



*Corporation for*  
**NATIONAL &  
COMMUNITY  
SERVICE** 

**Performance & Accountability Report**  
**Fiscal Year 2002**

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# MESSAGE FROM THE CEO

14 February, 2003

Fiscal year 2002 was a critically important one for the Corporation for National and Community Service and its three main programs—Senior Corps, AmeriCorps, and Learn and Serve America. As a key part of President Bush’s USA Freedom Corps initiative, the Corporation’s programs became the focus of great national interest as Americans of all ages and backgrounds responded to the President’s Call to Service by looking for ways to improve their communities and give back to their country for the “blessings of liberty.”

This report—the Corporation’s 2002 Performance and Accountability Report—consolidates the various reporting requirements of the agency. It highlights many of the activities undertaken by national service participants in their effort to meet a wide variety of community needs, from tutoring at-risk children to caring for homebound seniors, to ensuring that our towns and cities are prepared to deal with any emergency.

We at the Corporation are aware that many of the figures cited herein are “outputs”—that is, numbers of projects, service hours by members and volunteers, number of people served. This does not fully reflect the requirements of the Performance and Accountability Report, though outputs do go hand-in-hand with outcomes and are some reflection of the scope of the Corporation’s programs. The agency is developing a series of measures across all of our programs to measure true “outcomes,” such as improvements in reading scores, increased financial self-sufficiency among the poor, and the like. As just one example, the newly created Office of Research and Policy Development has begun a systematic overhaul of its performance measurement systems. The aim is to design new assessment standards and require their use by grantees to ensure that our programs have a real, positive, and *measurable* effect, not only on the recipients of service but also on host organizations, national service participants, and communities. We intend to hold our grantees and our own programs accountable for setting—and meeting—stringent performance requirements.

In fact, we have already taken steps to assist our programs in that effort and to ensure that federal funds are being spent in efficient and cost-effective ways. For example, we instituted new grant guidelines for both the AmeriCorps and Senior Corps programs. Those guidelines, which took effect in fiscal 2003, stipulate that more and more of our members and volunteers are to be used to “leverage” additional volunteers and otherwise help build the administrative, financial, and programmatic capacity of nonprofit organizations.

We are also continuing to strengthen the Corporation’s management systems and financial accountability. Our new eGrants system, which will be fully implemented by year’s end, will allow the Corporation to exercise better oversight of its grants process, obtain better financial and management information, and streamline grants application and reporting procedures. In addition, our web-based reporting system, or WBRS, will allow us to track enrollments in the National Service Trust in a more timely fashion.

In 2002, a new financial management team was assembled to see these changes through. Our new Chief Financial Officer has played a key role in establishing stricter oversight and financial controls. And the Corporation’s new Inspector General is in the process of setting up an Evaluations Section to assess the economy, efficiency, and effectiveness of the Corporation’s programs and

operations; to determine potential or current problem areas; and to propose solutions to those problems consistent with the aims of the Government Performance and Results Act.

As the readers of this document may be aware, in late 2002 the Corporation was forced to pause new enrollments in AmeriCorps until further funds became available in the National Service Trust. This situation was unfortunate and caused difficulty for many of our grantees. However, I am pleased that our internal financial and accounting procedures allowed us to identify the issue in time to pause enrollments before the National Service Trust was depleted. What's more, we have taken a number of steps to strengthen financial controls over the Trust, and are presently conducting a Corporation-wide review of both our accounting procedures and grants approval process to ensure that the situation is never repeated. These efforts have the support of Congress and the Office of Management and Budget, and are a major focus of the top management of the Corporation.

This report, along with the financial statements contained herein, demonstrates the Corporation's commitment to building a culture of citizenship, service, and responsibility, while improving its own financial and management responsibility. As we go forward into fiscal 2003 and beyond, I am confident the Corporation is doing everything in its power to ensure that our programs achieve demonstrable results, that federal funds are spent effectively, and that our agency is fully accountable.

