

Advancing Volunteerism. Strengthening Communities.



MAINE

COMMISSION FOR COMMUNITY SERVICE



2013 ANNUAL REPORT

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Maine Commission for Community Service

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January 31, 2014

It gives me great pleasure to present the 2013 Annual Report of the Maine Commission for Community Service (MCCS) for review by Governor Paul R. LePage, members of the Joint Standing Committee on State and Local Government as well as our service colleagues and partners across the state.

The 25-member Commission is charged with fostering volunteerism and community service that meets human, environmental, and public safety needs in Maine communities.

To accomplish our mission, MCCS focuses on building capacity and sustainability in Maine's volunteer sector which is valued at nearly \$746 million in terms of the pro bono labor. The Commission makes grants for National Service and volunteer programs, supports professional development of managers of volunteers, highlights issues impacting the volunteer sector, and promotes service as a strategy to solve local problems.

During 2013, MCCS sustained its work with the Maine VISTA project, developing volunteer centers, providing training and technical assistance to potential grantees, and connecting National Service with community leaders.

Additionally, MCCS devoted considerable time to

- growing AmeriCorps in Maine by 93%;
- becoming a designated pilot training site for the Service Enterprise certification for nonprofits; and
- conducting the outreach for public input on our strategic plan extension.

This report has two sets of information:

1. summary data on the results of MCCS work; and
2. updated data on the status of civic health and volunteering in Maine.

The companion document for this report, *2013 Maine National Service Impact: The Public's Return on Investment*, contains significant detail about each National Service grantee in Maine. It is being distributed simultaneously.

I hope you find both reports helpful in understanding the activities and accomplishments of 2013. Please do not hesitate to contact myself, members of the Commission, or staff with any questions.

In service,

A handwritten signature in black ink that reads 'Andrew E. Matlins'.

Andrew. E. Matlins, Commission Chair

2013: MAINE'S CIVIC HEALTH AND VOLUNTEER PROFILE

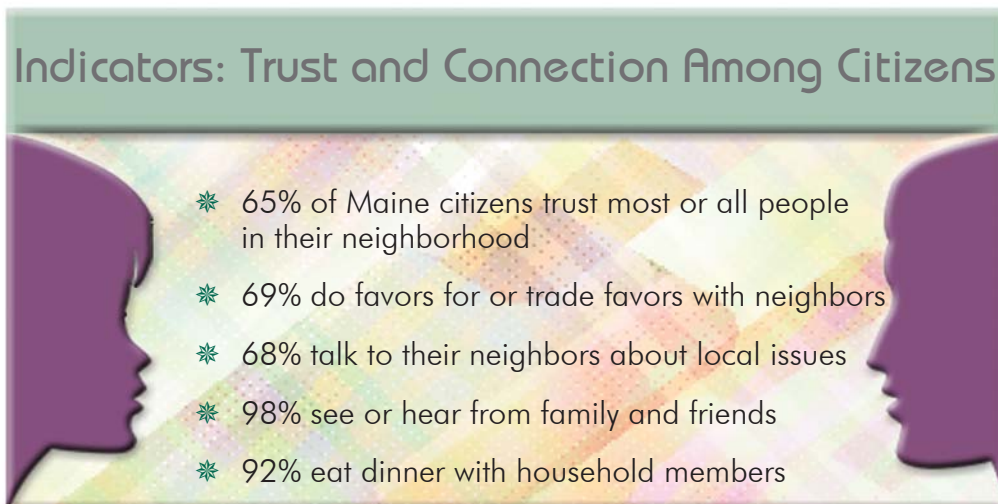
Each year when the US Census Bureau conducts the fall Current Population Survey, it gathers data to update the status of civic health in the United States. A limited profile of each state is published in December on VolunteeringInAmerica.gov which is maintained by the Corporation for National and Community Service in partnership with the National Conference on Citizenship.

WHAT IS "CIVIC HEALTH"?

Civic health measures how community residents connect and work with each other to create the social, economic, and financial capital needed to prosper. Wherever civic health has been strong, communities have proven resilient in the face of threats such as natural disasters or economic loss.

Like physical health, civic health is assessed using multiple indicators that examine what happens in public life as local residents interact with one another, deal with community challenges, and influence or participate in public decisions (governance).

HIGHLIGHTS OF MAINE'S 2013 PROFILE



Full Maine Profile is at VolunteerMaine.org

WHY CIVIC HEALTH MATTERS

The Corporation for National and Community Service along with the National Conference on Citizenship have begun analyzing Civic Health data to understand the relationship between the strength of various indicators and community functioning. Most recently, data analysis has focused on the civic engagement indicators (participation, volunteering) and employment.

