

## NEW YORK STATE SERVICE PLAN 2018-2020

The New York State Commission on National and Community Service (hereafter “the Commission”) has adopted, through action on xxxxxx (date) the service plan presented below.

### HISTORY AND ROLE OF THE COMMISSION

The Commission is a diverse, non-partisan body of, among others, representatives of business, labor, education, government, human service agencies and community-based organizations. The Commission directs national service policy for the state and directly administers funding awarded by the Corporation for National & Community Service (hereafter “the Corporation”) to support New York State AmeriCorps and Volunteer Generation Fund (VGF) programs. The Commission was established by an executive order signed by Governor Mario M. Cuomo in 1993, and each successive governor has continued that executive order.

During the past three years, the Commission has provided over \$46 million in AmeriCorps funding to AmeriCorps programs throughout the state. This funding has supported projects related to the AmeriCorps priority focus areas. The Commission has also administered approximately \$2 million in funding, and has recruited and engaged over a million volunteers, through the Volunteer Generation Fund since 2010.

During the time covered by this service plan, 2018-2020, the Commission will build on its mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering in New York State. The Commission will maintain its primary focus on administering strong, effective, service-oriented AmeriCorps programs throughout New York State. The goals and action steps outlined in this plan represent an effort to improve upon the Commission’s existing work and to ensure that the Commission is helping to meet the state’s most pressing challenges while engaging and serving the broadest possible cross-section of New Yorkers.

In the coming three years, the Commission hopes to build on what it has learned from recent successes and challenges. As part of the planning process, the Commission looked carefully at the greatest needs throughout New York State and thought critically about how national service programs and volunteerism can be used to meet those needs. The Commission will continue to serve the state by administering funding from the Corporation, and will strive to build the best national service network in the United States.

This service plan outlines broad goals as well as concrete action steps that the Commission will prioritize over the next three years. Some will be implemented almost immediately, while others will take additional time to develop, but all will ensure that national service in New York State is inclusive, relevant, and aligned with the needs of New Yorkers.

## PLANNING PROCESS

The Edward M. Kennedy Serve America Act requires each state entity on National and Community Service established pursuant to the statute to coordinate, facilitate, and adopt a three-year state service plan, commencing at a time designated by each state. New York State has chosen to commence its most recent service plan on January 1, 2018, and this plan will guide activities and service through December 31, 2020.

New York State, through the Commission, began the planning process during the summer of 2017. A comprehensive on-line survey was distributed to a sizeable (over 250 individuals, organizations, and groups) and broad-based audience. In addition, the survey was distributed to direct stakeholders in the Commission's programming like its current AmeriCorps sub-grantees, members, and program staff. The Commission also reached out to alumni from national service programs, other streams of service like VISTA and Senior Corps, leaders of nonprofit organizations across the state, and other interested stakeholders. Over 200 responses were received during the month of September 2017.

During the month of October 2017, the results of the survey were collected, analyzed, and synthesized by the Commission staff. <sup>1</sup> Using the survey results as a guide, the Commission held four separate focus groups during the third week of November 2017. The focus groups each considered a different aspect of the state's national and community service programming that the survey responses highlighted, and were intended to generate recommendations on which the Commission could base its 2018-2020 service plan.

Those asked to participate in the focus groups were carefully selected to create as broad-based and diverse a panel as possible, while also keeping the size small enough to facilitate meaningful discussion. To allow individuals from across New York to participate, focus group members were allowed to take part in the discussions in person, via video conference, or via teleconference. Each focus group was guided in its discussions by a series of "thought questions" designed by Commission staff, and discussions were led by the Commission's Executive Director, Linda J. Cohen. <sup>2</sup>

An initial draft of the plan was made available on the Commission's website, [www.newyorkersvolunteer.ny.gov](http://www.newyorkersvolunteer.ny.gov), on (insert date). The plan was also distributed electronically to all focus group participants, and through the same distribution channels used to distribute the survey. Comments on the plan were invited and accepted through the website until (insert date).

The plan was then reviewed and approved by the Office of the Governor, and was adopted by the Commission on (date).

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<sup>1</sup> A power point presentation summarizing the survey results is attached to this plan as an Appendix. (create and/or edit PowerPoint)

<sup>2</sup> A summary of each focus group's activity, including the date, time and place of the discussion, the participants, topics discussed, and the thought questions, is attached as an Appendix to this plan.

## NEW YORK STATE SERVICE PLAN 2018-2020

### GOAL ONE: CONTINUE TO PRIORITIZE AMERICORPS AS A RESOURCE TO CREATE A FOCUSED RESPONSE TO THE STATE'S MOST PRESSING NEEDS

During the term of the previous plan, covering the years 2015-2017, the Commission created several statewide service programs at the initiative of the governor that were designed to meet critical New York State needs and priorities. These programs are comprehensive, holistic, and take full advantage of AmeriCorps, Volunteer Generation, and other Corporation-funded grants as a resource to meet the needs of the state. This represented a change from prior practice, particularly in how the state utilized its formula AmeriCorps funds. The programming created addressed issues of poverty alleviation, environmental stewardship and conservation, services to immigrants and New Americans, and other initiatives such as addressing the opioid crisis. The Commission plans to follow this successful model of statewide initiatives throughout 2018-2020.

The Commission continues to recognize that the need to alleviate poverty in New York is of paramount concern, and commits to prioritizing service activities that create economic opportunities for success. At the same time, the survey results showed that initiatives that target poverty issues, such as anti-hunger and nutrition efforts, improved access to health care, the provision of services to immigrants and New Americans, and efforts to combat the opioid crisis should be the next steps in the Commission's goal to fight poverty overall. The Commission also recognizes the interconnectivity of these issues and plans to use a holistic approach for dealing with these issues.

The Commission commits to exploring areas of collaboration within New York State government, including, among others, the Office of Parks, Recreation and Historic Preservation; the Department of Environmental Conservation; the Office of Emergency Management; the Department of State and the Office of New Americans; the Department of Health; the Office of Alcohol and Substance Abuse Services; the Department of Agriculture and Markets; the Office of Temporary Disability Assistance and the Commission's host agency, the Office of Children and Family Services, to create holistic service opportunities that will begin to meet the above priorities, and others that may be identified by the governor and the Commission, while enhancing public understanding of the value of national service.

#### Commission Action Steps

- a) **Use the State's AmeriCorps formula allocation** to create statewide initiatives that focus on clearly identified state priorities that serve the entire state and that are sustainable over a multi-year period.
- b) **Continue the operation of the New York State AmeriCorps Excelsior Conservation Corps (ECC)** dedicated to protecting the state's natural resources and fostering environmental stewardship activities.
  - ECC service activities will take place in both the New York State Parks system and in facilities owned and operated by the New York State Department of Environmental Conservation or by local entities.
  - This program will be administered jointly by New York State agencies and selected nonprofit organizations. ECC members will travel throughout the state for service and

public education projects, and will train other state AmeriCorps programs and volunteers.

- To the extent possible, the ECC program will recruit and enroll a cadre of AmeriCorps members that is reflective of New York State's diverse populations, ethnicities, and cultures, including members from high-poverty neighborhoods, at-risk youth, and veterans of military service.
- The ECC will create a team within the program that will be specially trained in disaster prevention and response and will meet the Corporation's standards for AmeriCorps Disaster Response Teams (A-DRTs). This team will focus on the disaster cycle, from preparation to response to both short- and long-term recovery. In addition to responding whenever and wherever there is a need, as directed by the governor, this team will travel throughout the state for service and public education projects, and will train other state AmeriCorps programs and volunteers.

- c) **Explore ways to use New York State's AmeriCorps and other national service programming to support immigrants and their families.** Building on the Commission's new Family Security Project AmeriCorps program, the Commission will explore methods to establish services to immigrants in under-served geographic regions of the state, including the North Country at its border with Canada. In addition to the Family Security Project's emphasis on legal services, the Commission will explore helping and supporting immigrants with navigating healthcare, domestic violence support services, childcare and housing assistance, among others. Specific strategies mentioned by the focus group were trainings and webinars specifically targeted to those serving immigrants, focusing efforts in public libraries, which remain a center of activity in most communities, and mobile English vans that bring services to immigrants instead of requiring travel. The Commission hopes to attract bilingual and multicultural AmeriCorps members serving the immigrant community.
- d) **Continue the Commission partnership with the New York State Hunger and Food Policy Council through the Commission's Volunteer Generation Program, now funded through 2020.** The Commission's VGF programming during 2018-20 will focus exclusively on hunger prevention and alleviation. The focus group discussed specific VGF strategies targeted at these issues, including comprehensive poverty training for VGF flagships and volunteers such as "Bridges Out of Poverty"<sup>3</sup>; creating volunteer opportunities such as "shopping buddies" to accompany seniors and others in need to grocery stores and food pantries; creating volunteer opportunities to conduct cooking and nutrition classes; and partnering with retail outlets to create volunteer opportunities to create accessible and dedicated shopping spaces for seniors, persons with disabilities, immigrants, and other targeted populations with high incidences of hunger.
- e) **Expand the Commission's anti-opioid programming through further development of AmeriCorps initiatives designed to address this growing scourge.** The Commission will build on its initial anti-opioid programming in Western New York, the Southern Tier, and New York City, which is in its beginning stages. We will continue to focus on the idea of a "warm hand-off" and support services for those at all stages of the prevention, treatment, and

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<sup>3</sup> "Bridges Out of Poverty" is a comprehensive training program that helps communities move individuals from poverty to self-sufficiency, strengthen educational attainment and job skills, enhance economic development, revitalize neighborhoods, and build sustainable communities (<https://www.ahaprocess.com/solutions/community/>).

recovery cycle, with emphasis on training more New Yorkers in the proper administration and use of Naloxone, a medication used to block or reverse the effects of a drug overdose.

- f) **Create a strategy and methodology to incentivize volunteer efforts throughout New York State.** The Commission recognizes that in shifting political, social, and economic climates, volunteering is a critical strategy for addressing unmet needs. We hope to make volunteering a near-universal experience in the Empire State through the use of targeted strategies such as requesting community members to pledge a specified number of volunteer hours per year, at the end of which they will receive a certificate of completion; creating an “honor roll” of volunteers on the Commission’s website; and organizing other recognition events. The Commission will also enhance its marketing efforts aimed at episodic volunteers and will utilize the “Film Good/Do Good” partnership with the Governor’s Office of Motion Picture and Television Development as an avenue to achieve greater awareness of volunteerism. We believe New York is consistently under-counted in the annual Corporation “volunteering survey” because New Yorkers either do not recognize or do not report their many hours of volunteer service. Strategies such as the above should help improve the response rate statewide.
- g) **Leverage and recognize the Silver Anniversary of AmeriCorps in 2019** to broaden public awareness of the Commission’s mission and programming, while shining a spotlight on the work of national service participants to address the State’s critical needs.

## **GOAL TWO: CONTINUE TO CREATE OPPORTUNITIES AND FOCUS STATE RESOURCES TO HELP NEW YORK STATE NATIONAL SERVICE MEMBERS SUCCEED DURING AND AFTER THEIR TERMS OF SERVICE**

The Commission recognizes that AmeriCorps and other national service members come from diverse and sometimes challenging backgrounds and may be making great personal and economic sacrifices to serve their state and country. The Commission commits to dedicating a portion of state service resources to make their service experience meaningful and memorable.

### **Commission Action Steps**

- a) **Provide resources to help members succeed both during and after service:**
- Present guidance and resources to programs to allow them to provide members with financial literacy, language skills, resume writing, and career counseling trainings, among others.
  - Tailor programming at the annual AmeriCorps Kickoff to the needs of members; for example, a career fair event could be included.
  - Offer a balance of data collection strategies, member development, and direct service activities for members throughout the program year.
- b) **Leverage the New York State AmeriCorps Member Council** to assist the Commission and staff in formulating programming and training that speaks to the specialized needs of AmeriCorps members.
- Use the Leadership Council to create and distribute surveys about improving service and events; continue to provide professional development opportunities for Leadership Council members; explore more in-person opportunities for Leadership Council

members to meet; and use the current structure to create a pilot AmeriCorps alumni network/Alumni Council in New York State, helping to create a post-service network of potential new volunteers and advocates for national service.

