



Arizona  
Governor's  
Commission  
on **Service** and  
**Volunteerism**



**Arizona Governor's Commission on Service and Volunteerism**

**November 7, 2018**

**1:30 p.m.**

**First Floor Board Room  
Balsz Community Center  
4309 East Belleview – Building 14  
Phoenix, Arizona 85008**

A general meeting of the Governor's Commission on Service and Volunteerism (GCSV) was convened on November 7, 2018, in the First Floor Board Room, Balsz Community Center, 4309 East Belleview – Building 14, Phoenix, Arizona 85008, notice having been duly given. Present and absent were the following members of the GCSV:

**Members Present (11)**

**Robert Ashcraft**, ASU Lodestar Center for Philanthropy and Nonprofit Innovation

**Tyler Butler**, 11 Eleven Consulting

**Donna Davis**, Expect More Arizona

**Alex Gabaldon**, Yavapai County Sheriff

**Kate Gallego**, City of Phoenix

**Jennifer Lane**, Glendale Community College (Phone)

**Renee Levin**, Intel (Phone)

**Emily Litchfield**, Northern Arizona University Civic Service Institute

**Donna Martin**, Boys and Girls Club of Central Phoenix

**Donna McBride**, Pinal County Superior Court

**Sarah Pacheco**, Peach's Pantry

**Kimberly Will**, Corporation for National and Community Service

**Thomas Winkel**, Arizona Coalition for Military Families

**Members Absent (4)**

**Chianne Hewer**, Four Peaks/Anheuser-Busch

**Jessica Brosilo**, Gateway Community College

**Guests Present (8)**

**Julie Carlberg**, Maggie's Places

**Joannie Collins**, Arizona Foundation for Legal Services and Education

**Adrian Jamieson**, Voice for Casa Children

**Alexei Marquez**, The University of Arizona

**Iyamide May**, Public Allies Arizona

**Laura McGruder**, CEO Maggie's Place

**Susan Nusall**, Arizona Foundation for Legal Services and Education

**Kristy Rosen**, Corporation for National and Community Service

**Staff Present (4)**

<b>McKenna Bidelman</b> , AmeriCorps VISTA
<b>Diane Dudley</b> , AmeriCorps Program Administrator
<b>Randy George</b> , AmeriCorps Training Administrator
<b>Bob Shogren</b> , AmeriCorps Director

## 1. CALL TO ORDER

Commission Chair Donna Davis, called the meeting to order at 1:40 p.m. Quorum present.

## 2. WELCOME/INTRODUCTIONS

Chair Donna Davis, welcomed attendees and asked the Commissioners, guests and staff to introduce themselves; shared the one app they could not live without.

## 3. APPROVAL OF MINUTES (ACTION)

Minutes for the Meeting held June 27, 2018 were reviewed. Commissioner Thomas Winkel moved to approve the minutes. The motion was seconded by Commissioner Donna McBride. Motion carried unanimously.

## 4. Presentation

### Arizona Service Enterprise Initiative

AmeriCorps VISTA member McKenna Bidelman provided an update on the Arizona Service Enterprise Initiative.

- 18 organizations now Service Enterprise certified in Arizona.
- 42 participating orgs
- 33 new certified trainers
- Newly certified organizations in Arizona include UA Volunteers, Voices for Casa Children, and Arizona Foundation for Legal Services and Education
  - **Alexei Marquez, Coordinator of Service for UA Volunteers, Tucson**
    - Focus on the under graduate and graduate sectors
    - Joined SEI on a whim
    - Relayed that her department is unique with one campus, not many micro campus
      - Only have 3% of their department’s budget (small department)
    - Before going into volunteer positions with students, they teach how to volunteer
  - **Adrian Jamieson, Volunteer Administrator, Voices for Casa Children, Tempe**
    - Capacity Building goal
      - Did not have the staff capacity to get things done, so they wanted to change that
    - Aha Moment after SEI
      - Generated the idea of using volunteers in more leadership roles, to then train other volunteers
  - **Susan Nusall, Director of Volunteers, Arizona Foundation for Legal Services and Education, Phoenix**
    - Susan realized that the volunteer engagement responsibility was not just on her shoulders, recognized that “all staff needed to be involved”
    - Return on Volunteer Investment (ROVI)
      - Started at \$1.92, is now at \$3.97
      - SEI Training --Susan relayed that the training caused her to look at herself; create a framework for what her leadership looks like
  - **Joannie Collins, Arizona Foundation for Legal Services and Education,**
    - Did not realize the magnitude of the work and how much it was going to take
    - Accomplished the certificate in 6 months
    - “Without a coach, it may have taken years to finish”

- Their Executive Director changed their organizational chart and flipped it upside down as a result of their SEI experience. Organization chart flipped to their Boarding transitioning to the Bottom to represent being the roots (foundation) of org, with a volunteer focus at the top of the chart

### **Maggie's Place AmeriCorps**

CEO Laura McGruder and Chief Program Officer Julie Carlberg provided an update on the new AmeriCorps program at Maggie's Place. Julie reported that Maggie's provides shelter to homeless, pregnant women, and 61% of those women self-report opioid addiction. They house pregnant women (until 9-12 months old) and provide medically assisted treatment, which has the highest results, for which they collaborate with a medical provider. The AmeriCorps member role focuses on mobility mentoring, with the goal of providing one on one coaching to clients.