Key Findings:

(as cited by NCOC Chief Program Officer Kristen Campbell in her keynote presentation at the October 2013 Blaine House Conference on Service and Volunteerism)

- * States and cities with more civic engagement saw less growth in unemployment during the recession. The analysis controlled for 8 economic variables such as housing price inflation.
 - For each 1% increase in the number of citizens working with neighbors, there was a corresponding 0.256% drop in unemployment.
 - With each 1% increase in the number of citizens participating in public meetings, there was 0.24% lower unemployment.
 - Each 1% increase in the rate of volunteering among citizens corresponded with 0.2% lower unemployment.
- * Current research provides initial explanations for the relationships.
 - Participation in community life (i.e., civic engagement) can develop skills, confidence, and habits that make individuals employable.
 - People tend to find jobs through social networks. Volunteering and civic engagement strengthen and broaden those networks.
 - When people connect through meetings, working together on community issues, and volunteering they share information. Residents who participate in those activities have access to the flow of information in the community and more easily find jobs, training opportunities, educational programs, and potential employers.
 - Civic engagement fosters attachment to community. In other words, it increases the degree to which a person feels physically and emotionally invested in where they live. One documented impact of attachment is growth in Gross Domestic Product (GDP). With increased business and production in a community comes an impact on employment rates.
- * Volunteers are more likely to find employment than non-volunteers.
 - The odds of finding employment are 27% higher among unemployed people who volunteer than among those who do not volunteer.
 - Among unemployed individuals who have only a high school diploma, the odds of finding a job are 51% higher if they volunteer.
 - Unemployed individuals in rural areas are 55% more likely to find a job if they volunteer.
- * More research reports can be found at NCOC.net/research and Ms. Campbell's full presentation is posted at MaineServiceCommission.gov.



Community
It's our business

COMMISSION FUNDAMENTALS

The Maine Commission for Community Service (MCCS) builds capacity and sustainability in Maine's volunteer and service communities by funding programs, developing managers of volunteers and service-learning practitioners, raising awareness of sector issues, and promoting service as a strategy.

HISTORY

The Commission was established in 1994 by Executive Order and under state statute in 1995. The 25 members of the Commission are appointed by the governor to three-year terms and, as outlined in 5MRSA c373 §7502, each represents a specific part of Maine's volunteer sector.

MCCS is Maine government's partner for the federal Corporation for National and Community Service. As of July 2012, the Maine Department of Education is designated as the fiscal agent and provides administrative support. Prior to that time, the State Planning Office served as fiscal agent.

MISSION

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

VISION

Vibrant, productive communities with involved, responsible citizens.

STAFF

Marylalice Crofton, Executive Director
Pam Zeutenhorst, Program Officer, Volunteer Sector Initiatives and Inclusion
Michael Ashmore, Grant Programs Officer; State Donations Coordination Team
Brianna D. Hasty, Planning and Research Associate

AmeriCorps*VISTAs for Maine VISTA Project

Stationed at the Commission in 2013

Team Leaders: Edie Davis, Patricia Johnson
Resource Development: Barbara Bixby

MCCS PARTNERS AND VOLUNTEERS

The Commission is grateful to the following for their contributions to 2012 events and initiatives:

Pro Bono Services and In-kind Supplies

Betty Balderston, Legal Services for the Elderly
Bangor Daily News
Bates College
Jed Bloom, Sanford School Department
Karen Burns, Island Institute
Kristen Cambell, National Conference on Citizenship
Meg Carlson, Gardiner Heart & Soul
Katherine Cassidy, Bay of Fundy International Marathon
Lattie F. Coor, Ph.D, Center for the Future of Arizona
Jennifer Crittenden, UMaine Center on Aging/Encore Leadership Corps
Tony Dale, Military Initiatives - Points of Light Institute
Maureen K. Eccleston, Volunteer Maryland
Megan Emery, Lewiston Public Library
Patricia Foden, Encore Leadership Corps
Sophie Friedfeld-Gebaide, FEMA Region II, Youth Preparedness Council
Robert W. Glover, University of Maine
Suzanne Hand, Girl Scouts of Maine
Hannaford
Roberta Hill, Maine Volunteer Lake Monitoring Program
Hazel Holmes, Consultant, Portland
Elizabeth A Jamison, Unity
Barbara Kates, Kates Consulting
Raleigh Keagan, Military Initiatives, Points of Light Institute
Melissa Ladenheim, University of Maine
Guy Langevin, Dead River
Anna Libby, Maine Organic Farmers and Gardeners Association
Rachel Little, FEMA Region I, Youth Preparedness Council
Gordon Liu, Midcoast Maine AmeriCorps Alums

