

**Corporation for National and Community Service**  
**Minutes of the Board of Directors Meeting**  
**June 13, 2007**

The Board of Directors convened in Washington, D.C. The following members of the Corporation's Board were present:

Stephen Goldsmith, Chair  
Dorothy Johnson, Vice Chair  
Vincent Juaristi  
Mimi Mager  
Leona White Hat

**OFFICIAL ACTIONS**

The Board approved the minutes of the meeting held on February 7, 2007. (Transcript, 6).

The Board passed a resolution updating the Corporation's strategic plan. (Transcript, 23; Amendment at 26).

The Board passed a resolution honoring Corporation staff for their accomplishments. (Transcript, 36).

## **Chairman's Opening Remarks**

Chairman Stephen Goldsmith called the meeting to order. He congratulated the Corporation on the full-page story in that morning's USA Today discussing an increase in college volunteerism and focusing on AmeriCorps. Observing that only five Board members were present at the meeting, he reported that the President had recently nominated three new members - the appointment of which was pending action by the Senate - and that additional nominations were expected in the near future.

Chairman Goldsmith discussed the status of the reauthorization bill currently being considered by Congress as well as the Corporation's efforts to assist the White House and Congress throughout the process. He expressed that the efforts at reauthorization evidence more support for the existence of the Corporation than it had in the past. It is the hope of the Board that reauthorization will lead to a smoother administrative structure for the Corporation.

## **Committee Reports**

### **Program Evaluation Committee**

Interim Committee Chair Dorothy Johnson summarized the highlights of the Committee's meeting on May 2, 2007, including the recent AmeriCorps grant competition, professionals serving in the Gulf, criminal history background checks, AmeriCorps rulemaking, and research reports out of the Office of Research and Policy Development.

She reported that the 2007 AmeriCorps grant competition was highly competitive, with roughly 42% of the 378 applicants selected for funding for a total of about \$89 million. Of those selected, 73% are focused on youth, 28% on Baby Boomers, 25% on engaging college students in service, and 69% on engaging volunteers. She informed the Board that 23% of the applicants selected are new grantees, a positive outcome in light of the emphasis on new partnerships. She commended Marlene Zakai and the AmeriCorps staff on the most streamlined and successful GARP to date.

Ms. Johnson recounted that, while in New Orleans with fellow Board members, Vince Juaristi expressed an interest in programs that would bring skilled professionals to the Gulf. She announced that in the grant competition, three grants, totaling about \$900,000, were awarded to programs that would engage skilled workers in hurricane recovery efforts: Xavier University, Habitat for Humanity, and Rebuilding Together.

Ms. Johnson gave an update on the final version of the criminal history check rule, which is pending with OMB. The Corporation received 70 comments on the rule, nearly all of which were positive in nature. She expressed the Committee's support of the rule as exemplary for other agencies, particularly for those programs serving young children. She emphasized the importance of the availability of training for implementation of the

rule.

Ms. Johnson gave an update on the new AmeriCorps rule, which focuses on streamlining. This rule is still undergoing the clearance process at OMB and has not yet been released for public comment. She reported that several technical issues involving Senior Corps that were previously under consideration for inclusion in this rule were ultimately addressed without the need for regulatory action.

Ms. Johnson spoke about three research studies completed by RPD which have received wide media coverage: *Volunteering in America: 2007 State Trends and Rankings in Civic Life*; *The Health Benefits of Volunteering*; and *Leveling the Path to Participation: Volunteering and Civic Engagement Among Youth From Disadvantaged Circumstances*.

### **Strategic Partnerships Committee**

Ms. Johnson spoke on behalf of the Committee, which was only recently formed. She stated that the purposes of the Committee are improving the overall position of service in the country by leveraging strategic partnerships - public, private, and independent – needed to accomplish the Corporation’s mission, telling the story of our programs’ impact, and developing the resources to carry out the Corporation’s mission. Jonathan Williams, Director of the Office of Corporate Relations, will serve as the Committee’s liaison. She related that the Committee hopes to build a network of non-profits, foundations, and corporations as well as past Board members and former Corporation CEO’s. Chairman Goldsmith is considering a proposed charter for the Committee, and the Committee, consisting of Ms. Johnson, Henry Lozano, Mimi Mager, and Vincent Juaristi, hopes to have convened and have a report ready for the September Board meeting.