- Create an alumni recognition event at the annual Kickoff.

c) **Institutionalize a position within the Commission staff that will perform public outreach in a variety of ways:**

- Maintain the Commission's website and social media accounts.
- Work with the state's public information officers to deliver a consistent and targeted public message.
- Work with the AmeriCorps Leadership Council referenced above.
- Work with other state agencies and the private and nonprofit sectors to enhance development opportunities for national service participants.

d) **Coordinate "quality of life" benefits and opportunities for national service participants:**

- Coordinate affordable housing opportunities and match those who wish to share housing.
- Explore affinity and benefits programs available to New York national service members either through bundled purchasing or donation in recognition of service, such as entertainment and purchasing club memberships, free or reduced gym memberships, movie passes, and others.
- Explore methods of augmenting and supplementing the Segal Education Award through public or other funding.
- Advocate for the expansion of individuals who can receive transfer of a Silver Scholarship from an AmeriCorps member over the age of 55.
- Confirm that cost-of-living adjustments have been applied to member living allowances.
- Continue to clarify with the NYS Higher Education Services Corporation (HESC) that Segal education awards be coordinated with the NYS Excelsior Scholarship to preserve the unique qualities and benefits of each.
- Obtain official guidance from the NYS Department of Labor or other statewide entity as to the application of the NYS Paid Family Leave Act to AmeriCorps members.

e) **Prepare national service members with the understanding they will need to deliver service in an effective, sensitive, and inclusive manner,** at times to populations or in communities that are unfamiliar to and with them.

- Explore partners and programs that will help the Commission and its programs make diversity and privilege training available to every New York State AmeriCorps member.

f) **Ensure that individuals with disabilities have the opportunity to participate in all service activities within the state,** whether as national service members or as recipients of service.

- Recognize that the disability community is not homogenous, and that flexibility in designing, selecting, and funding service programs is necessary.
- Train programs in identifying and, if necessary, modifying the essential functions of a position description to not only accommodate but to fully include individuals with disabilities.

- Help programs to modify recruitment strategies and work with stakeholders to design recruitment events specifically for individuals with disabilities to help eliminate self-selection and bias issues at larger recruitment events.
  - Explore the possibilities of online or phone interviews for potential members with mobility difficulties.
  - Hold entrance interviews for potential members with disabilities on-site at AmeriCorps/career fairs to eliminate unnecessary travel.
  - Work with state partners such as OCFS and OTDA to clarify benefits and exclusions from SSDI for AmeriCorps members with disabilities and communicate those guidelines statewide and on the website.
  - Begin conversations with interested stakeholders on innovation in programming that will not only provide reasonable accommodations for national service participants but will also encourage and facilitate participation by members of the disabled community.
  - Survey and convene NYS agencies, members of the disabled community, and other stakeholders on resources and potential partners within the state and nonprofit sector to incentivize and encourage the development of program models that will increase participation by members with disabilities.
- g) **Create opportunities to enhance a statewide “esprit-de-corps” among New York State AmeriCorps members and build a statewide member network.**
- Encourage inter-program service projects on a regional or local basis that allow members from different programs to work alongside one another.
  - Encourage additional training opportunities which are planned and implemented by the Commission in partnership with one or more of its AmeriCorps programs.
  - Provide member gear branded with the NYS Commission and/or NYS AmeriCorps insignia.
  - Incorporate civic reflection activities among programs.
  - Explore a “buddy” or “pen-pal” model matching members from different regions/programs. Pilot at the Member Leadership Council level, matching members on demographics/interests, using software or other algorithm, and encouraging electronic correspondence between matches.
  - Explore a narrative model allowing AmeriCorps members to describe their own service stories and post short videos on the Commission’s website. Pilot this initiative with the Member Leadership Council and/or the Alumni Council.
  - Publish a periodic newsletter specifically geared to national service participants’ interests and accomplishments.
  - Explore social media models such as hashtag campaigns and video sharing.

### **GOAL THREE: ENHANCE THE PROFESSIONAL DEVELOPMENT AND SUPPORT OF PROGRAM STAFF**

The Commission commits to assisting AmeriCorps, VGF, and other program staff throughout the state in developing a support network and a diverse set of core skills and competencies. The focus group recognized this as a promising area for innovation and experimentation, as it is a new key focus area for the Commission’s work. The Commission believes that investment in program staff will benefit its programs, AmeriCorps members and volunteers who serve, and ultimately, the citizens of New York who will reap the rewards of this investment in higher quality and more responsive service activities.

### Commission Action Steps

- a) **Identify a set of core competencies and skills with a working group of selected program staff;** then identify any noteworthy gaps currently existing.
- b) **Train staff about the stage of life development for young people ages 19-26,** the most common age range for New York State AmeriCorps members, helping staff to think well about young adults.
- c) **Offer training to programs on how to find and develop a program director with core competencies as defined by focus group participants and other stakeholders,** including attention to detail, good planning skills, relational capacity, mentoring qualities, logistics skills, leadership qualities, and an ability to reinforce the accomplishments of young members/volunteers.
- d) **Recognize the interrelationship between staff development and member development (See Goal Two)** and foster intersectional trainings and enrichment for both.
- e) **Utilize any available alumni networks (both formal and informal) as extra support for programs and program staff.**
- f) **Explore opportunities for Commission members to mentor program staff.** Survey Commission members, matching staff to Commission members with relevant interests and experiences; set up a one-day workshop to match and introduce staff/mentors; and focus on deliberate pairings to increase learning opportunities for both parties.
- g) **Draw on experience of military veterans in staff leadership roles to help foster a sense of common purpose and esprit de corps.**
- h) **Provide more resources for civic engagement,** such as video clips, guided reflections, and readings.
- i) **Create a Program Director recognition event at the annual Kickoff,** accepting nominees from members as well as supervisors.
- j) **Recognize the role of vicarious trauma in some work of AmeriCorps staff,** and explore the idea of a Staff Support Hotline, looking at OCFS, OMH, or EAP resources.
- k) **Encourage local networks focused on support and collaboration,** allowing peer-to-peer support and encouraging the development of competencies already present among current staff.
- l) **Collaborate with other state agencies** to increase access for national service program staff to capacity building, technical assistance, conferences, and trainings.
- m) **Where possible, present training and information to other state agencies and their stakeholders on the value of partnerships with AmeriCorps and other national service programs**
- n) **Explore partnerships with selected technical assistance providers and nonprofits to train staff on accomplishing program sustainability.**



## **NEW YORK STATE SERVICE PLAN FOR ADULTS AGE 55 and OLDER**

### **GOAL FOUR: ENCOURAGE AND INCENTIVIZE SERVICE BY AND FOR INDIVIDUALS AGE 55 AND OVER**

The Commission recognizes that “adults 55 years of age and older” is not a homogenous community, but is rather composed of distinct sectors of individuals who may have different service needs and different skills and interests to bring to service. “One size fits all” approaches will not be successful in reaching the goal of expanding service opportunities for this age group.

In particular, the rapidly growing population of “baby boomers” (those born between 1946 and 1964)<sup>4</sup> who are now either just entering this age range or are under 68 years of age is bringing new challenges and new energy to the service field, and may form a distinct demographic when we think about service in New York. Those between the ages of 55 and 68 may have different methods of communication, and comprise the first generation where women are working or have worked outside the home in large numbers.

The focus group also stressed the importance, for individuals in this age group, of a communal service experience, whether with a family member, friend, or larger group.

Therefore, the Commission intends to focus its efforts over the next three years on tailored outreach and marketing to adults 55 years of age or older. The Commission will also focus on enhancing the abilities of the national service programs it administers in New York to both serve and enroll members over the age of 55. The Commission plans, through the following steps, to better target this age group as potential AmeriCorps members and to ensure that AmeriCorps programs in New York can meet the needs of an aging population.

#### **Commission Action Steps:**

- a) **Market the availability and transferability of the Segal Education Award.** Due to rising tuition costs, many individuals 55 and older are assisting their children and other extended family members in managing the expense of higher education:
- Increase awareness of both potential members over the age of 55 and state-administered national service programs that an education award earned by an individual over 55 years of age may be transferred to a child or grandchild.
  - Explore opportunities to extend the transferability of the Segal Education Award to relatives such as siblings, nieces or nephews, in addition to those currently eligible to receive a transferred award.
  - Explore creating a New York State “pool” of donated, unused education awards to educational institutions or for dedicated scholarships.
  - Incentivize “intergenerational service”; encouraging grandparents and grandchildren, for example, to serve together for one or more terms, thus doubling the value of the education award for the younger members and providing unique service opportunities to tap the skills and competencies of both age ranges. Market service to families, allowing multiple generations to serve together and maximize the value of the education award.

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<sup>4</sup> <http://www.cnn.com/2013/11/06/us/baby-boomer-generation-fast-facts/>

- Military families, as a special focus of AmeriCorps programming and New York State, are especially suited for the “service family” model; e.g., younger members of a family can serve in AmeriCorps while parents serve in the military, thus creating a supplement to the GI Bill through the Segal Education Award.
- Work with the NYS Mentoring Program, now housed within OCFS, to expand opportunities for mentors to work with AmeriCorps and earn education awards, particularly in areas such as veterans over age 55 mentoring younger veterans, or summer mentoring by individuals over age 55 with younger people in an out-of-school setting.

**b) Explore methods of training AmeriCorps programs to identify appropriate marketing strategies for individuals over the age of 55 and how to reach all sectors of this age range:**

- Individuals in this age group may not be aware of opportunities to serve within AmeriCorps. The Commission, in concert with the Corporation State Office, should reach out to known networks of retirees, such as those within the SUNY system, RSVP, SOFA, and veterans’ groups to boost recognition of the AmeriCorps brand.
- While many “baby boomers” are comfortable with social media and other electronic streams of communication (email, texting, etc.) individuals born before 1946 may not be. They may prefer to receive information or respond to it via landline telephone, community bulletin boards (physical not virtual), through faith-based and other civic affiliates, or through “word of mouth” from friends and family. The Commission should work with its partners to identify these methods and when possible, adapt its marketing materials to accommodate them.

## Appendix

### Summary of Focus Group Activity

#### **Focus Group A: Service To and By Individuals Ages 55+**

**Monday, November 21, 2017, 10:00AM-12:00PM, New York State Office of Children and Family Services, Room 102 South**

The Edward M. Kennedy Serve America Act requires state service commissions to create a supplemental service plan specifically aimed at this demographic. Key issues discussed included access for seniors to services and opportunities to serve, opportunities for cross-generational service, and the needs of this population specific to New York State.

Staff Liaisons: Linda Cohen, Stefanie Perez, Adrienne Ostrove

#### Focus Group Questions:

1. How is service by seniors different from service by other age groups (if at all)? Are there different factors that come into play in terms of recruitment, retention, and focus? Are transportation and safety needs paramount, and what can the Commission do to support those needs? What one change could encourage more seniors to serve in NYS?
2. Are there particular areas of service best suited to senior volunteers? If so, what are they? Are there particular service areas that hold the most interest for seniors looking to serve? If so, which?
3. When seniors are the recipients of service, what are the unique factors that make it easier or more difficult to effectively deliver service? What one change would help deliver more services to seniors?
4. What opportunities, if any, do you see or can the Commission create that would allow for inter-generational service and volunteer programming in New York State? Are there successful models nationally to study? Are there particular “niches” of service that a parent/child, parent/grandchild or other inter-generational combinations would find attractive?
5. How can the Commission successfully market the transferability of the Silver Scholarship, and advocate for the expansion of that transferability beyond the recipient’s children and grandchildren?

#### **Participants:**

Linda Cohen, *Executive Director at the New York State Commission*

Adrienne Ostrove, *Excelsior Fellow at the New York State Commission*

Stefanie Perez, *Program Officer at the New York State Commission*

Jessica Vazquez, *Executive Director at the Corporation for National and Community Service NYS Office*

Chris Ehlers, *Food Security Director at Cayuga Seneca Community Action, Inc.*

Rose Golden, *Deputy Director at the New York State Office for the Aging*

## **Focus Group B: Quality of Service and the Member Experience**

**Thursday, November 16, 2017, 10:00AM – 12:00PM, New York State Office of Children and Family Services, Room 102 South**

The New York State Commission is committed to improving the experience of AmeriCorps members in New York State. Key issues discussed included member benefits and professional development opportunities, improved access for individuals with disabilities, and creating a larger, statewide service network of members and alumni.