Leslie Lenkowsky  
Chief Executive Officer

## EXECUTIVE SUMMARY

This performance and accountability report presents the results achieved by the Corporation for National and Community Service (“the Corporation”) in fiscal 2002. Demand for the Corporation’s programs was exceptionally strong: AmeriCorps enrolled nearly 58,000 members, 16 percent more than in the prior year: AmeriCorps\*State and National – 51,938, AmeriCorps\*VISTA – 5,697, and AmeriCorps\*NCCC – 1,182. In the Senior Corps Programs, the Retired and Senior Volunteer Program continued its steady growth by engaging 489,000 older Americans in service.

In support of these and other programs, The Corporation continued to strengthen its program oversight and financial management systems. It also began an intensive effort to overhaul its system for measuring the performance of federally funded service programs.

The September 11 tragedy profoundly affected the Corporation work into 2002, as we worked to implement the President’s service initiatives to support homeland security, as well as his new faith-based service programs. In this executive summary, we will highlight selected performance features from these programs and activities:

AmeriCorps: State and National; the National Civilian Community Corps, and Volunteers in Service to America (VISTA)  
National Senior Service Corps: Retired and Senior Volunteer Program (RSVP), Foster Grandparent Program, and Senior Companion Program  
Learn & Serve America  
Program Support: Innovation and Evaluation  
Administration and Financial Management

### *AmeriCorps\*State and National*

*Members complete an increasing amount of the time for which they enrolled.* The ability to retain members is one measure of program quality. In fiscal 2002, the percentage of hours completed increased to its highest level, 91%, up from 88.5 percent in 2001.

*Three of every four members earn the education award.* The education award that members earn when they successfully complete a term of service is a means for them to pay off college debt or to use for current or future education costs. Almost three out of four – 73.8 percent – who enroll earn the education award, up slightly from 73.1 percent in 2001.

*AmeriCorps members are engaged citizens.* In an ongoing study of the long-term impacts of service, AmeriCorps members reported being registered to vote at a slightly higher rate than a comparable national sample (70 percent). Members also reported a higher rate of voting in a national election (54 percent) compared to a national sample (36 percent).

*Well-designed AmeriCorps programs improve early grade reading performance in school and in school readiness.* A study of children in grades one through three, completed in 2001, found that “students participating in AmeriCorps tutoring programs improved their reading performance from pre-test to post-test *more than the gain expected for the typical child at their grade level.*”

*AmeriCorps\*State and National supports faith-based and small community organizations.* In 2002, 1,828 members directly supported 54 faith-based programs through AmeriCorps state grants,

and 2,865 members directly supported 18 faith-based programs through AmeriCorps National Direct grants. In addition, thousands of members support faith-based and small community organizations through partnerships with national intermediary organizations for smaller faith-based and community organizations.

### ***AmeriCorps\*National Civilian Community Corps***

*The AmeriCorps\*NCCC operated year-round and served every region of the country.* Five campuses in Charleston, Denver, Perry Point (MD), Sacramento, and Washington, D.C. were operational in fiscal 2002 with 1,182 full time members. The fall and winter start dates have resulted in a year-round presence of members in a 10-month program. Most notably, because of the year-round schedule AmeriCorps\*NCCC was able to provide immediate support to citizens in Texas that were displaced by floods in July and August 2002, and in Louisiana and Mississippi in the aftermath of tropical storms Isidor and Lili in October 2002.

*The AmeriCorps\*NCCC responded to 32 disasters and 54 percent of projects included a homeland security component.* Assisting victims of disaster and supporting homeland security initiatives are primary focus areas. In fiscal 2002, members responded to 32 disasters in 18 states and Guam because of summer floods, ice storms, dry arid conditions, and tropical storms. The single largest deployment of members on a disaster response was in Texas when 120 members supported the American Red Cross and citizens who were displaced by floods. The level of support extends to state disaster relief agencies and faith-based organizations like the United Methodist Committee on Flood Relief, as well as FEMA, and the United States Parks Service.

*In fiscal 2002, 54 percent of all projects focused on homeland security, including disaster relief.* Homeland security projects encompassed projects that addressed public safety and public health issues, and relief activities such as working with the City of Berkeley to conduct an inventory of disaster services and help community members to become better prepared to respond in the event of a terrorist attack.