Jennifer Lobley, Extension Educator, University of Maine
Cooperative Extension
Maine Association of Broadcasters
Pam Matthews, Community Organizer - Town of Phillips,
Encore Leadership Corps
Emily Mihalcean, HandsOn Suburban Chicago
Lisa Morin, University of Maine - Bodwell Center for
Service and Volunteerism
Erin Osiol, HandsOn Greater Richmond
Sarah Perry, Community Relations and Charitable Giving
Specialist, Idexx
Valeriano Ramos, Director of Strategic Alliances, Everyday
Democracy
Laura Rog, Director, Training and Technical Assistance,
generationOn
Rachel Rubeor, Bay of Fundy International Marathon
Susanne Sandusky, Mapleton
Anne B. Schink, ABS Consulting
Tony Scucci, Consultant - Portland
Harold Shaw, Sidney
Denise Smith, Eastern Maine Development Corporation
Claire Sullivan, University of Maine
Elaine Taylor, Girl Scouts of Maine
University of Maine Career Center
Cecily Upton, FoodCorps
Lisa Varela, Baker Newman Noyes
Dawn Walker-Elders, Girl Scouts of Maine
Katrina Weimholt, Civic Education Project
Youth Dreamers
Brenda M. Zollitsch, Ph.D.

Financial Support

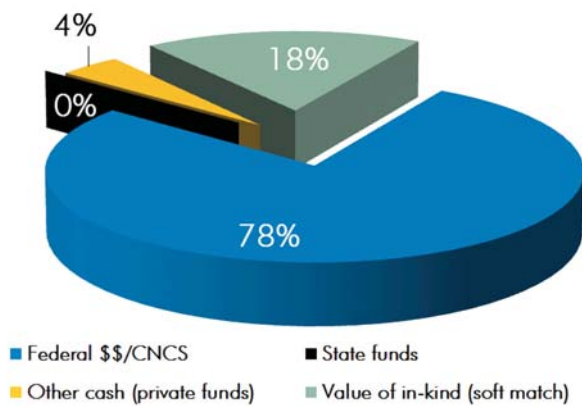
Bangor Savings Bank
Barbara Bixby
F. Celeste Branham
Cabot Creamery Cooperative
Corporation for National and Community Service
Maryalice Crofton
Janice Daku
General Dynamics/Bath Iron Works
Mark Hews
IDEXX Laboratories

LL Bean
Machias Savings Bank
Andrew Matlins
Northeast Delta Dental
John Portela
State Farm Insurance
Unum Insurance
Barbara Wentworth
Youth Service America



FINANCES

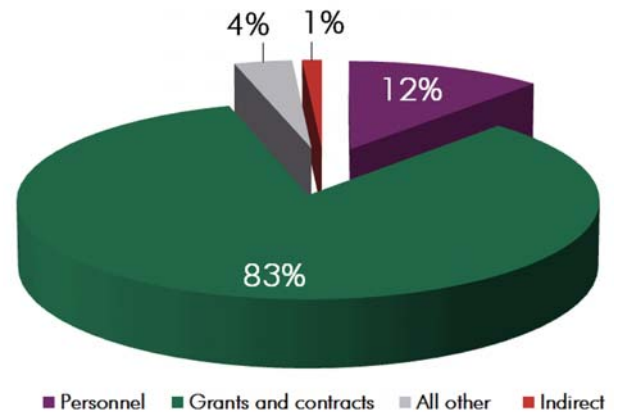
Revenues



\$1,707,143	Federal funds from Corporation for National and Community Service*
\$ 0	State funds
\$ 91,412	Other cash (registration fees for training events, private sponsorships of activities, grants, etc.)
\$ 404,132	In-kind donations of services, space, supplies (valued according to Gov't Accounting Standards)
\$2,202,687	Total Revenues

Expenses

\$ 261,062	Personnel
\$1,838,593	Grants and contracts
\$ 76,983	All other (includes training, tech assistance subsidies, communications, supplies, etc.)
\$ 26,049	State and Departmental Indirect
\$2,202,687	Total Expenses



MCCS also manages a VISTA project but the funds for VISTA stipends and benefits (\$603,808) are paid by the federal agency rather than being granted to MCCS.