Staff Liaisons: Linda Cohen, Adrienne Ostrove

### **Focus Group Questions:**

1. About 60% of our current AmeriCorps membership indicated that they were “not sure” they would recommend the program or other national service to a friend or family member. How can we change that? What further supports can the Commission provide to its AmeriCorps members?
2. How can NYS and the Commission incentivize AmeriCorps members serving in NYS to remain here after their service concludes?
3. The survey results clearly showed that while the State’s AmeriCorps programs serve a substantial population of New Yorkers with disabilities, the AmeriCorps membership is considerably less diverse. How can we make it easier/more attractive for individuals with disabilities to serve?
4. How should the Commission leverage and utilize the Member Leadership Council going forward?
5. What programming can the Commission provide that will create for members a sense of a statewide service network throughout the year?
6. Should the Commission create an Alumni Leadership Council modeled on the Member Council? What role should it play?

### **Participants**

Linda Cohen, *Executive Director at the New York State Commission*

Adrienne Ostrove, *Excelsior Fellow at the New York State Commission*

Elise Newkirk-Kotfila, *Director of Applied Learning at the State University of New York*

John Winters, *AmeriCorps member at Legal Assistance of Western New York*

Aleida Kasir, *Program Director at NYU Langone Family Health Centers AmeriCorps*

Aaron Miner, *Managing Director of Service Year Programs at NYC Service*

### **Focus Group C: Professional Development and Support of Program Staff**

**Friday, November 17, 2017, 10:00AM-12:00PM, New York State Office of Children and Family Services, Room 144 North**

The New York State Commission feels that when AmeriCorps program directors feel supported, they will be better equipped to manage their members. Key issues discussed included providing professional development opportunities for staff, developing a mentor program with AmeriCorps program staff and Commission members, and additional opportunities for training.

Staff Liaisons: Linda Cohen, Adrienne Ostrove, Stefanie Perez

#### Focus Group Questions:

1. Having devoted considerable attention to enhancing members' experiences, the Commission has noted a critical need for staff development and support in its large network of programming. The survey results support this. What strategies should the Commission use, beyond required training, to meet those needs?
2. Should the Commission establish a formal "mentoring" program for program staff, allowing new staff to lean on more established staff for support? What elements should this program entail? Beyond a formal program, how can program staff support one another? What types of programming can the Commission create to assist?
3. The Commission is working with New York State media services to create an online training for new program staff who begin work in the middle of a program year. This online training will supplement, and in some cases substitute for, the in-person New Project Directors training the Commission presents in August/September. What other resources can the Commission create online that would support program staff?
4. How can the members of the Commission connect with and support the staff in agencies with AmeriCorps programs? What skills do these Commission members possess that can be translated to program staff? Could Commission members also act as mentors to program staff, in addition to or in lieu of their peers?

#### **Participants**

Linda Cohen, *Executive Director at the New York State Commission*

Adrienne Ostrove, *Excelsior Fellow at the New York State Commission*

Stefanie Perez, *Program Officer at the New York State Commission*

Hillarie Logan-Dechene, *Commission Chair, Director of Philanthropy at the Wild Center Natural History Museum of the Adirondacks*

Rob Abbott, *Director of Youth and Family Services at Cypress Hills Local Development Corporation*

Gary Bagley, *Commissioner, Executive Director at New York Cares*

## **Group D: Service as a Strategy to Meet New York State's Critical Needs**

**Tuesday, November 14, 10:00AM-12:00PM, 633 3<sup>rd</sup> Avenue, 36<sup>th</sup> Floor Conference Room and Room 311 South, OCFS**

The State Service Plan survey results indicated that there are significant needs in New York State that could potentially be met by volunteer service. Key issues discussed included addressing priority areas such as hunger, poverty, opioid abuse, and immigration; overlapping issues among high-need and at-risk populations, and possible avenues for service opportunities for volunteers and/or future AmeriCorps programs.

Staff Liaisons: Linda Cohen, Michael Stevens, Adrienne Ostrove

### Focus Group Questions:

1. The 2014 survey overwhelmingly indicated that the most critical needs in NYS are the alleviation of poverty and preparing individuals for employment. The current 2017 survey reinforced these results. The Commission has created several statewide initiatives targeting poverty and unemployment. How effective has AmeriCorps in NYS been in targeting these needs and in helping to address them? How could we do better?
2. Beyond the issues of poverty and unemployment, the three most critical issues identified almost uniformly by all groups surveyed in 2017 were Opioid Abuse, Immigration and Services to Immigrants, and Obesity/Nutrition/Access to Health Care. What types of programming can the Commission create and support, through the use of its formula allocation, to address these needs? What partners are critical? What expertise do we have within the current state AmeriCorps structure and the NYS government? Who else needs to join these discussions?
3. What issue area(s) that have not been previously funded by NYS AmeriCorps should we think about funding in the future? Don't limit discussion to the six current AmeriCorps "priority" issues. Among other possibilities are: Mentoring, Women's Health issues, senior care, and the arts.
4. Funding for the Commission's programming has never been more fragile in its more than two-decade history. What plans does the Commission need to make right now to address a worst-case scenario, and how does service continue in NYS, with or without federal assistance?

### **Participants**

Linda Cohen, *Executive Director at the New York State Commission*

Michael Stevens, *Program Administrator at the New York State Commission*

Ehle Schacter, *Assistant Director at the New York State Department of Agriculture and Markets, NYC*

Hattie Quarnstrom-Figueroa, *Deputy Director at the New York State Office for New Americans*

Jeannette Gisbert, *Deputy Executive Director at Volunteer NY!*

Jonathan Estreich, *Assistant Special Counsel, Office of the Governor*

Adrienne Ostrove, *Excelsior Fellow at the New York State Commission*

John Cochran, *Assistant Director of the Executive Division, NYS Office for the Aging*

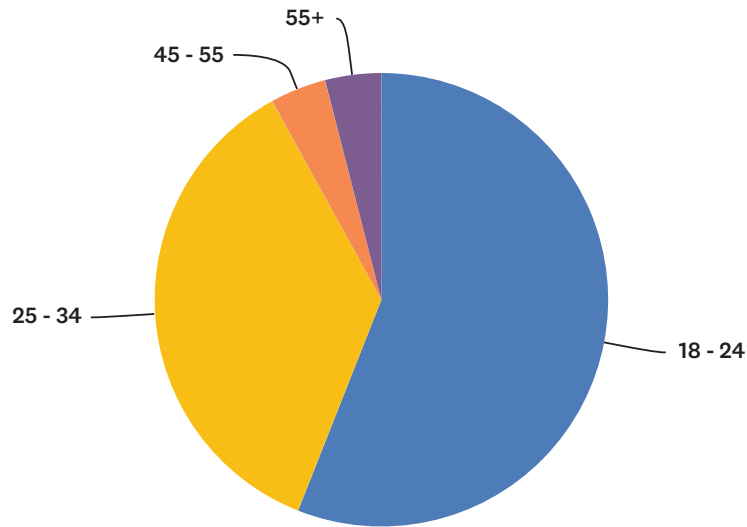
Laura Gonzalez-Murphy, *Director at the New York State Office for New Americans*

### Q1 Please enter your zip code.

Answered: 25 Skipped: 0

### Q2 What is your age?

Answered: 25 Skipped: 0

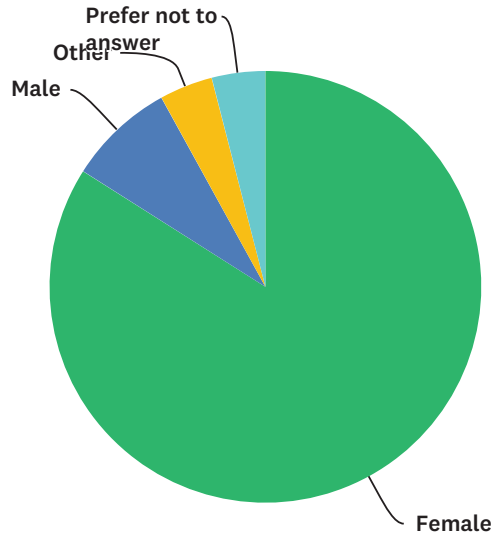


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18 - 24	56.00%	14
25 - 34	36.00%	9
35 - 44	0.00%	0
45 - 55	4.00%	1
55+	4.00%	1
TOTAL		25

### Q3 What is your gender?

Answered: 25 Skipped: 0

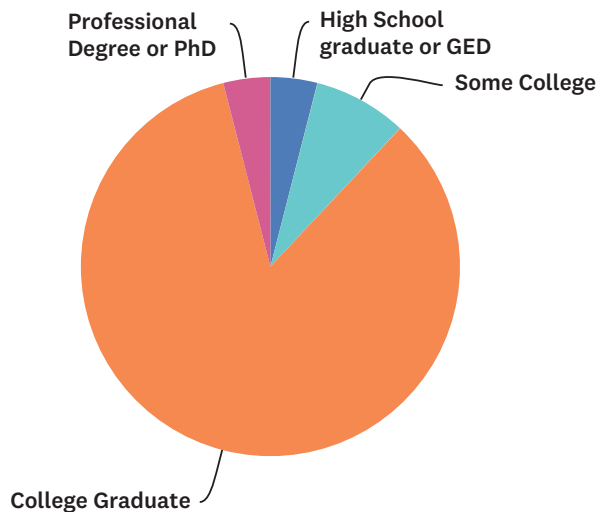
## 2017 State Service Survey



ANSWER CHOICES	RESPONSES	
Female	84.00%	21
Male	8.00%	2
Other	4.00%	1
Prefer not to answer	4.00%	1
<b>TOTAL</b>		<b>25</b>

## Q4 What is the highest level of education you have completed?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Some High School	0.00%	0
High School graduate or GED	4.00%	1



## 2017 State Service Survey

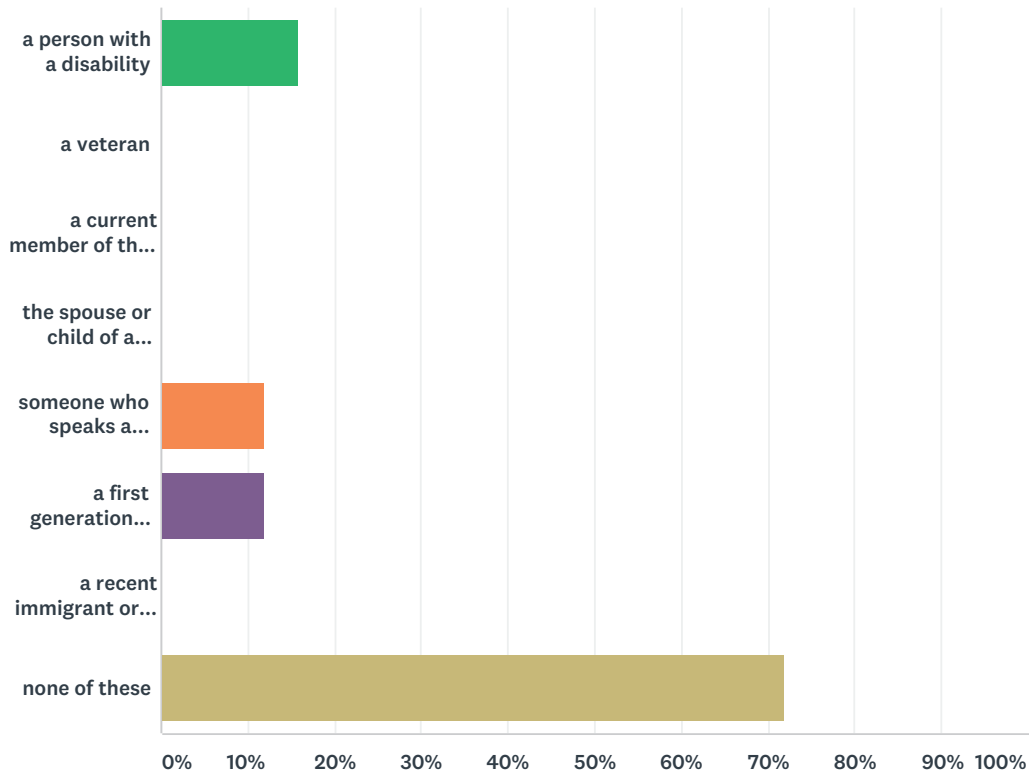
Trade/Technical/Vocational Training	0.00%	0
Some College	8.00%	2
College Graduate	84.00%	21
Master's Degree	0.00%	0
Professional Degree or PhD	4.00%	1
<b>TOTAL</b>		<b>25</b>

