal, 207.491.4915, bsenecal@trcme.com

**Size:** 20 AmeriCorps Members

**Program Purpose:** recruit EMT and firefighter volunteers, as well as inform the public about emergency response and disaster preparedness. Part of a tri-state grant, they are creating a network of emergency response personnel in ME, NH and VT.

### ★ Downeast Community HealthCorps

**Sponsor:** Regional Medical Center of Lubec  
**Contact:** Terry Woodruff, 207.733.1090 x3176, twodruff@rmcl.org

**Size:** 12 AmeriCorps Members

**Program Purpose:** 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.

#### ★ Maine Rural Health Corps

**Sponsor:** Maine Primary Care Assoc., Augusta  
**Contact:** Tom Godfrey, 207.621.0677 x207, tgodfrey@mepca.org

**Size:** 14 AmeriCorps Members

**Program Purpose:** Serve in rural community-based organizations with the primary function of assisting those organizations in integrating primary care with other healthy community and prevention collaborations. Members address mental health, tobacco and substance abuse issues.

### AmeriCorps\*VISTA

AmeriCorps VISTA 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.

Founded as Volunteers in Service to America in 1965, it was incorporated into the AmeriCorps network of programs in 1993.

**Maine Placements:** 64 AmeriCorps\*VISTA Members

#### Community Volunteers serving with VISTAs

**Total number of Volunteers:** 7,218

**Total Hours served:** 79,421

**Average # of Hours per Volunteer:** 11

#### Value of Resources Leveraged for Communities:

**Cash:** \$965,529

**Non-cash/in-kind:** \$188,455





## Maine VISTA Projects, Sponsors, & Contacts

Independent Transportation Network, Portland  
Katherine Freund, 207.857.9001,  
katherine.freund@itnAmerica.org  
Location: Portland

Maine Time Banks, Portland  
Lesley Jones, 207.874.9868,  
lesley@mainetimebanks.org  
Location: Portland

Maine Campus Compact, Lewiston  
Maryli Tiemann, 207.786.8217, mtiemann@bates.edu  
Locations: Augusta, Bangor, Biddeford, Lewiston,  
Portland, Presque Isle, South Portland

Communities for Children and Youth/ University of  
Southern Maine Muskie School of Public Service  
Chip Curry, 207.626.5238, ccurry@usm.maine.edu  
Locations: Augusta, Belfast, Corinth, Damariscotta,  
Ellsworth, Freeport, Fort Kent, Kennebunk, Lewiston,  
Lincolntonville, Milbridge, Portland, Readfield, Rockland,  
Searsport, Topsham, Waterville

VolunteerMaine Partnership/Maine Commission for  
Community Service  
Dorothy Grannell, 207.878.8698,  
VISTAdirector@volunteermaine.org  
Locations: Augusta, Bath, Bangor, Waterville, Lewiston,  
Portland, Kennebunk

## 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.

For a full annual report of Maine Senior Corps  
program activities, contact Paula Burnette, President,  
Maine National Senior Service Council, 207.262.7926,  
paula\_burnett@umit.maine.edu

### ★ The Foster Grandparent Program...

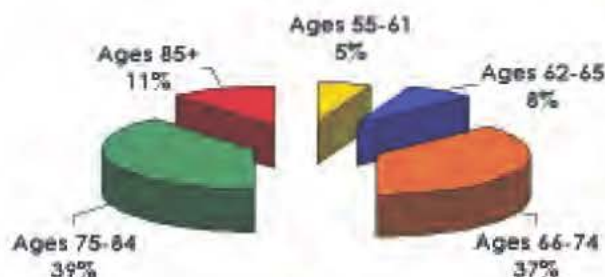
recruits people age 60 and older with low incomes to  
serve children with special needs and their families in  
schools, day care centers, hospitals and homes. Volun-  
teers serve 15 hours per week minimum and receive a  
stipend of \$2.65 per hour.

#### Sponsors & Contacts:

Penquis Community Action, Bangor  
Gary Dorman, 207.973.3864, gdorman@penquiscap.org  
Locations: 14 Counties (all except York and Cumberland)

People's Regional Opportunity Program, Portland  
Susan Lavigne, 207.773.0202, slavigne@propeople.org  
Locations: York and Cumberland Counties

## Senior Corps Volunteers by Age



Size: 250 Foster Grandparents  
186,897 hours served (avg 748/volunteer)

#### Clients Served: 2,217 Total

330 ages 0-5; 1,743 ages 6-12; 106 ages 13-19;  
and 38 ages over 20

Category of Client Needs (top 4 only): language  
barriers (755); learning disabilities (442); developmen-  
tal disabilities (286); emotional (220).