*CNCS grants included AmeriCorps*State, Volunteer Generation Funds, VISTA Support Funds, Commission Support, Program Development and Training, and Disability/Inclusion funds.

All MCCS staff positions are federally funded and, during the year, position vacancies covered a cumulative seven months. The data above is for informational purposes only and is not an official financial statement.



The Commission

- funds service programs;
- supports professional development of volunteer managers and service-learning educators;
- raises awareness of issues impacting Maine's volunteer sector; and
- promotes service as a strategy to address local needs.

FUNDING SERVICE PROGRAMS

2013 OVERVIEW

The Commission awards and manages federal funds granted to Maine by the Corporation for National and Community Service. After grant decisions, MCCS monitors grantee performance, outcomes, compliance, and ensures participants are eligible for program benefits.

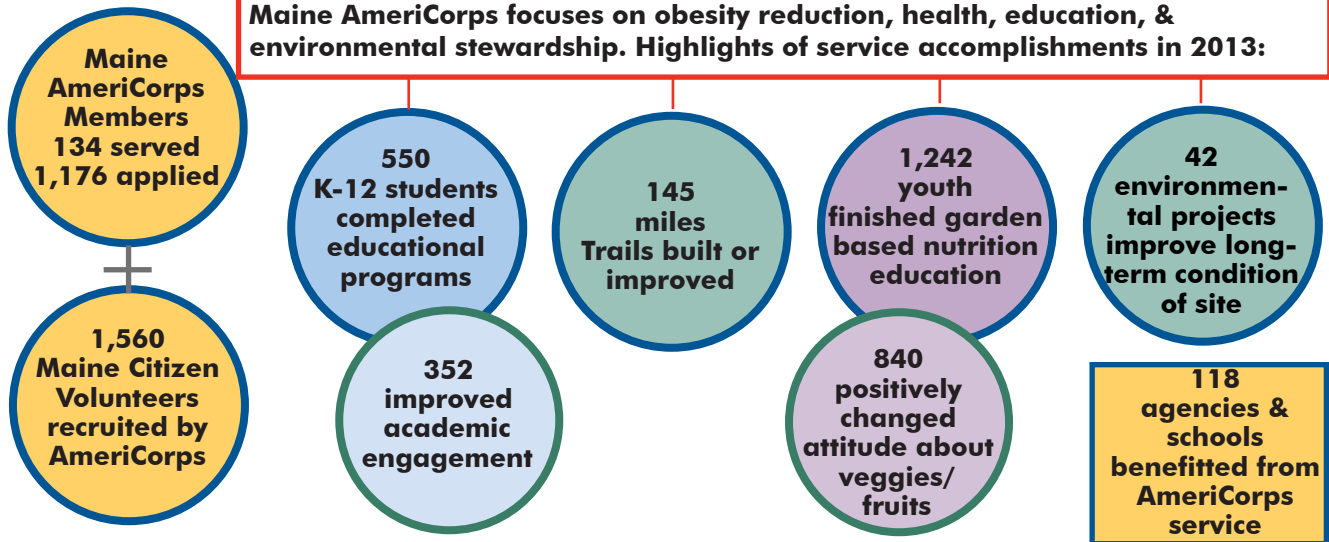
AmeriCorps State Grants

In 2013, the number of AmeriCorps State grants to community organizations grew due to success of two Maine proposals in special national competitions: AmeriCorps Mayor/Governor Initiative and AmeriCorps School Turnaround.



Program/Grantee	----- Funding -----		AmeriCorps Members #
	Grant Award	Local Match	
Bangor AmeriCorps Opportunity Collaborative Eastern Maine Community College	\$ 210,336	\$ 139,379	13 (3 mos operation)
FoodCorps AmeriCorps Food Corps	\$ 130,000	NA (Fixed Amount Grant)	10
Island*Fellows AmeriCorps Program Island Institute, Rockland	\$ 130,000	NA (Fixed Amount Grant)	10
LearningWorks AIMS HIGH LearningWorks, Portland	\$ 724,075	\$ 311,407	51 (3 mos operation)
Maine Conservation Corps Dept. of Conservation, Agriculture & Forestry	\$ 351,583	\$ 934,026	86
Multilingual Leadership Corps Goodwill Industries NNE, Portland	\$ 260,000	\$ 359,228	40
The REAL School RSU 14, Windham	\$ 130,266	\$ 164,513	14

Maine AmeriCorps focuses on obesity reduction, health, education, & environmental stewardship. Highlights of service accomplishments in 2013:



2013 Volunteer Generation Fund (VGF)

The Maine Commission for Community Service is one of 19 state commissions awarded Volunteer Generation Funds by the Corporation for National & Community Service.