### Q5 How do you describe your race/ethnicity?

Answered: 25 Skipped: 0

### Q6 I am (check any that apply):

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
a person with a disability	16.00% 4
a veteran	0.00% 0
a current member of the military	0.00% 0
the spouse or child of a current military member	0.00% 0
someone who speaks a language other than English at home	12.00% 3

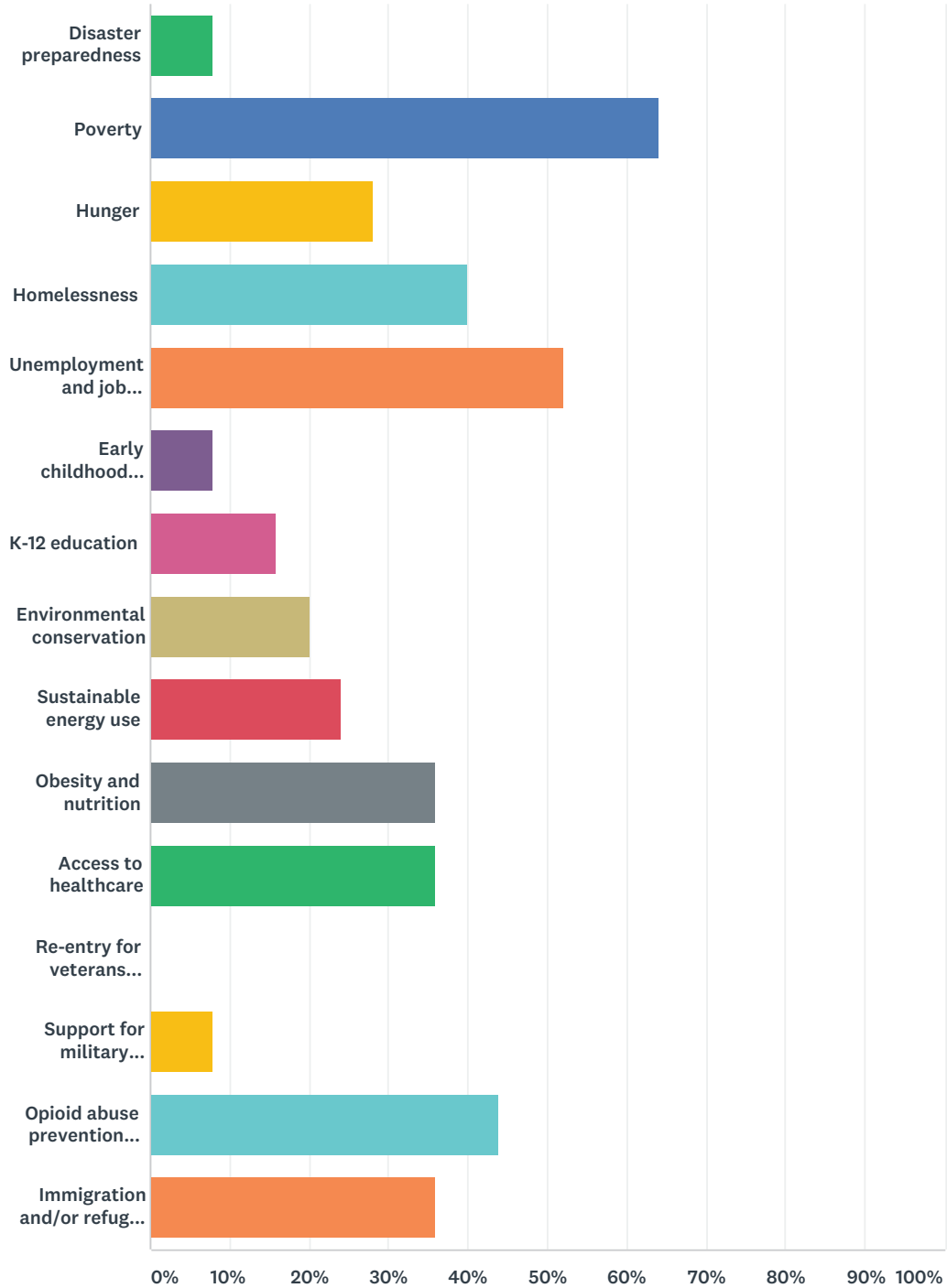
2017 State Service Survey

a first generation college student/graduate	12.00%	3
a recent immigrant or new American	0.00%	0
none of these	72.00%	18
Total Respondents: 25		

**Q7 What are some of the top issues facing people where you live?  
(please select three)**

Answered: 25 Skipped: 0

## 2017 State Service Survey



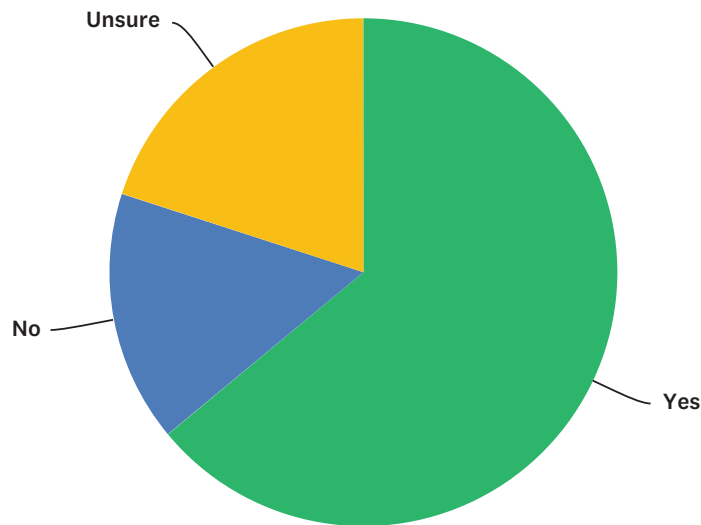
ANSWER CHOICES	RESPONSES	
Disaster preparedness	8.00%	2
Poverty	64.00%	16
Hunger	28.00%	7
Homelessness	40.00%	10
Unemployment and job readiness	52.00%	13
Early childhood education	8.00%	2

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K-12 education	16.00%	4
Environmental conservation	20.00%	5
Sustainable energy use	24.00%	6
Obesity and nutrition	36.00%	9
Access to healthcare	36.00%	9
Re-entry for veterans returning from combat	0.00%	0
Support for military families	8.00%	2
Opioid abuse prevention and/or treatment	44.00%	11
Immigration and/or refugee support	36.00%	9
Total Respondents: 25		

### Q8 Are you aware of opportunities for people to volunteer or otherwise get involved in addressing these issues?

Answered: 25   Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	64.00%	16
No	16.00%	4
Unsure	20.00%	5
TOTAL		25

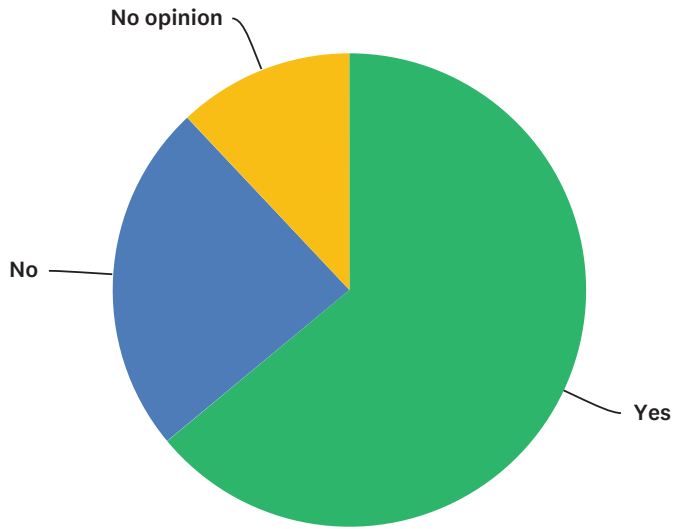
### Q9 How do you define "volunteer"?

Answered: 24   Skipped: 1

### Q10 Do you think of AmeriCorps members as volunteers?

## 2017 State Service Survey

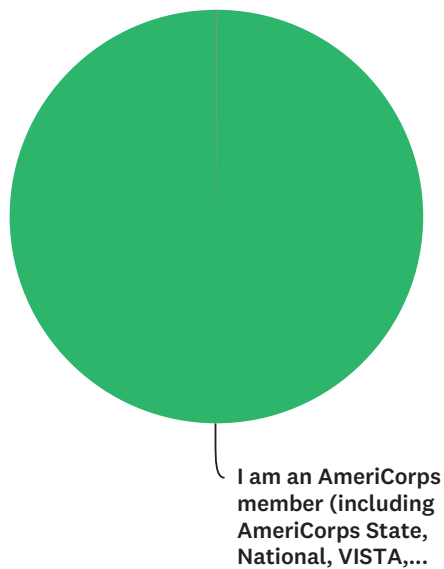
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	64.00%	16
No	24.00%	6
No opinion	12.00%	3
TOTAL		25

Q11 Please select the response that best describes your relationship with AmeriCorps or other national service programs.

Answered: 25 Skipped: 0



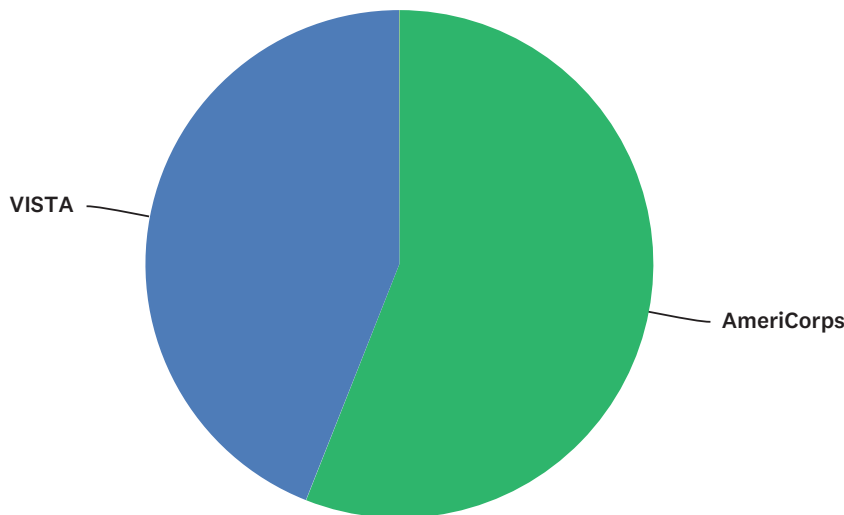
ANSWER CHOICES	RESPONSES	
I am an AmeriCorps member (including AmeriCorps State, National, VISTA, or NCCC).	100.00%	25

## 2017 State Service Survey

I am an alumnus/alumna of an AmeriCorps or other national service program.	0.00%	0
I am a volunteer with a Volunteer Generation Fund program.	0.00%	0
I am currently the Director/staff member of an AmeriCorps program.	0.00%	0
I was previously the Director/staff member of an AmeriCorps program.	0.00%	0
I am currently the Director/staff member of a Volunteer Generation Fund program or partner organization.	0.00%	0
I am currently the Director/staff member of a New York State partner (e.g., Parks, DEC, DOS, OASAS, OCFS, SUNY, etc.)	0.00%	0
I am in a leadership position at a nonprofit organization.	0.00%	0
I am a Commissioner of the NYS Commission on National and Community Service.	0.00%	0
None of the above options describe me, but I have heard of AmeriCorps and/or the Volunteer Generation Fund.	0.00%	0
None of the above options describe me, and I have never heard of AmeriCorps nor the Volunteer Generation Fund.	0.00%	0
<b>TOTAL</b>		<b>25</b>