*AmeriCorps\*NCCC increased the participation of faith-based organizations.* In 2002, 19 percent of all projects (107 of 573) were faith-based, an increase of 24 percent from 2001. In addition, 18 percent of all project sponsors were faith-based organizations (74 of 415), compared to 17 percent in 2001. Working in collaboration with organizations like the Sugar Creek Bible Camp, Grace United Methodist Church, Chautauqua Rural Ministry, and Habitat for Humanity sites across the country, AmeriCorps\*NCCC members impacted home ownership rates, increased the capacity at summer camp programs, and refurbished church facilities into community centers.

### ***AmeriCorps\*VISTA***

*AmeriCorps\*VISTA leveraged resources for local organizations to meet critical unmet needs in low-income communities.* AmeriCorps\*VISTA produced 5,826 volunteer service years<sup>1</sup> in fiscal 2002 with the \$83 million in appropriated funds. Through cost-share agreements with sponsoring organizations, AmeriCorps\*VISTA generated more than \$5.7 million in non-Corporation cash contributions to fund member costs, an increase of \$200,000 from fiscal year 2001.

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<sup>1</sup> A volunteer service year (VSY) equals one full year of service (365 days). Dividing the number of days a member serves during a fiscal year by 365 produces the VSY production. Both appropriated and non-appropriated service year production is included in this indicator.

*AmeriCorps\*VISTA helped to improve the lives of low-income individuals.* More than 80 percent of individuals served through AmeriCorps\*VISTA projects are estimated to live below the federal poverty level.<sup>2</sup> On any given day, approximately 1,200 projects are being facilitated by nearly 6,000 AmeriCorps\*VISTA members whose ultimate goal is to make the projects sustainable beyond their term of service.

*AmeriCorps\*VISTA is believed to be effective at identifying and reaching out to faith-based and small community organizations.* These groups often have limited resources to help them increase their financial, technological, administrative, and volunteer capacity. In 2002, more than 10 percent of AmeriCorps\*VISTA members contributed to the capacity-building efforts of faith-based organizations meeting community needs. More than half of AmeriCorps\*VISTA projects worked directly with small community-based organizations such as volunteer management centers, community associations, local affiliate organizations, community action agencies, and civic groups. In addition, 315 members were assigned to 78 faith-based sponsoring organizations, and an additional 400 members were assigned to projects that supported the work of faith-based organizations.

*AmeriCorps\*VISTA has been a leader in promoting asset accumulation and entrepreneurial opportunities for the poor* such as Individual Development Accounts (IDA), home ownership, and automobile acquisition programs. AmeriCorps\*VISTA also dedicated members to helping low-income people become self-sufficient by developing their own businesses through entrepreneur education and micro-enterprise initiatives. In 2002, AmeriCorps\*VISTA launched the Entrepreneur Corps to expand its efforts in this arena by allocating an estimated 300 members to assist organizations in developing wealth creation programs for low-income families and individuals.

### ***National Senior Service Corps: the Retired and Senior Volunteer Program***

*RSVP continued as a well-established volunteer program for older Americans.* Over 489,000 participants served in 763 projects supported by Corporation and non-Corporation funds. They provided more than 77 million hours of service to their communities through an estimated 65,000 local organizations or project sites.

*RSVP Projects met the needs of communities in many ways.* A study completed in 2001 by a research firm under contract to the Corporation reported on the service accomplishments of RSVP local projects in fiscal 2000. The study included service activities undertaken by RSVP volunteers that provide vital services: they help students stay in school; they provide the needy with food, clothing, and health services; they nurture and support homebound and hospitalized individuals; and they provide volunteer education, management consulting, and organizational support services to non-profit community organizations.

*RSVP provided a wide range of services that are highly valued by community members.* During fiscal 2001, a research firm under contract to the Corporation surveyed community representatives about RSVP and the services it delivers in the community through RSVP. These community representatives are familiar with the work of RSVP. The majority of study respondents rated RSVP services as important and timely. Overall, customer satisfaction among this group of

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<sup>2</sup> Aguirre International. 2000. *1999 AmeriCorps\*VISTA Accomplishments*. This estimate is based on self-reports from AmeriCorps\*VISTA grantees and project sponsors and therefore dependent on the accuracy and completeness of the tracking systems they maintain. In most cases, the data are not subject to audit or other, less formal reviews by independent investigators.

respondents, who live and work in organizations and communities served by RSVP volunteers, met or exceeded expectations.