In Maine, the Volunteer Generation Fund supports new volunteer centers in five regions of the state where none exist and increases capacity in the existing two volunteer centers. Additionally, the VGF sponsors development of regional peer networks for managers of volunteers.

What are Volunteer Centers?

Volunteer centers are one-stop locations for:

- individuals and employers seeking to connect with volunteer programs in their community,
- nonprofit organizations, public agencies, and schools seeking resources for their volunteer programs, and
- community leaders seeking to identify appropriate volunteer roles in local responses to needs or issues.

They are a comprehensive resource for all community sectors engaged in responding to local issues and needs.

What do Volunteer Centers do?

Volunteer centers help service programs sustain and enhance local impact. Specifically, these centers:

- provide training and technical assistance to increase volunteer program effectiveness,
- convene peer networks to provide support and learning opportunities to managers of volunteers,
- coordinate community-wide days of service that highlight the power of volunteers to impact local problems,
- recognize the impact and value of volunteers in communities, and
- participate in community planning and identify how volunteers can contribute in meaningful ways to the solutions.

What are peer networks for managers of volunteers?

These networks connect managers and coordinators of volunteer programs at a regional level.

Network members convene regularly to share best practices, encourage collaboration, and create communities of practice focused on engaging citizens as volunteers.



VGF Accomplishments - Year 3

Below are some of the results achieved by Maine's developing volunteer centers.

Build capacity in local volunteer programs

- 174 programs received technical assistance from volunteer center staff
- 74 organizations report a volunteer retention rate of 75%

Foster professional development among the leadership of volunteer programs

- 31 training events conducted on effective volunteer management practices
- 92% of these events were rated by 90% of participants as increasing their skills, knowledge, or abilities.
- 460 staff of volunteer programs trained (unduplicated count)



Carry out functions of a community-based Volunteer Center

- 69 peer network meetings were convened
- 364 managers of volunteers participated in the network meetings
- 23 community service events organized in conjunction with a national Day of Service

Connect citizens with local volunteer opportunities using VolunteerMaine.org's internet recruitment tool

- 41,049 citizens used the online tool to explore posted volunteer opportunities that were of interest to them.
- 282 volunteer programs received 3,042 referrals of potential volunteers when citizens searched listings on VolunteerMaine.org and used the tool to inquire about volunteering.



Grantee	Award	Functions	County/Region Served
Downeast Resource, Conservation and Development Council	\$11,562	Peer Network	Washington
MaineGeneral RSVP	\$13,484	Peer Network, Regional Technology Coordination	Kennebec, Somerset
United Way of Androscoggin County	\$ 7,575	Peer Network	Androscoggin, Oxford
United Way of Eastern Maine	\$23,595	Volunteer Center and Peer Network	Penobscot
United Way of Greater Portland	\$33,000	Volunteer Center and Peer Network	Cumberland
United Way of Mid Coast Maine	\$29,000	Volunteer Center and Peer Network	Sagadahoc, Lincoln, Knox, and Brunswick, Harpswell
United Way of Tri-Valley Area	\$33,000	Volunteer Center and Peer Network	Franklin County and Livermore, Livermore Falls
United Way of York County	\$34,171	Volunteer Center, Peer Network, and Service Enterprise Pilot	York

SUPPORTING PROFESSIONAL DEVELOPMENT

The Commission's professional development activities for National Service grantee staff, their partners, managers of volunteers, and service-learning educators is shaped by four factors:

- the laws making MCCS responsible for technical assistance and training of National Service grantee staff so their skills, knowledge, and program management abilities support program impact, sustainability, and compliance.
- the laws and regulations under which MCCS is responsible for helping potential National Service applicants develop the competencies needed to successfully design a program, develop a strong proposal, and compete for funds.
- research and demonstration findings that link successful achievement of program outcomes to the level of skills, knowledge and abilities of the leadership in volunteer programs.
- the existence of national standards for volunteer program management and established competencies for managers of volunteers.

FOR MAINE'S VOLUNTEER SECTOR

Professional Development Fund. The fund cost-shares educational activities related to increased proficiency in managing volunteers or service program operation. During 2013, the Fund helped 4 people complete training related to leadership, volunteer management, and program design. Support awarded ranged from \$250 to \$1,155.