### Q12 With what program do you serve?

Answered: 25   Skipped: 0

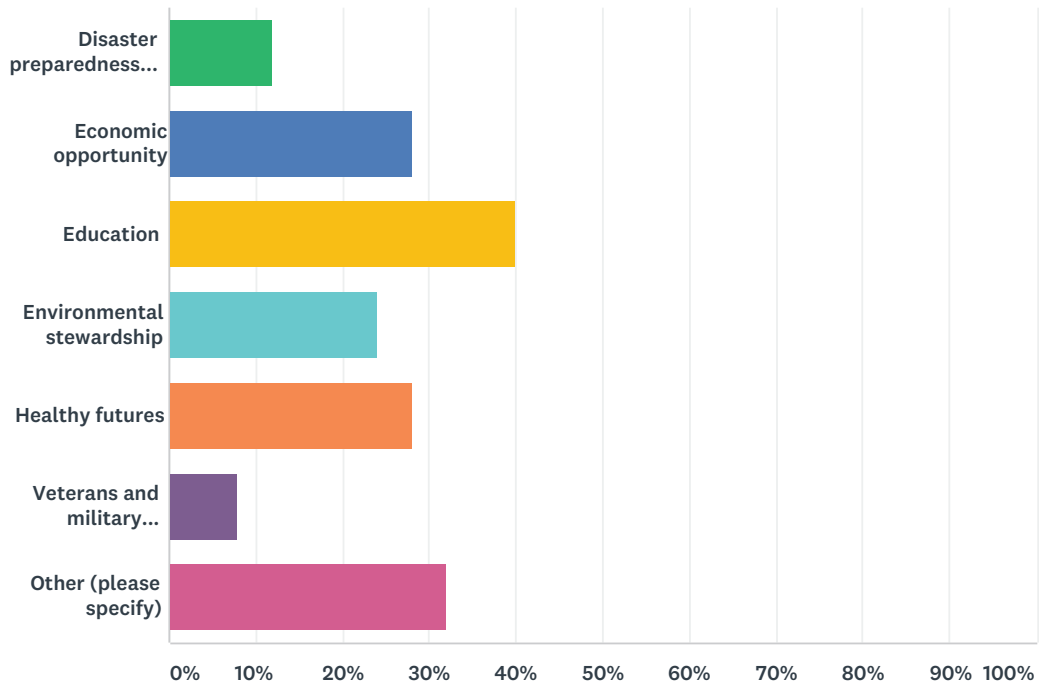


ANSWER CHOICES	RESPONSES	
AmeriCorps	56.00%	14
VISTA	44.00%	11
NCCC	0.00%	0
Senior Corps	0.00%	0
<b>TOTAL</b>		<b>25</b>

### Q13 What issue area(s) are you working to address in your community? (check all that apply)

Answered: 25   Skipped: 0

## 2017 State Service Survey

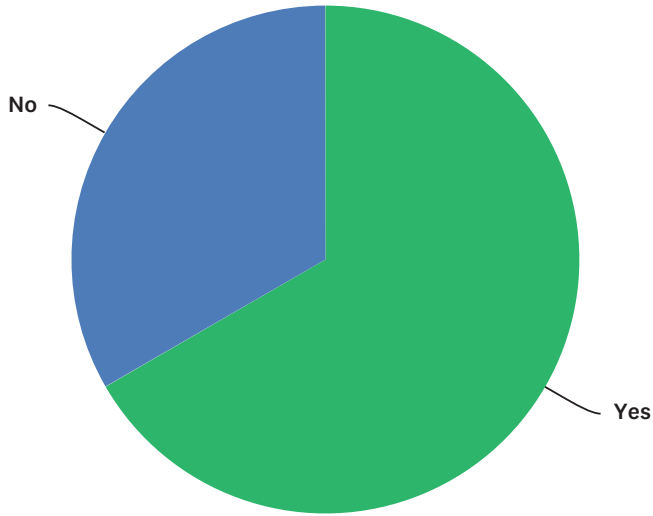


ANSWER CHOICES	RESPONSES	
Disaster preparedness and response	12.00%	3
Economic opportunity	28.00%	7
Education	40.00%	10
Environmental stewardship	24.00%	6
Healthy futures	28.00%	7
Veterans and military families	8.00%	2
Other (please specify)	32.00%	8
Total Respondents: 25		

### Q14 Did you live in your current community prior to serving there?

Answered: 24   Skipped: 1

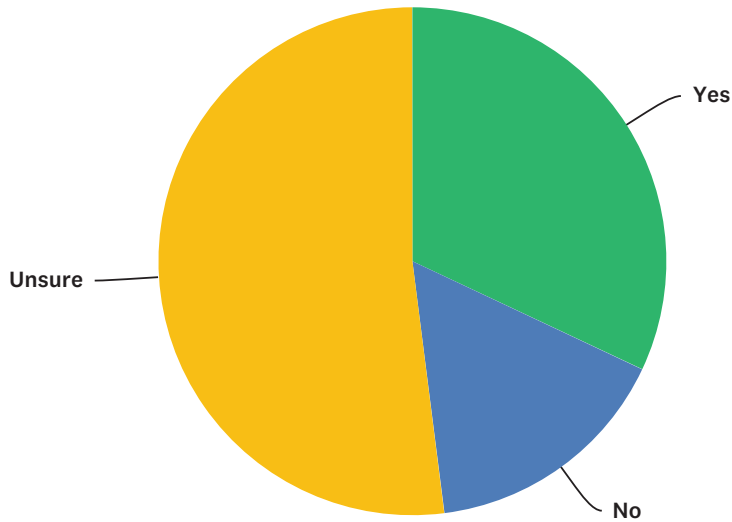
2017 State Service Survey



ANSWER CHOICES	RESPONSES	
Yes	66.67%	16
No	33.33%	8
TOTAL		24

Q15 Do you plan to stay in the community in which you served?

Answered: 25 Skipped: 0

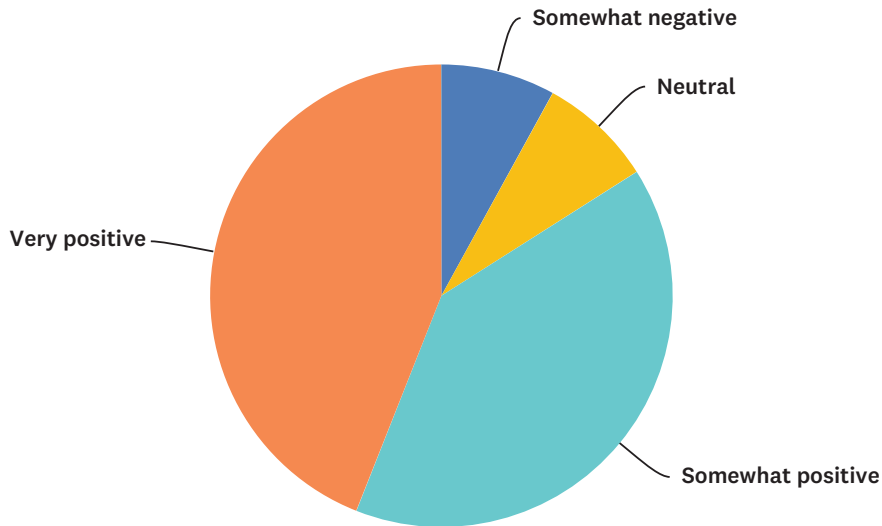


ANSWER CHOICES	RESPONSES	
Yes	32.00%	8
No	16.00%	4
Unsure	52.00%	13
TOTAL		25



### Q16 How would you describe your overall experience as a national service member?

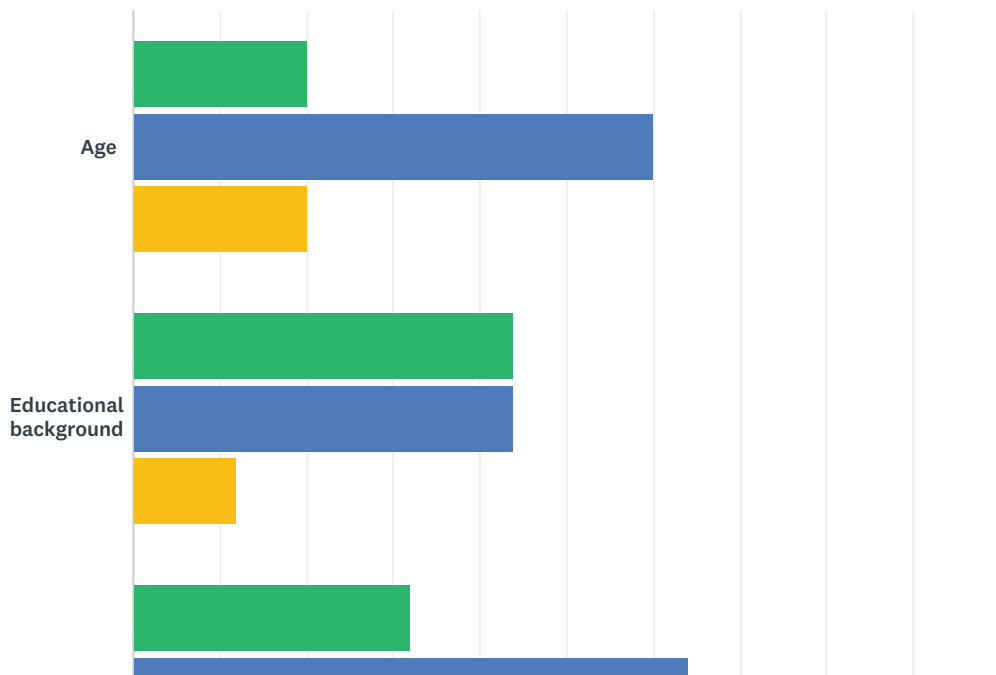
Answered: 25 Skipped: 0



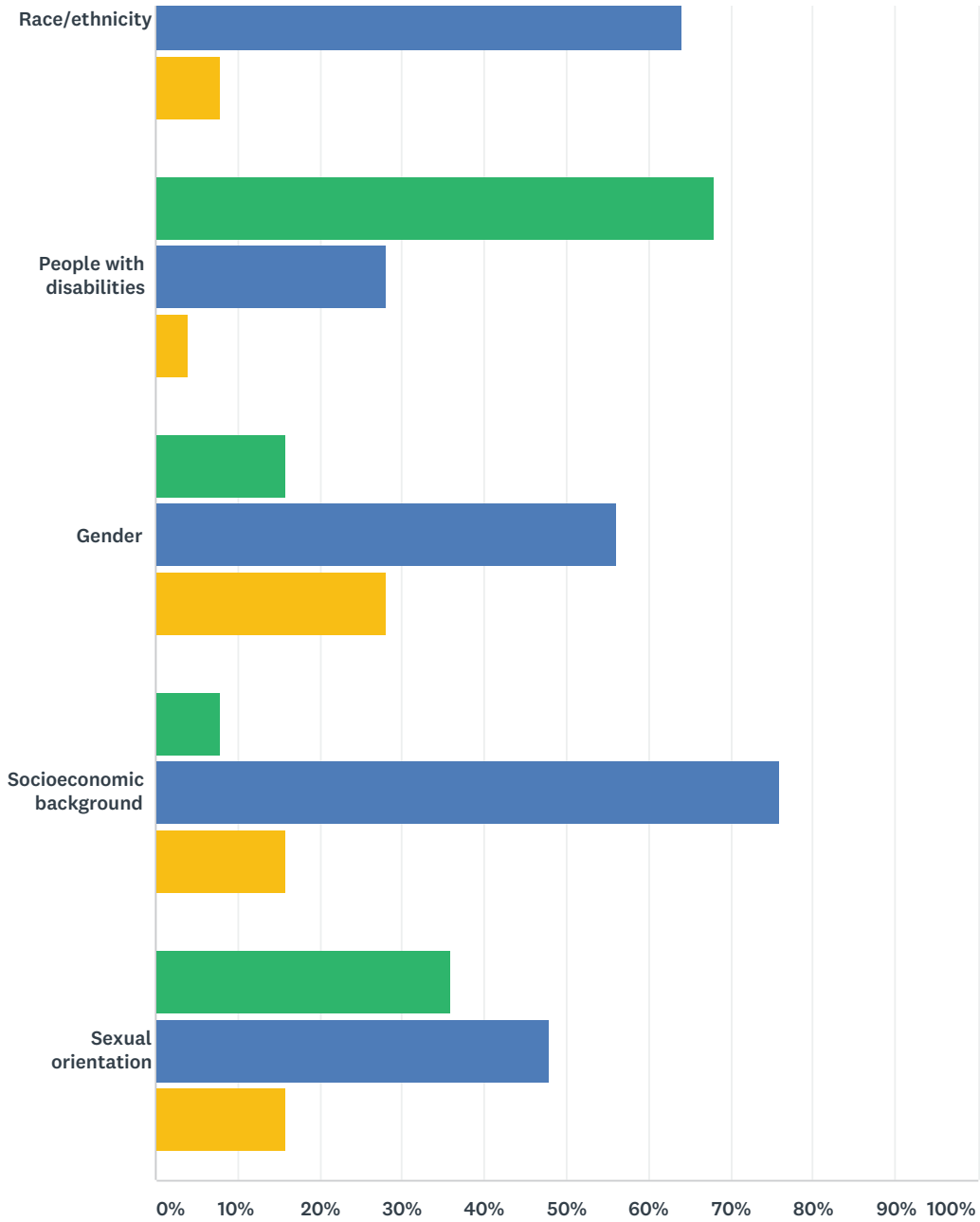
	VERY NEGATIVE	SOMEWHAT NEGATIVE	NEUTRAL	SOMEWHAT POSITIVE	VERY POSITIVE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	8.00%	8.00%	40.00%	44.00%	25	4.20
	0	2	2	10	11		