### ***National Senior Service Corps: Foster Grandparents***

*Foster Grandparents served more than 275,000 special and exceptional needs children in 2002.* Of the annual total of 275,000 children, more than 100,000 are served on an ongoing and daily basis. Over 31,000 Foster Grandparents supported by federal funds and 3,300 Foster Grandparents funded from other sources served in 2002 through existing local projects supported by Corporation, state, local, and private funds.

*Foster Grandparents helped children with exceptional or special needs.* During fiscal 2001, a research firm under contract to the Corporation surveyed community representatives about the Foster Grandparent Program and the services it delivers in the community through Foster Grandparent volunteers. Respondents from the organizations where Foster Grandparents were placed, including schools, Head Start centers, and juvenile justice facilities, indicated that the services helped them to maintain or expand service capacity, and also addressed the specific needs of the children and youth to whom they were assigned.

### ***National Senior Service Corps: Senior Companion Program***

*Senior Companions provided services to 44,600 frail adults weekly and to more than 61,000 annually.* More than 17,300 Senior Companions served in 223 projects – 188 federally funded and 35 funded from other sources – to provide personal assistance and companionship primarily to persons who have physical, mental, or emotional impairments, predominately the frail elderly.

*Senior Companions expanded the in-home support for adults in need of extra support, and helped agencies serve new groups of clients.* Community organizations using the services of Senior Companions were able to help additional clients, and provided additional services to present clients. By providing their direct and respite support services to clients, Senior Companions helped to free up the time of paid professional staff, thus allowing them to undertake more duties.

*Senior Companions provided older, frail adults needed care, companionship, and support.* A research firm under contract to the Corporation surveyed community representatives about Senior Companion Program grantees and the services it delivers in the community through Senior Companion volunteers. The study reported, “Overall, the results of this survey reflect very positively on the services provided by Senior Companions. Respondents perceived the services provided . . . as being very important and responsive in terms of addressing critical needs in a timely manner.”

### ***Program Support: Innovation***

*The Corporation committed \$29 million to fund new homeland security programs* involving more than 37,000 AmeriCorps and Senior Corps members. The Corporation worked closely with state service commissions and state offices to bolster emergency preparedness and response efforts at the state and local levels.

*The web-based recruitment system continued to grow.* From late January 2001, when it was launched, through September 2002, it had posted more than 1,910 program listings, or more than 90 percent of all programs. That represented an increase of nearly 75% over the September 2001 total. The web-based system processed more than 28,000 individual applicants in 2002.



*The Corporation enhanced its leadership development and training programs for programs.* Through the Office of Leadership Development and Training, the Corporation created a training web site and provided training for state commissioners. Through the National Service Leadership Institute, the Corporation offered more than 50 leadership training programs reaching more than 1,800 staff members of grantee organizations. All together, the Corporation allocated \$5.9 million to state commissions to support training and technical assistance for Corporation-funded programs.

### ***Program Support: Evaluation***

*The Corporation began a systematic overhaul of its performance-measurement systems.* Led by the newly created Office of Research and Policy Development (RPD) within the Chief Executive's Office, the Corporation is implementing recommendations from an Urban Institute review of our existing performance-measurement system. The report and its recommendations are guiding our efforts to assess, in a rigorous and systematic way, the effects of community service on volunteers, host organizations, individual beneficiaries, and communities as a whole. Also in 2002, the Corporation continued a longitudinal study of the effects of service on AmeriCorps volunteers and completed a study of community representatives' views of the value of service programs.

*We placed new emphasis on external collaboration and outreach in 2002.* In keeping with RPD's mission to create a community of scholars and a body of scientific research devoted to civic participation, the Corporation created a Civil Society Scholars Program, which will bring distinguished academics to Washington for a year to carry out important research projects. We also collaborated with the Bureau of Labor Statistics on a massive benchmark study of American volunteering, with Independent Sector on an ongoing effort to understand teenagers' philanthropic activities, and with various institutions on improving civic education.