Blaine House Conference on Service and Volunteerism. This is the only statewide training opportunity for managers of volunteers and service-learning educators. In 2013, nearly 33% of the conference session presenters were experts from out of state who donated their time. Some data highlights:



Kristen Cambell, National Conference on Citizenship, was the 2013 keynote speaker.

- 325 people attended the conference making it the largest in its 27 year history.
- 72% of the attendees reported less than 3 years experience as volunteer manager.
- 48% reported having fewer than 8 hours of training for volunteer program management in the prior year.
- The composite rating of sessions by attendees was 3.6 out of 4 and a rating of 3.4 for "increased my knowledge/skills."

Maine Volunteerfare is the electronic newsletter for managers of volunteers. Its content focuses on program operation best practices, news from the volunteer sector in Maine, and new research or learning from national sources. The newsletter reaches 4,214 subscribers.

AmeriCorps State Program Design Seminar. MCCS conducted four 8-hour sessions to help potential AmeriCorps grant applicants learn about AmeriCorps program required elements. The format guides teams from community agencies through key decisions and assessments of resources that help them determine whether their service goal is a good fit.





AmeriCorps Member Conference MCCS designs this as a professional development project for AmeriCorps Members. The relatively large planning group is comprised of members and, in the course of organizing the conference, they gain skills and experience in assessing the needs of participants and developing training to meet those needs.

The keynote speaker for 2013 was the Director of AmeriCorps, William Basl. He joined the members above for a group photo.

130 AmeriCorps members attended in 2013. The attendees gave the training sessions an overall rating of 3.2 out of 4 with regard to increasing knowledge and/or skills.

SUPPORT FOR NATIONAL SERVICE GRANTEEES

Technical Assistance There were 11 technical assistance meetings for each cohort of MCCS National Service grantees -- AmeriCorps, Volunteer Generation Fund, and VISTA. Performance measurement, processing fingerprint records of participants, and the impact of the Affordable Care Act on full-time AmeriCorps participants were on-going issues.

National Service Staff Council The council meets quarterly and members include the Commission grantees plus all the National Service grantees in Maine whose funding comes directly from the federal agency or through an out-of-state nonprofit operating a program in Maine. On average there are 19 participants and the council business is a combination of training on issues of common concern and planning for joint activities (e.g., National Service Day at the Capitol).

AmeriCorps Grantee Annual Meeting Summer 2013 marked the start of year two for five AmeriCorps programs and the launch of two new programs. The Commission annually conducts a two-day intensive training for program staff responsible for managing the performance and fiscal aspects of the AmeriCorps grants. The work sessions cover changes in regulations, new requirements, and peer assistance. The event was planned and conducted by MCCS staff.

PROMOTING SERVICE AS A STRATEGY

The Commission is directed to “foster community service and volunteerism as a means of meeting critical human, environmental, educational and public safety needs.” (5MRSA c373 §7501)

In fulfilling this charge, MCCA directly manages several initiatives.

MAINE VISTA PROJECT

Under an agreement with the Corporation for National and Community Service, MCCA is managing placement, training, supervision, and impact reporting for 34 AmeriCorps*VISTA members, the largest cohort in Maine.

The VISTA assignments are designed to build capacity in local programs that address work to prevent obesity, increase extended learning or service-learning opportunities, increase financial literacy among immigrants, increase access to higher education, and provide services to veterans and military families.

Organizations Supported by MVP

Public and private agencies in which VISTAs served to increase capacity:

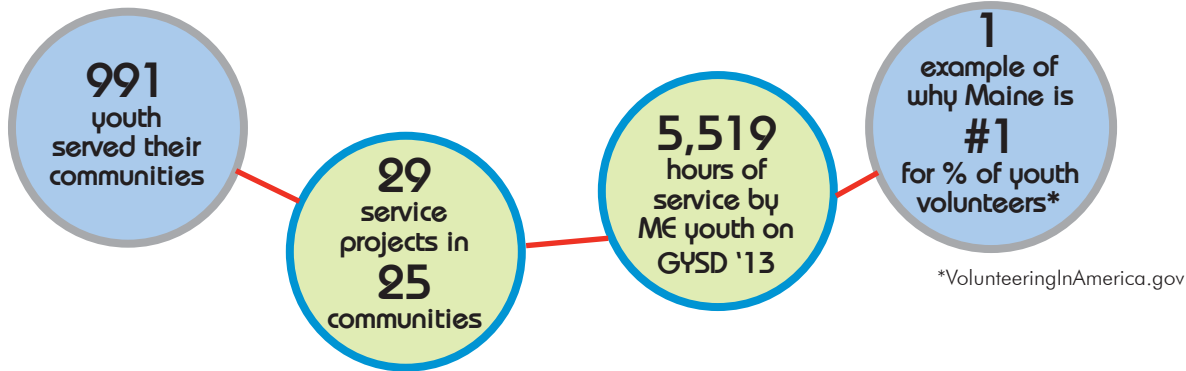
- Augusta, Kennebec County Sheriff’s Office
- Augusta, Finance Authority of Maine
- Augusta, Maine Commission for Community Service
- Bangor, Pine Tree Legal Assistance
- Bryant Pond, UMaine Cooperative Extension 4-H Camp and Learning Center
- Kennebunk, United Way of York County
- Lewiston, Healthy Androscoggin/CMCS
- Lewiston, Tri-County Mental Health Services
- Lincoln, KidCare America
- Mt. Desert, MDI Regional School System
- North Berwick, MSAD 60
- Orono, UMaine VETS Program
- Oxford, Oxford Hills School District
- Portland, American Red Cross of Maine
- Portland, Catholic Charities of Maine
- Portland, Community Financial Literacy
- Portland, Portland Public Schools Multilingual & Multicultural Center
- Portland, Pine Tree Legal Assistance
- Portland, The Telling Room
- Portland, USM Veterans Resource Center
- Rockland, Youthlinks – Broadreach Family & Community Services
- Saco, Sweetser
- Scarborough, Southern ME Agency on Aging
- Waterville, Hardy Girls Healthy Women
- Waterville, HealthReach Community Clinics
- Waterville, Let’s Go!/Inland Hospital
- Waterville, MaineGeneral RSVP



The Legacy of 2013 VISTAs

- * 62 school, afterschool, early childhood, and healthcare sites in Androscoggin County were qualified and registered as 5-2-1-0 Let's Go! sites. 16 of the sites ultimately implemented the program to a level that earned them recognition as "sites of distinction."
- * Community Financial Literacy now has an ESL Basic Money Management curriculum geared to the needs of small business farmers in Lewiston.
- * Hardy Girls Healthy Women has expanded programming that includes 13 distinct webinars which were piloted with 145 participants and a 3-day Summer Institute that attracted 35 professionals from 11 states.
- * All HealthReach health centers are now qualified and registered as 5-2-1-0 Let's Go! healthcare sites.
- * Catholic Charities Maine has a comprehensive volunteer orientation in an automated format. The VISTA also developed and launched a volunteer engagement training for agency staff.
- * Oxford Hills School District has a new STEM based service-learning curriculum that is integrated into the Roberts Farm Preserve's Solar Air Heater Project. The VISTA also helped the district transition to the Next Generation Science Standards using the Math and Science through Engineering project.
- * At UMaine's VETS office, Veteran's Week was launched and included professional development seminars, networking events, and recognition of veterans.
- * 500 families in greater Waterville participated in a monthly physical activity program sponsored by Inland Hospital, Waterville Parks & Recreation, and the Alford Youth Center as well other local organizations.
- * At Pine Tree Legal Assistance, 20 attorneys and advocates have been trained to provide civil legal assistance to veterans.
- * Southern Maine Area Agency on Aging has a friendly visitor program for older veterans.
- * There is now a Veterans Law Section within the Maine State Bar Association and 33 attorneys are members.
- * As a result of joint efforts between Pine Tree Legal's VISTA and the Maine Military and Community Network, the military community has a greater understanding of how civil legal aid can resolve significant issues for veterans with low incomes.
- * Provided 83 students in Lincoln with an afterschool program that incorporates mentoring, 1-to-1 homework help, community service experience, and opportunities for youth to develop leadership skills.
- * 30 agencies and volunteers joined together under VISTA leadership to provide a conference for returning veterans, families, and community providers. The "Bringing Worlds Together" conference attracted 300 participants.
- * The University of Maine 4-H Camp and Learning Center at Bryant Pond has a new STEM curriculum supported by "Gear Tech 21."
- * 625 veterans and 420 family members in the Lewiston/Auburn area were connected with supports. The services included counseling, suicide prevention, educational benefits, job seeking services, and more.
- * Partners for a Hunger-Free York County have a curriculum for the Healthy Preschool Project. The curriculum was piloted at 20 sites during 2013 and preparation for the test run included development of a train-the-trainer program.