### Q17 How diverse is the membership of your program in regard to the following categories?

Answered: 25 Skipped: 0



## 2017 State Service Survey



■ Not diverse   
 ■ Somewhat diverse   
 ■ Very diverse

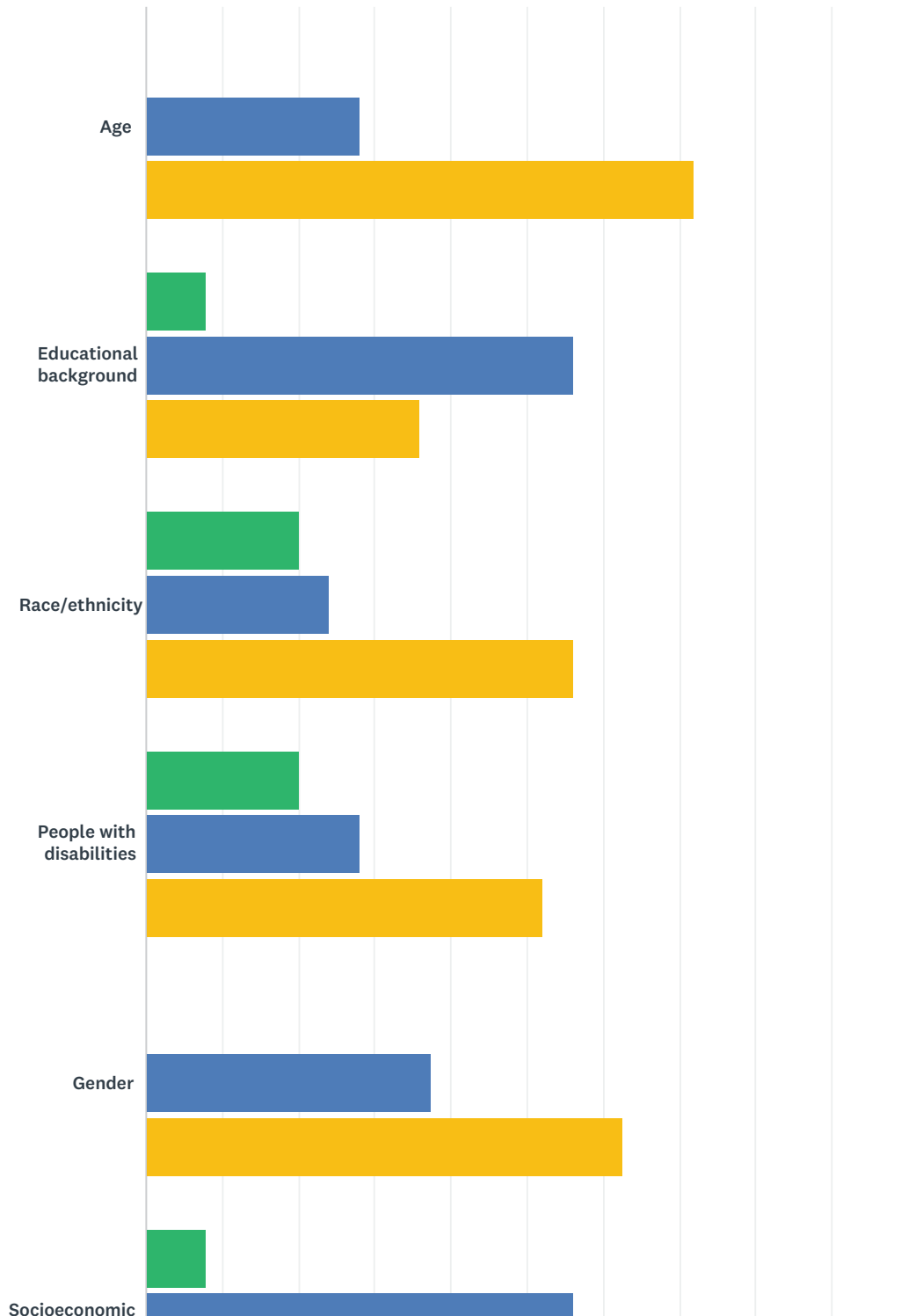
	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	20.00% 5	60.00% 15	20.00% 5	25
Educational background	44.00% 11	44.00% 11	12.00% 3	25
Race/ethnicity	32.00% 8	64.00% 16	8.00% 2	25
People with disabilities	68.00% 17	28.00% 7	4.00% 1	25
Gender	16.00% 4	56.00% 14	28.00% 7	25

2017 State Service Survey

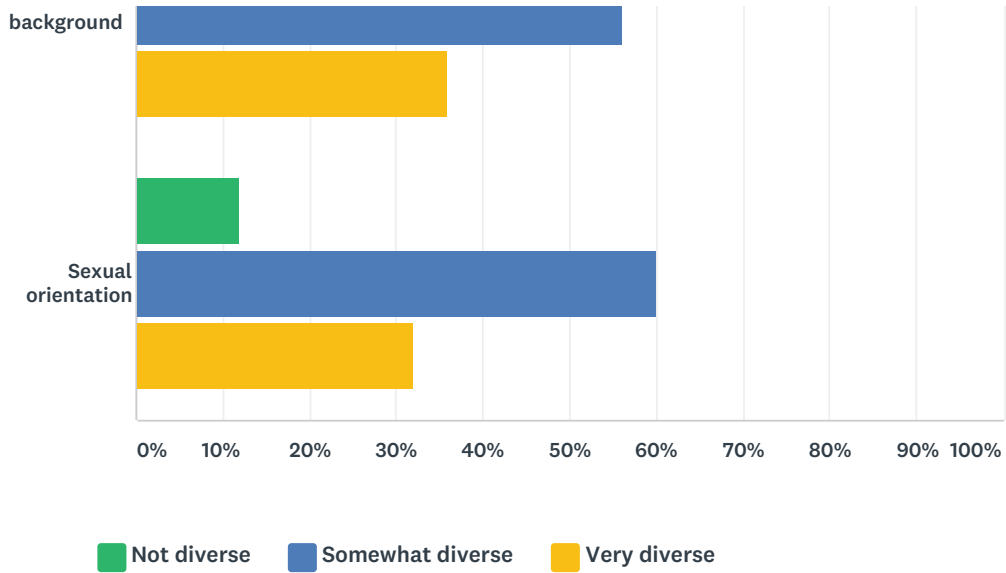
Socioeconomic background	8.00% 2	76.00% 19	16.00% 4	25
Sexual orientation	36.00% 9	48.00% 12	16.00% 4	25

Q18 How diverse is the population served by your program in regard to the following categories?

Answered: 25 Skipped: 0



## 2017 State Service Survey

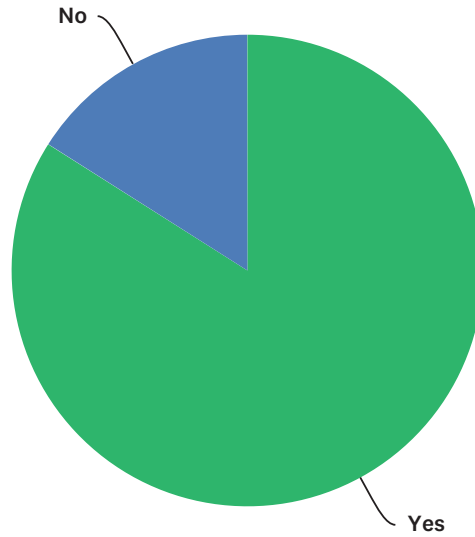


	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	28.00% 7	72.00% 18	25
Educational background	8.00% 2	56.00% 14	36.00% 9	25
Race/ethnicity	20.00% 5	24.00% 6	56.00% 14	25
People with disabilities	20.00% 5	28.00% 7	52.00% 13	25
Gender	0.00% 0	37.50% 9	62.50% 15	24
Socioeconomic background	8.00% 2	56.00% 14	36.00% 9	25
Sexual orientation	12.00% 3	60.00% 15	32.00% 8	25

### Q19 Did you receive adequate training and orientation prior to beginning your service?

Answered: 25   Skipped: 0

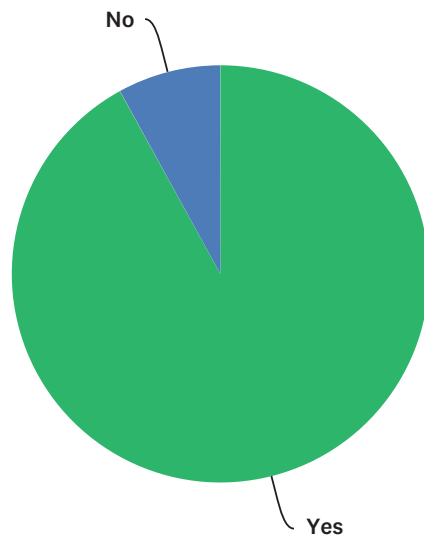
2017 State Service Survey



ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	16.00%	4
TOTAL		25

Q20 Do you feel that you currently receive sufficient opportunities for training and/or professional development?