Chairman Goldsmith contributed that the Committee will enhance the role that the Corporation plays of matching the surge of interest Americans have in volunteering with opportunities to volunteer. Although, he stated, the Corporation has long played this role, it has become increasingly important that we find creative ways to maximize the funds we have available; leveraging strategic partnerships to carry out our mission is one such creative solution. He called on the Corporation staff to continue to generate ideas about how to expand the Corporation’s value – whether that value be measured in number of volunteers leveraged or the value that each volunteer adds – without a commensurate expansion of available funds, and share those ideas with the Corporation leadership.

### **Management, Audit, and Governance Committee**

Vincent Juaristi delivered the report for the MAG Committee, focusing on the Corporation’s new IT projects, government-wide financial metrics, a modification to the Strategic Plan, and performance indicators.

Mr. Juaristi gave a summary of advancements being made on new IT projects, to serve

both the Corporation and its grantees, including the web-based time and attendance system, an e-travel system, the AmeriCorps member portal, and the data warehouse. He stressed the data warehouse as a particular measure that will be useful by consolidating information and data from across the programs, allowing for the provision of instructive reports and statistical analyses. He discussed the development of a new Project Management Office at the Corporation, as well as a new internal review board to be devoted in large part to future capital planning for IT.

Mr. Juaristi reported 7 green lights, 1 yellow light, and 1 red light for the government-wide financial metrics. The red light, he explained, is related to vendor payments, and one of the new IT projects earlier mentioned will address this issue shortly. He estimated that the Corporation was near to achieving nine green lights.

Mr. Juaristi described some proposed changes to the Corporation's strategic plan, including the addition of a strategic initiative for disaster preparedness and response. He recalled that the Corporation's strategic plan was initially passed prior to the landfall of Hurricanes Katrina and Rita, and after undergoing the required annual review of the strategic plan, the Board recommends that the Corporation's leadership within the Federal Government in volunteer management in the face of a national emergency be reflected in the strategic plan.

Mr. Juaristi added that during the above-mentioned annual review of the strategic plan, the Board also made an effort to streamline the performance indicators to reduce them in number and make them more meaningful so that they provide a broader perspective on how programs contribute to the Corporation's strategic goals, overall. Ultimately, 8 indicators will be dropped, 2 added, and 5 modified, for a total of 19 indicators. He predicted that additional indicators would be developed for the disaster preparedness initiative.

Mr. Juaristi read the following resolution into the record:

*Whereas, the Board of Directors, through Resolution 2005-011, on September 21, 2005, approved a strategic plan prepared by the Chief Executive Officer regarding the major functions and operations of the Corporation for National and Community Service; and*

*Whereas, section 193A of the National and Community Service Act of 1990 directs the Chief Executive Officer to annually prepare and submit to the Board of Directors an updated strategic plan; and*

*Whereas, section 192A of the National and Community Service Act of 1990 directs the Board of Directors to review and approve the agency's updated strategic plan; and*

*Whereas, the Board of Directors, through Resolutions 2005-013 and 2006-04, has expressed its strong commitment to direct national service resources to nationwide disaster relief efforts; and*

*Whereas, the Management, Audit, and Governance Committee has reviewed proposed adjustments to performance indicators used to measure progress in implementing the strategic plan,*

*Be it resolved, that the Board of Directors directs the Chief Executive Officer, in consultation with the Office of Management and Budget, to amend the strategic plan to include a separate strategic initiative addressing disaster relief and preparedness, along with any appropriate updates to the strategic plan performance indicators, consistent with the language attached hereto, as amended.*

Dorothy Johnson recommended amending the resolution by adding back the performance indicator that measures the number of AmeriCorps members who volunteer in their communities following the end of their AmeriCorps service. Mimi Mager supported this amendment, stating that while it may be difficult to gather comprehensive data, the data that was gathered would be helpful. CEO David Eisner explained the Corporation's rationale for recommending the removal of the indicator, but agreed to keeping it as a data source based upon the Board's input.