Funding: \$926,134 federal CNCS dollars  
\$335,818 local match





### ★ Senior Companion Program...

recruits people age 60 and older living on low incomes to serve frail adults so they remain independent in their homes. Volunteers must serve 15 hours per week (many serve more) and are paid a stipend of \$2.65/hr.

#### Sponsors & Contacts:

University of Maine Cooperative Extension, Orono  
Ann Swain, 207.581.3326, [aswain@umext.maine.edu](mailto:aswain@umext.maine.edu)  
Locations: 14 Counties (all except York and Cumberland)

People's Regional Opportunity Program, Portland  
Susan Lavigne, 207.773.0202, [slavigne@propeople.org](mailto:slavigne@propeople.org)  
Locations: York and Cumberland Counties

Size: 123 Senior Companions  
96,585 hours served (avg. 785/volunteer)

#### Clients Served: 575 Total

4 ages 22-44; 44 ages 45-64; 76 ages 65-74;  
198 ages 75-84; and 253 ages 85 and over.

Category of Client Needs (top 3 only): chronic care disabilities (258); respite for caregivers (77); Alzheimer's disease (77).

Funding: \$468,132 federal CNCS dollars  
\$253,585 local match

### ★ Retired Senior Volunteer Program (RSVP)

RSVP offers maximum flexibility and choice to its volunteers as it matches the personal interests and skills of people 55 and over with opportunities to serve their communities. There are no income qualifications.

RSVP volunteers choose how and where they want to serve—from a few hours to more than 40 hours a week. Although no stipend is provided, volunteers to receive training prior to and during their service.

#### Sponsors & Contacts:

Aroostook RSVP/Aroostook Agency on Aging,  
Presque Isle  
Eleanor Reese, 207.764.3396,  
[eleanorreese@aroostookaging.org](mailto:eleanorreese@aroostookaging.org)  
Location: Aroostook County

HealthReach RSVP/HealthReach Network, Waterville  
Ruth Saint Amand, 207.861.3428,  
[ruth.stamand@mainegeneral.org](mailto:ruth.stamand@mainegeneral.org)  
Locations: Kennebec, Somerset, Franklin Counties

Coastal RSVP/Penquis Community Action, Rockland  
Patricia Ott, 207.596.0361 x111, [pott@penquiscap.org](mailto:pott@penquiscap.org)  
Locations: Lincoln, Knox, Waldo Counties

RSVP/UMaine Center on Aging, Bangor  
Paula Burnett, 207.262.7926,  
[paula\\_burnett@umit.maine.edu](mailto:paula_burnett@umit.maine.edu)  
Locations: Penobscot, Piscataquis, Hancock, Wash-  
ton Counties

RSVP of Southern Maine/Southern Maine Agency  
on Aging, Scarborough  
Ken Murray, 207.396.6500 x 520, [kmurray@smaaa.org](mailto:kmurray@smaaa.org)  
Locations: Cumberland, York Counties

Size: 2,065 RSVP volunteers  
332,953 hours served (avg. 161 per volunteer)

#### Category of Community Needs (top 4 only):

70,022 hrs	Senior citizen outreach
31,391 hrs	Food distribution or collection
30,020 hrs	Senior citizen assistance
27,347 hrs	Congregate meals

Funding: \$458,442 federal CNCS dollars  
\$357,798 local match

Value of Resources Leveraged for Communities:  
\$11,721,320 in-kind/non-cash

### Learn and Serve America (K-12)



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.

#### Sponsor & Contact:

Maine Department of Education, Augusta  
Charlie Hartman, 207.624.6748,  
[charlie.hartman@maine.gov](mailto:charlie.hartman@maine.gov)  
Grantee locations: Calais, Jackman, Madawaska,  
Falmouth, Topsham, Old Town, Bangor, Houlton,  
Winthrop, Westbrook, York





Maine Commission for Community Service, 187 State St., 38 State House Station, Augusta ME 04333-0038  
207.287.5649      service.commission@maine.gov      www.MaineServiceCommission.gov