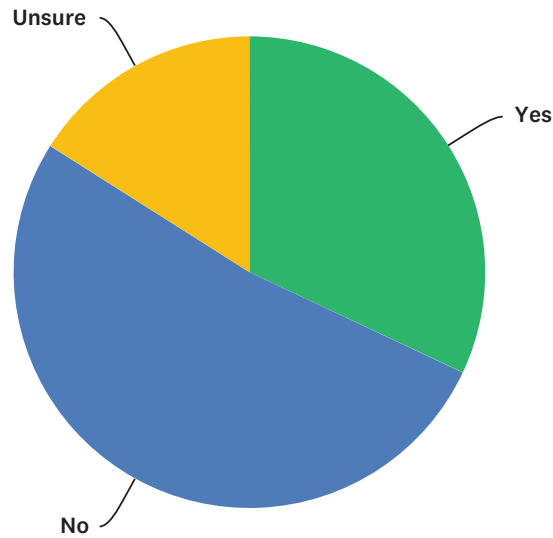
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	8.00%	2
TOTAL		25

### Q21 Do you feel connected to the broader state/national community of AmeriCorps and other national service members?

Answered: 25 Skipped: 0

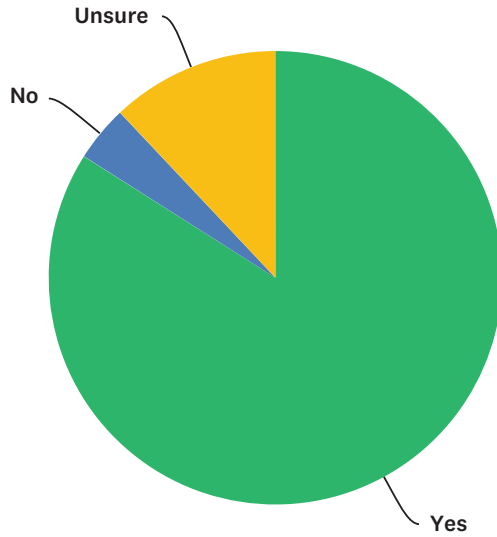


ANSWER CHOICES	RESPONSES	
Yes	32.00%	8
No	52.00%	13
Unsure	16.00%	4
TOTAL		25

### Q22 Do you think that national service has given you skills that will help you with future employment?

Answered: 25 Skipped: 0

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ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	4.00%	1
Unsure	12.00%	3
TOTAL		25

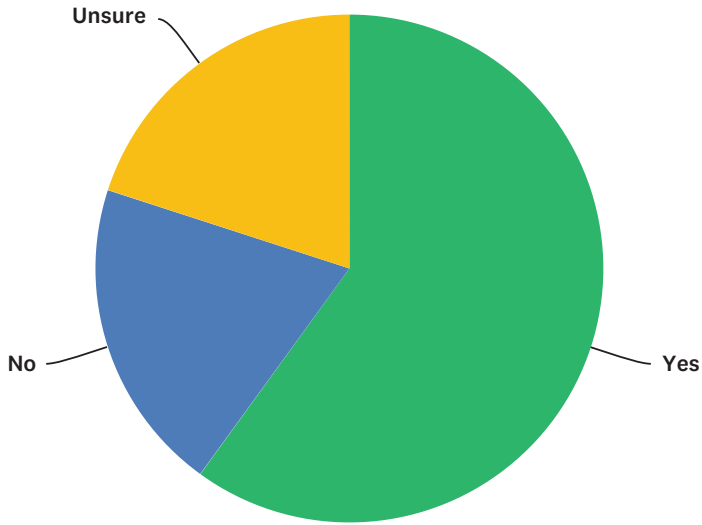
Q23 What ideas do you have to improve the national service experience for future members and people being served?

Answered: 24 Skipped: 1

Q24 Would you recommend becoming a national service member to your friends and family?

Answered: 25 Skipped: 0

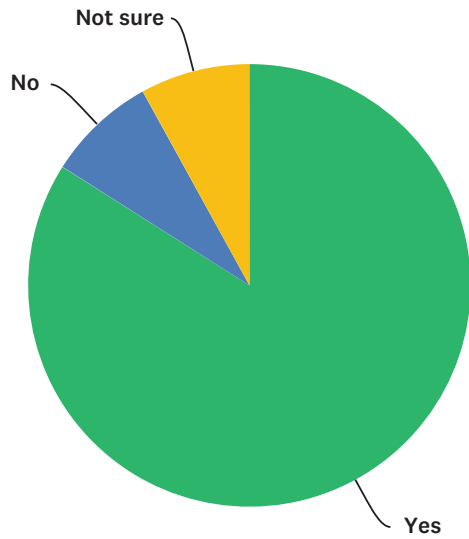
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ANSWER CHOICES	RESPONSES	
Yes	60.00%	15
No	20.00%	5
Unsure	20.00%	5
TOTAL		25

Q25 Do you plan on utilizing your Segal Education Award?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.00%	21
No	8.00%	2
Not sure	8.00%	2



TOTAL

25

**Q26 Please describe one change in the National Service structure or programming you would like to see.**

Answered: 25 Skipped: 0

**Q27 With what program did you serve?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
AmeriCorps	0.00%	0
VISTA	0.00%	0
NCCC	0.00%	0
Senior Corps	0.00%	0
TOTAL		0

**Q28 How long ago did you serve?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
1-5 years ago	0.00%	0
6-10 years ago	0.00%	0
10+ years ago	0.00%	0
TOTAL		0

**Q29 What issue area(s) did you work to address in your community?  
(check all that apply)**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Disaster preparedness and response	0.00%	0
Economic opportunity	0.00%	0
Education	0.00%	0
Environmental stewardship	0.00%	0
Healthy futures	0.00%	0
Veterans and military families	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 0		

### Q30 Did you live in the community where you served prior to serving there?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q31 Did you stay in the community where you served following your service?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q32 How would you describe your overall experience as a national service member?

Answered: 0 Skipped: 25

 No matching responses.

	VERY NEGATIVE	SOMEWHAT NEGATIVE	NEUTRAL	SOMEWHAT POSITIVE	VERY POSITIVE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q33 How diverse was the membership of your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

### Q34 How diverse was the population served by your program in regard to the following categories?

Answered: 0 Skipped: 25

2017 State Service Survey

⚠ No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

### Q35 Did you receive adequate training and orientation prior to beginning your service?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q36 Do you feel that you received sufficient opportunities for training and/or professional development during your term(s) of service?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0

TOTAL

0

**Q37 As an alumnus/alumna, do you feel connected to the broader state/national community of AmeriCorps and other national service members?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
TOTAL		0

**Q38 Do you think that national service gave you skills that helped you grow as a professional?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
TOTAL		0

**Q39 Have you utilized, or do you plan on utilizing, your Segal Education Award?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes, I have already utilized my Segal Education Award	0.00%	0
Yes, I plan to utilize my Segal Education Award	0.00%	0
No, I have not utilized my Segal Education Award and I do not plan to	0.00%	0
TOTAL		0

### Q40 What ideas do you have to improve the national service experience for future members and people being served?

Answered: 0 Skipped: 25

### Q41 Would you recommend becoming a national service member to your friends and family?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
TOTAL		0

### Q42 Are you the Director or staff member of a national service program?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Director	0.00%	0
Staff member	0.00%	0
TOTAL		0

### Q43 What kind of program do you work for?

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Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
AmeriCorps	0.00% 0
VISTA	0.00% 0
Senior Corps	0.00% 0
NCCC	0.00% 0
TOTAL	0

### Q44 How long have you been with your program?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
0-3 years	0.00% 0
4-5 years	0.00% 0
6-10 years	0.00% 0
10+ years	0.00% 0
TOTAL	0

### Q45 What issue area(s) are you working to address in your community? (check all that apply)

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Disaster preparedness and response	0.00% 0
Economic opportunity	0.00% 0
Education	0.00% 0

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Environmental stewardship	0.00%	0
Healthy futures	0.00%	0
Veterans and military families	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 0		

### Q46 How diverse is the membership of your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

### Q47 Are there any barriers to recruiting a more diverse cadre of members?

Answered: 0 Skipped: 25

### Q48 How diverse is the population served by your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.



2017 State Service Survey

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

Q49 Are there any barriers to serving a more diverse population?

Answered: 0 Skipped: 25

Q50 Do you feel that you receive sufficient opportunities for training and/or professional development in your current position?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

Q51 Have you attended a Program Director training sponsored by the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

2017 State Service Survey

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

**Q52 Please agree or disagree with the following statements regarding the Program Director training provided by the NYS Commission on National and Community Service.**

Answered: 0 Skipped: 25

 No matching responses.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL
The Program Director training was a good networking opportunity.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The Program Director training provided relevant information.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I left the Program Director training feeling prepared to manage my program.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
After the Program Director training, I knew who to contact with additional questions and concerns.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

**Q53 Do you feel connected to the broader state/national community of national service programs?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

**Q54 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.**

## 2017 State Service Survey

Answered: 0 Skipped: 25

 No matching responses.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A - I DO NOT HAVE EXPERIENCE WITH THE RFP.	TOTAL
The Request for Proposal (RFP) from the NYS Commission on National and Community Service was easy to understand.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I had adequate time to respond to the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I knew who to contact with questions regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The NYS Commission on National and Community Service provided adequate technical assistance and guidance regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

### Q55 Do nonprofits and government agencies in your community treat your program as a partner in addressing community needs?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q56 What ideas do you have to improve the national service experience for future members and people being served?

Answered: 0 Skipped: 25

### Q57 How would you rank your program's relationship with the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

	VERY NEGATIVE	SOMEWHAT NEGATIVE	NEUTRAL	SOMEWHAT POSITIVE	VERY POSITIVE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q58 Were you the Director or a staff member of a national service program?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Director	0.00% 0
Staff member	0.00% 0
TOTAL	0

### Q59 What kind of program did you work for?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
AmeriCorps	0.00% 0
VISTA	0.00% 0
Senior Corps	0.00% 0
NCCC	0.00% 0
TOTAL	0

### Q60 How long were you with your program?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
0-3 years	0.00% 0
4-5 years	0.00% 0
6-10 years	0.00% 0
10+ years	0.00% 0
TOTAL	0

### Q61 What issue area(s) did your program address? (check all that apply)

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Disaster preparedness and response	0.00% 0
Economic opportunity	0.00% 0
Education	0.00% 0
Environmental stewardship	0.00% 0
Healthy futures	0.00% 0
Veterans and military families	0.00% 0
Other (please specify)	0.00% 0
Total Respondents: 0	

### Q62 How diverse was the membership of your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0

2017 State Service Survey

Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

**Q63 Were there any barriers to recruiting a more diverse cadre of members?**

Answered: 0 Skipped: 25

**Q64 How diverse was the population served by your program in regard to the following categories?**

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

**Q65 Were there any barriers to serving a more diverse population?**

Answered: 0 Skipped: 25

### Q66 Do you feel that you received sufficient opportunities for training and/or professional development while in your former position?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q67 Did you ever attend a Program Director training sponsored by the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q68 Please agree or disagree with the following statements regarding the Program Director training provided by the NYS Commission on National and Community Service.

Answered: 0 Skipped: 25

 No matching responses.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL
The Program Director training was a good networking opportunity.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

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The Program Director training provided relevant information.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I left the Program Director training feeling prepared to manage my program.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
After the Program Director training, I knew who to contact with additional questions and concerns.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

**Q69 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.**

Answered: 0 Skipped: 25

 No matching responses.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A - I DO NOT HAVE EXPERIENCE WITH THE RFP.	TOTAL
The Request for Proposal (RFP) from the NYS Commission on National and Community Service was easy to understand.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I had adequate time to respond to the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I knew who to contact with questions regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The NYS Commission on National and Community Service provided adequate technical assistance and guidance regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

**Q70 Did nonprofits and government agencies in your community treat your program as a partner in addressing community needs?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0



### Q71 What ideas do you have to improve the national service experience for future members and people being served?

Answered: 0 Skipped: 25

### Q72 How would you rank your program's relationship with the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

⚠ No matching responses.

	VERY NEGATIVE	SOMEWHAT NEGATIVE	NEUTRAL	SOMEWHAT POSITIVE	VERY POSITIVE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q73 What population(s) does your organization serve?

Answered: 0 Skipped: 25

### Q74 Does your organization utilize volunteers?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q75 Does your organization partner with AmeriCorps or other national service programs in your community?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

**Q76** Would you be interested in receiving technical assistance, training, and support related to volunteer recruitment, management, and retention?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

**Q77** Do you feel that you receive sufficient opportunities for training and/or professional development in your current position?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

**Q78** What are the most under-resourced issues in your community?  
(please select three)

## 2017 State Service Survey

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Disaster preparedness	0.00% 0
Poverty	0.00% 0
Hunger	0.00% 0
Homelessness	0.00% 0
Unemployment and job readiness	0.00% 0
Early childhood education	0.00% 0
K-12 education	0.00% 0
Environmental conservation	0.00% 0
Sustainable energy use	0.00% 0
Obesity and nutrition	0.00% 0
Access to healthcare	0.00% 0
Re-entry for veterans returning from combat	0.00% 0
Support for military families	0.00% 0
Opioid abuse prevention and/or treatment	0.00% 0
Immigration and/or refugee support	0.00% 0
Total Respondents: 0	

## Q79 Has your organization ever applied for an AmeriCorps or other grant from the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

### Q80 Please agree or disagree with the following statements regarding the AmeriCorps grant application process.

Answered: 0 Skipped: 25

 No matching responses.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	N/A - I DO NOT HAVE EXPERIENCE WITH THE RFP.	TOTAL
The Request for Proposal (RFP) from the NYS Commission on National and Community Service was easy to understand.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I had adequate time to respond to the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
I knew who to contact with questions regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The NYS Commission on National and Community Service provided adequate technical assistance and guidance regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

### Q81 Did you receive the grant that you applied for?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	TOTAL
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q82 Please indicate why your organization has not applied for AmeriCorps funding. You may select more than one response.