## **5. BUSINESS**

### **2017 Annual Report**

Commissioner Donna McBride moved to approve the Commission's 2017 Annual Report. The motion was seconded by Commissioner Donna Martin. Motion carried unanimously.

### **Volunteer Generation Fund – Year 2 Subgrantees**

Commissioner Kate Gallego moved to approve subgrantees for Year 2 of the Volunteer Generation Fund. The motion was seconded by Commissioner Donna McBride. Motion carried by majority, with 3 Commissioner recusing themselves from the vote (Ashcraft, Martin and Litchfield).

### **State Service Plan Goal Setting Discussion**

- AmeriCorps Director Shogren reported that staff is still processing the data from the focus groups and online survey and to hand over to ASU Lodestar Center for analysis. Overall, there have been about 350 responses to the online survey and there have been a total of 14 focus groups delivered around the state to approximately 250 citizens.
- With respect to accomplishments on the objectives identified in the past to state service plan, the Commission has delivered on substantive results for 13 out of the 14 specified objectives. In addition, the model for funding AmeriCorps programs has shifted to take advantage of the annual national competitive round of funding. Currently, the Commission administers 23 AmeriCorps state programs and engages almost 1,300 AmeriCorps members and represents almost a \$6 million federal investment in programming in Arizona. This is by far the most federal funds the Commission has ever administered. In addition, the majority of the AmeriCorps programs funded through the Commission online with Governor priorities as well.
- Much of the discussion that ensued focused on several important concepts, including:
  - Elevating the importance of National Service work in Arizona
  - Elevating the importance of volunteer programs and the role of volunteer administrator in Arizona
  - Engaging key stakeholders and change makers in furthering the goals of the state service plan
  - Forging new collaborative partnerships to increase the collective impact of the Commission, AmeriCorps and volunteers in Arizona.
  - Strengthening the partnership with the Governor's Youth Commission to support building their brand, potentially adding the youth Commission in the annual report.

### **Governor's Volunteer Service Award update**

Commission Director Shogren provided the update on the status of the governors volunteer service award recipients that were recommended to executive leadership. At this point, the names of the recipients are embargoed until the day of the reception, December 7, 2018.

### **AmeriCorps State Program Opportunity Visits**

Commission Chair Donna Davis announced the tentative meeting dates for the remainder of 2018 and four 2019. AmeriCorps Director Shogren will confirm the dates with the Commissioners to get them locked in early. Meeting Dates for 2018/2019 include:

- Jan 23<sup>rd</sup>-Regular Meeting
- March 13<sup>th</sup>- Regular Meeting
- June 19<sup>th</sup>- Regular Meeting
- Aug 27<sup>th</sup> -Regular Meeting
- Nov 7<sup>th</sup> – Regular Meeting

## **F. Updates**

### **CNCS State Office**

CNCS State Office Director Kimberly Will introduced a new CNCS Program Officer Christy Rosen. She also announced that she is on special detail to CNCS in Washington DC and travels there regularly. She provided updates on VISTA training going to a virtual platform, Pima Council on Aging being funded with a new senior companion Program, with 35 Volunteer Service Years.

### **AmeriCorps Program Administrator Update**

AmeriCorps Program Administrator Diane Dudley reported the final results of the 2017 program year, with AmeriCorps member enrollment rate and 88% and retention at 84.9%. She also acknowledged the assistance and support in AmeriCorps recruitment provided through the ASU Lodestar website and the Arizona Coalition for Military Families website. She announced that the Commission has been transitioning to a new reporting system that is online and that the next quarterly report submitted by programs will be done so online. Dudley provided a synopsis of the “Opening Day for AmeriCorps” video project that was previewed.

### **AmeriCorps Training Specialist Update**

AmeriCorps Training Specialist Randy George reported that successful opportunity visits were coordinated with 11 of the programs that involved current AmeriCorps members, service partners, staff, funders and community stakeholders. He also mentioned that staff was working with a number of organizations to submit for the national competition. The deadline for submission will be mid-December and we will be recruiting reviewers to assist with the processing of the applications.

In addition, George also provided an update on the Arizona Summit on Volunteerism and Civic Engagement

- The Governor is not available to attend the Volunteer Service Award reception
- The days of the Summit have been flip-flopped .the first day will feature the exhibit Hall and the second day will feature the awards luncheon. Commissioner activities have been moved to Friday as well.
- This year partnered with ASU Lodestar, who is facilitating the logistical portion of the conference activity.

## **G. NEXT COMMISSION MEETING**

The GCSV will meet again on Friday, December 8, 2018, at 1:30 pm at ASU West, during the Arizona Summit on Volunteerism and Civic Engagement

## **H. CALL TO THE PUBLIC.**

Commission Chair Donna Davis made a call to the public. No members of the public offered comment.

## **I. ADJOURNMENT**

A motion was made for adjournment by Commissioner Robert Ashcraft. The motion was seconded by Emily Litchfield. The meeting was adjourned at 4:30 pm.

Dated the 7<sup>th</sup> day of November, 2018  
Governor's Commission on Service and Volunteerism  
Respectfully Submitted By:  
Iyamide May  
Volunteer Scribe