Ms. Johnson offered an amendment to include this indicator in the strategic plan. The amendment was approved unanimously.

### **Chief Executive Officer's Report**

CEO David Eisner reported that the Corporation is in a state of positive momentum. He gave as an example the Corporation's premier listing as one of the best places to work in the Federal Government. He credited the Corporation's appearance on this list, in part, to the staff's sense that their work is aligned with the Corporation's mission.

Mr. Eisner reported that the Corporation is witnessing an environment of increasing support, such as the bipartisan support on the Hill surrounding reauthorization and annual appropriations, including the House accepting and exceeding the President's request for national service. He also pointed to the strong relationships it has built across the administration with other agencies, new Committees within Congress, as well as with the media. In addition, many presidential candidates have selected the state and future of national service as a campaign talking point. He recounted that the Corporation's involvement in the hurricane recovery efforts has resulted in exceptional feedback and acclimation from the affected populations.

Mr. Eisner gave details on a new project the Corporation has, on short notice, undertaken in New Orleans through which VISTA summer associates are working for 6-8 weeks in 15 different local programs providing about 4,000 New Orleans youth with positive ways

to occupy their free time and safe places to go. The program responded to a need that was originally marketed to state and other federal agencies, and was welcomed with accolades from Chairman Don Powell of the White House Reconstruction Committee, the Louisiana Governor and Lt. Governor, the Mayor of New Orleans, and others. He reported that the Corporation's demonstrated flexibility and expeditious response has generated a series of best practices that other agencies may look to in the future. He thanked the program directors, Pam Olson in the Louisiana state office, and Brook Smith at the Louisiana Serve Commission for their contributions.

Mr. Eisner discussed the Corporation's unprecedented progress in customer service, moving from an average rating of 57 in 2004 to 71 in 2007. He highlighted the IT advancements mentioned in the MAG report as one source of improved customer service, and noted to the Corporation that while the number and concurrence of these technological changes may seem daunting, they are addressing and correcting past inefficiencies.

Mr. Eisner expressed his gratitude to the Corporation's strong executive team, leadership, staff – both in headquarters and in the field, and to the Board for their contributions to furthering the Corporation's mission. He also thanked the state commissions for being the Corporation's closest partners at the state level helping to drive a large part of the Corporation's agenda.

At the conclusion of the CEO report, Chairman Goldsmith called on Mimi Mager to offer a resolution expressing the Board's appreciation for the Corporation's staff.

Ms. Mager read the following resolution into the record:

*Whereas, over the past three years the Corporation has seen great successes in the areas of volunteer generation, engagement of Baby Boomers, student service, and ensuring a brighter future for America's youth; and,*

*Whereas, the Corporation has demonstrated remarkable achievements in the areas of disaster recovery and preparedness, particularly in the wake of Hurricane Katrina; and,*

*Whereas, over the past three years, the Corporation has significantly improved internal management, carried out financial reforms, enhanced employee relations and human capital management, and increased general happiness and satisfaction among our grantees, project sponsors, and partners; and,*

*Whereas, the Corporation was recently listed for the first time in a government-wide employee satisfaction survey as one of the "Best Places to Work in the Federal Government," ranked third in the "Most-Improved Agency overall," and ranked fifth in the "Best in Class" category for the symmetry between employees' skills and the agency's mission;*

*Now therefore, the Board of Directors of the Corporation for National and*

*Community Service, with sincere gratitude and acclamation, recognizes the Corporation management and staff for their numerous accomplishments and the strong foundation they have laid for continuous achievements in pursuing the Corporation's mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering.*

The resolution was approved by acclamation. Chairman Goldsmith added a note of appreciation to Kelly Daly for her constructive engagement to make the Corporation's environment a positive place to work.

### **Public Comment**

There was no response to Chairman Goldsmith's call for public comment.

### **Adjournment**

Chairman Goldsmith adjourned the meeting at 11:11 a.m.