Global Youth Service Day

MCCS partnered with Youth Service America and State Farm Insurance to introduce Global Youth Service Day (GYSD) in Maine.

Celebrated each April since 1988, GYSD mobilizes thousands of young people who improve their communities through service. It is the largest service event in the world, and the only day of service dedicated to engaging youth.

In 2013, youth organizations and the community sponsors that anchored Maine participation were

MSAD #20, 21st CCLC After School Program, Fort Fairfield
Organized project to record town history

RSU 40, Waldoboro
Developed community and school garden and constructed outdoor pizza oven

Searsport District Middle School/High School, Searsport
Project improved school outdoor public areas, school energy audits, and proposed energy conservation plan

MSAD-60
North Berwick
Organized and conducted a wellness fair

21st CCLC, MSAD54
Skowhegan
Provided tech tutoring for local residents and put on a puppet show at Memorial Hospital birthing center

RSU 18
Oakland
Constructed a gateway for the community trail

REAL School
Falmouth ME
Organized and coordinated addition of school grown vegetables to cafeteria options

Lewiston Public Schools
Lewiston, ME
Conducted Healthy Kids Day & Stand Against Racism events

Mt. Desert Island Regional School System
Bar Harbor
Led roadside clean up & Healthy Kids Day



EMERGENCY/DISASTER RESPONSE

MCCS co-chairs the Donations Coordination Team (DCT) with Maine Emergency Management Agency. The Commission is responsible for operating Volunteer Reception Centers (virtual or physical) during declared disasters.

A Volunteer Reception Center's function is to manage the spontaneous volunteers who show up ("self-deploy") to help.

The VRC processes the volunteers away from the zone where first responders are working. It may connect unaffiliated volunteers with organizations that need additional help or create a registry of volunteers available for recovery.

In 2013, MCCS accomplished several tasks as part of the DCT:

- ✱ Assisted in development of plans and preparation for a state level cash donation fund to be used as support for local response in emergencies or disasters. MCCS is responsible for maintaining the technology for online donations.
- ✱ At the request of authorities, MCCS set up the emergency fund to accept donations in response to the series of apartment and home fires in Lewiston during summer 2013. Disbursement of the funds was made by United Way of Androscoggin.
- ✱ Signed an Memorandum of Agreement with Maine Emergency Management that spells out the responsibilities of MCCS in its DCT role.
- ✱ Revised the mission of the MCCS Excellence and Expertise Task Force to include the Commission role in emergency response.

- ✱ Participated in a segment of the planning for Vigilant Guard, a major statewide emergency response exercise held in November. The Commission was assigned to operate a Volunteer Reception Center in conjunction with Waldo County Emergency Management.

✱ PROMOTING AND HONORING CIVIC ENGAGEMENT

Governor's Awards for Service and Volunteerism

Seven awards were presented to individuals, businesses, volunteer programs, service-learning educators, and school districts.

The April 17, 2012 honorees were

- Corporate Volunteerism Award, Kennebunk Savings
- Small Business Volunteerism Award, Carefree Property Services
- Outstanding Non-profit Volunteer Program Award, Friends of the Maine Wildlife Park
- Outstanding Public Sector Volunteer, Deborah Palman
- Outstanding National Service Volunteer, Katherine Stitham
- Volunteer of the Year, John Eckert
- Youth Volunteer of the Year, Meghan Charest
- Excellence in Volunteer Administration, Lisa Park Laflin

The Roll of Honor added 564 people who volunteered at least 500 hours during the prior 12 months. Those honored for service to their community devoted 585,079 hours to meeting community needs. They were recognized in a full-page newspaper display thanks to the Bangor Daily News.



Bill Basl, CNCS Director of AmeriCorps, visits with REAL School AmeriCorps in April 2013.



Lisa Varela, Baker Newman Noyes, and Karen Stephenson from the Volunteer Center at United Way of Greater Portland get ready for their session at the statewide volunteerism conference.



Maine Senator Roger Katz was keynote speaker at the VISTA end of service program. Here he presents VISTA Leader Edie Davis with her service recognition



Commissioners being sworn in for 3-year terms are (L to R) David Wihry, Orono; Richard Higgins, Halllowell; Nancy McKechnie, Hampden; and Camille Cramer, Milo.



National Service Day at Maine's Capitol brings together Senior Corps, AmeriCorps, and Volunteer Generation Fund grantees who update legislators on the National Service impact across the state.

To view more photos of MCCS and National Service activities, visit the Photo Gallery at www.MaineServiceCommission.gov or visit the MCCS Facebook page.

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