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
We do not know about AmeriCorps.	0.00%	0
We were unaware of this funding opportunity.	0.00%	0
We do not think that AmeriCorps members would be a good fit for our organization.	0.00%	0
We did not have enough time to respond to the Request for Proposals (RFP).	0.00%	0
We did not have the organizational capacity to respond to the RFP.	0.00%	0
We did not have access to adequate technical assistance to respond to the RFP.	0.00%	0
We did not understand the RFP.	0.00%	0
We did not have enough match funding available.	0.00%	0
Total Respondents: 0		

**Q83 Do you agree or disagree with the following statement: New York State is competitive with other states for funding from the Corporation for National and Community Service.**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Agree	0.00%	0
Disagree	0.00%	0
TOTAL		0

**Q84 Do you agree or disagree with the following statement: AmeriCorps programs in New York State are doing a good job of addressing the state's most critical needs.**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Agree	0.00%	0
Disagree	0.00%	0

Total Respondents: 0

**Q85** As you know, the Commission is now using a substantial portion of its formula AmeriCorps funding to align with statewide priorities through the use of targeted programming. What issue areas/priorities do you feel are most critical over the next three years? You may choose up to 3.

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Disaster preparedness	0.00% 0
Poverty	0.00% 0
Hunger	0.00% 0
Homelessness	0.00% 0
Unemployment and job readiness	0.00% 0
Early childhood education	0.00% 0
K-12 education	0.00% 0
Environmental conservation	0.00% 0
Sustainable energy use	0.00% 0
Obesity and nutrition	0.00% 0
Access to healthcare	0.00% 0
Re-entry for veterans returning from combat	0.00% 0
Support for military families	0.00% 0
Opioid abuse prevention and/or treatment	0.00% 0
Immigration and/or refugee support	0.00% 0
Total Respondents: 0	

**Q86** Please agree or disagree with the following statements regarding the AmeriCorps grant application process.

Answered: 0 Skipped: 25

 No matching responses.

2017 State Service Survey

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	UNSURE	TOTAL
The Request for Proposal (RFP) from the NYS Commission on National and Community Service is easy to understand.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Potential grantees are given adequate time to respond to the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The NYS Commission on National and Community Service provides adequate technical assistance and guidance regarding the RFP.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The application scoring process is fair and transparent.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
The scoring system leads to the best program designs receiving the highest scores.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

### Q87 As a Commissioner, how connected do you feel to the work of the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

	VERY DISCONNECTED	SOMEWHAT DISCONNECTED	SOMEWHAT CONNECTED	VERY CONNECTED	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q88 Please choose up to 3 areas to which you would devote a reasonable portion of your time as a Commission member.

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Grant review (requires time/travel commitment)	0.00% 0
Community Outreach	0.00% 0
Governance (bylaw revision, serving as an officer, etc.)	0.00% 0
Marketing (press interviews, attending events, etc.)	0.00% 0
Advocacy for National Service programming	0.00% 0
Technical Assistance to Commission staff in areas of expertise	0.00% 0

Program Planning/Support	0.00%	0
Total Respondents: 0		

### Q89 How do you know about AmeriCorps or other national service programs? (check all that apply)

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
I know AmeriCorps or other national service members	0.00%	0
I work for an organization that hosts AmeriCorps or other national service members	0.00%	0
I have received services from an AmeriCorps or another national service program	0.00%	0
I have seen AmeriCorps or other national service members serving in my community	0.00%	0
I have heard about AmeriCorps in the media	0.00%	0
I read about AmeriCorps online	0.00%	0
Total Respondents: 0		

### Q90 How favorable is your impression of AmeriCorps and other national service programs?

Answered: 0 Skipped: 25

 No matching responses.

	VERY UNFAVORABLE	SOMEWHAT UNFAVORABLE	NEUTRAL	SOMEWHAT FAVORABLE	VERY FAVORABLE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q91 Do you think that programs like AmeriCorps and other national service programs have potential to address problems facing your community?

Answered: 0 Skipped: 25



⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

### Q92 Have you or would you ever consider joining AmeriCorps or another national service program?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Total Respondents: 0	

### Q93 Do you think that AmeriCorps could have a positive impact in your community?

Answered: 0 Skipped: 25

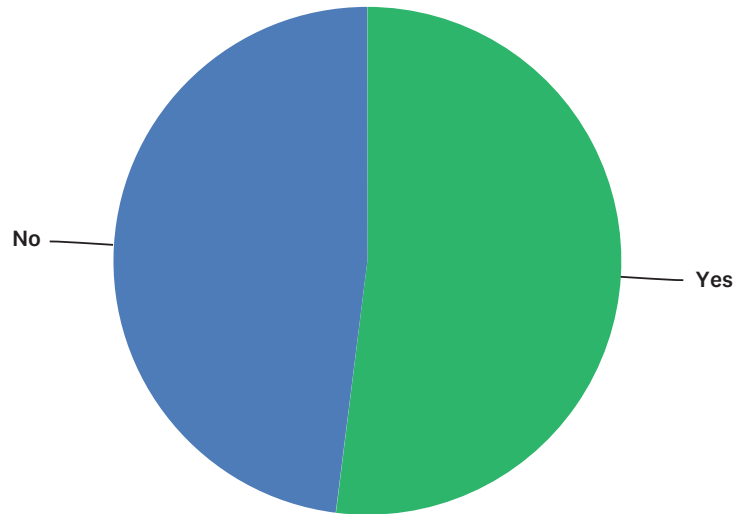
⚠ No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

### Q94 The NYS Commission on National and Community Service will hold focus groups to gather feedback about AmeriCorps programming, grant

making, and issues facing communities throughout New York State. These focus groups will inform our work in the coming years. Would you be interested in participating in one of these focus groups?

Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.00%	13
No	48.00%	12
TOTAL		25

Q95 Please provide the following information so we can contact you with information about upcoming focus groups. Your responses will be kept confidential and we will not use your name or address for any additional purpose.

Answered: 12 Skipped: 13

ANSWER CHOICES	RESPONSES	
Name	100.00%	12
Email address	100.00%	12

Q96 What is the primary mission of the organization with which you volunteer?

Answered: 0 Skipped: 25

⚠ No matching responses.

ANSWER CHOICES	RESPONSES	
Hunger	0.00%	0
Homelessness	0.00%	0
Not sure	0.00%	0
Other (please specify)	0.00%	0
TOTAL		0

### Q97 Do you live in the same community where you serve?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
TOTAL		0

### Q98 How often do you volunteer with your local Volunteer Generation Fund organization?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Regularly (1-4+ times per month)	0.00%	0
On special events or holidays	0.00%	0
Inconsistently, but more than once	0.00%	0
I've only volunteered once before	0.00%	0
Other (please specify)	0.00%	0
TOTAL		0

### Q99 How would you describe your overall experience as a volunteer?

Answered: 0 Skipped: 25

 No matching responses.

	VERY NEGATIVE	SOMEWHAT NEGATIVE	NEUTRAL	SOMEWHAT POSITIVE	VERY POSITIVE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

### Q100 How diverse is the population served by your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
People with disabilities	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

### Q101 Did you receive adequate training and orientation prior to beginning your volunteer activity?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0

No	0.00%	0
<b>TOTAL</b>		<b>0</b>

### Q102 Do you feel connected to your local volunteer network?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
<b>TOTAL</b>		<b>0</b>

### Q103 Do you feel connected to a broader state/national community of volunteers?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
<b>TOTAL</b>		<b>0</b>

### Q104 Do you think that your volunteer experience has given you skills that will help you with future employment?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
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2017 State Service Survey

Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
<b>TOTAL</b>		<b>0</b>

**Q105 What ideas do you have to improve the volunteer experience for future volunteers and people being served?**

Answered: 0 Skipped: 25

**Q106 Would you recommend volunteering with your Volunteer Generation Fund program to your friends and family?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	0.00%	0
Unsure	0.00%	0
<b>TOTAL</b>		<b>0</b>

**Q107 Are you the Director or staff member of a Volunteer Generation Fund program?**

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES	
Director	0.00%	0
Staff member	0.00%	0
<b>TOTAL</b>		<b>0</b>

**Q108 What is the primary focus of your Volunteer Generation Fund program?**

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Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Hunger	0.00% 0
Homelessness	0.00% 0
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>0</b>

Q109 How long have you been with your program?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
0-3 years	0.00% 0
4-5 years	0.00% 0
6-10 years	0.00% 0
10+ years	0.00% 0
<b>TOTAL</b>	<b>0</b>

Q110 How diverse are the individuals who typically volunteer in your program?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0

2017 State Service Survey

Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

Q111 Are there any barriers to recruiting a more diverse cadre of volunteers?

Answered: 0 Skipped: 25

Q112 How diverse is the population served by your program in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0

Q113 Are there any barriers to serving a more diverse population?

Answered: 0 Skipped: 25



### Q114 Do you feel that you receive sufficient opportunities for training and/or professional development in your current position?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q115 Have you attended a Volunteer Generation Fund training sponsored by the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q116 Do you feel connected to your local volunteer network?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

## Q117 Do you feel connected to a broader state/national community of volunteers?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
Unsure	0.00% 0
TOTAL	0

## Q118 Please select the response that best describes your relationship with the New York State Commission on National and Community Service.

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Program Director of a Statewide AmeriCorps program	0.00% 0
Staff/team member in a Statewide AmeriCorps program	0.00% 0
I collaborate with the Commission on events and service projects, but do not host an AmeriCorps program.	0.00% 0
Something else:	0.00% 0
TOTAL	0

## Q119 How long have you been a State Service Partner with the New York State Commission?

Answered: 0 Skipped: 25

 No matching responses.

2017 State Service Survey

ANSWER CHOICES	RESPONSES
0-3 years	0.00% 0
4-5 years	0.00% 0
6-10 years	0.00% 0
10+ years	0.00% 0
Not sure	0.00% 0
TOTAL	0

Q120 What issue area(s) are you working to address in your community?  
(check all that apply)

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Disaster preparedness and response	0.00% 0
Economic opportunity	0.00% 0
Education	0.00% 0
Environmental stewardship	0.00% 0
Healthy futures	0.00% 0
Veterans and military families	0.00% 0
Other (please specify)	0.00% 0
Total Respondents: 0	

Q121 How diverse is the membership of the AmeriCorps program you work with in regard to the following categories?

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	NOT SURE	N/A - I DON'T WORK WITH AN AMERICORPS PROGRAM	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

2017 State Service Survey

Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

**Q122 Are there any barriers to recruiting a more diverse cadre of members?**

Answered: 0 Skipped: 25

**Q123 How diverse is the population served by your program in regard to the following categories?**

Answered: 0 Skipped: 25

 No matching responses.

	NOT DIVERSE	SOMEWHAT DIVERSE	VERY DIVERSE	NOT SURE	N/A - I DON'T WORK WITH AN AMERICORPS PROGRAM	TOTAL RESPONDENTS
Age	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Educational background	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Race/ethnicity	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Physical, mental, and developmental ability	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Gender	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Socioeconomic background	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Sexual orientation	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

**Q124 Are there any barriers to serving a more diverse population?**

Answered: 0 Skipped: 25

### Q125 Do you feel that you receive sufficient opportunities for training and/or professional development in your current position?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q126 Have you attended a Program Director training sponsored by the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

### Q127 As a State Service Partner, how connected do you feel to the work of the NYS Commission on National and Community Service?

Answered: 0 Skipped: 25

 No matching responses.

	VERY DISCONNECTED	SOMEWHAT DISCONNECTED	SOMEWHAT CONNECTED	VERY CONNECTED	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

## Q128 How favorable is your impression of AmeriCorps and other national service programs?

Answered: 0 Skipped: 25

 No matching responses.

	VERY UNFAVORABLE	SOMEWHAT UNFAVORABLE	NEUTRAL	SOMEWHAT FAVORABLE	VERY FAVORABLE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00