*In support of RPD's goal of better integrating research and policymaking, we provided input into the Citizen Service Act.* In particular, we suggested language to strengthen the Corporation's capacity to measure and evaluate program performance.

### ***Administration and Management***

*For the third year in a row, it has received an unqualified opinion on its financial statements.* The audit opinion issued by the Office of Inspector General and the accounting firm KPMG shows that the Corporation has demonstrated a commitment to strong management controls and a sound financial system. While the Corporation has made significant improvements in its management controls over the past several years, it recognizes that much more needs to be done to achieve its goal and the Corporation is committed to establishing a work environment that strives for continuous improvement.

*The Corporation had one reportable condition in fiscal 2002 related to grants management.* Over the past year, the Corporation continued to make improvements in its procedures and processes including those areas identified in the audit report. One specific improvement relates to how grant decisions are made. During fiscal 2002, the Corporation determined that the AmeriCorps program did not adequately consider the impact of education awards when making grant decisions to award national service positions, instead focusing exclusively on available appropriations for AmeriCorps grants and program costs per member. The Corporation's approval of AmeriCorps member slots in excess of the number of positions budgeted is a technical violation of its authorizing statute. To prevent enrollments in excess of the projected number that could be supported by the Trust the Corporation suspended the ability of its grantees to enroll members into national service positions that

had already been authorized until final Congressional action on the Corporation's appropriations for fiscal 2003. This suspension did not affect members already enrolled in Corporation programs.

To address this deficiency, the Corporation established new procedures to ensure that AmeriCorps staff take Trust funding needs into account and does not exceed the projected number of positions in making grants for AmeriCorps programs. These procedures include requirements for AmeriCorps to include an estimate of the number of positions that would result from a grant award and to track and report enrollment information to the Chief Executive Officer and Chief Financial Officer on a bi-weekly basis. In addition, procedures were established to ensure that the Corporation's financial staff has timely and accurate information about AmeriCorps enrollments to use in updating forecasts of Trust liabilities and recording Trust fund obligations.

*The Corporation continued implementation of a new grants management system.* This critical and complex project remains on schedule. The system is web-based and incorporates all phases of grant making: applying, awarding, monitoring, reporting, and close out. Individual staff members can track grant-making processes and many edit checks are built into the system to cut down on errors in financial reporting. The system also has a series of automatic notifications for upcoming and overdue financial and program reports. The new system interfaces with *Momentum*, WBRS, and the Department of Health and Human Services' Payment Management System.

# ORGANIZATION

The Corporation for National and Community Service was established in 1993 to engage Americans of all ages and backgrounds in community-based service. It supports a range of national and community service programs, providing opportunities for individuals to serve full- or part-time, with or without stipends, as individuals or as part of a team. The Corporation works with governor-appointed State Commissions, non-profits, faith-based groups, schools, and other civic organizations to provide opportunities for Americans of all ages to serve their communities. The Corporation operates under a five-year strategic plan, approved by the Board of Directors, that sets forth the Corporation's vision, mission, and goals.

The Corporation's three major service initiatives are AmeriCorps, the National Senior Service Corps, and Learn & Serve America.

**AmeriCorps.** AmeriCorps, the domestic Peace Corps, engages 50,000 Americans annually in intensive, results-driven service. Most AmeriCorps members are selected by and serve with hundreds of local and national organizations like Habitat for Humanity, the American Red Cross, and Boys and Girls Clubs. Others serve in AmeriCorps\*VISTA and AmeriCorps\*NCCC. After their term of service, AmeriCorps members receive education awards that help finance college or pay back student loans.

**National Senior Service Corps.** Through the National Senior Service Corps, more than half a million Americans age fifty-five and older share their time and talents to help solve local problems. Seniors serve as Foster Grandparents, who work one-on-one with young people with special needs; as Senior Companions, who help other seniors live independently in their homes; and with the Retired and Senior Volunteer Program (RSVP), who meet a wide range of community needs.

**Learn & Serve America.** Many schools are discovering the value of service-learning through projects that link education and service. Learn & Serve America helps support more than one million students from kindergarten through college who are meeting community needs while improving their academic skills and learning the habits of good citizenship. In addition to providing Learn & Serve grants and scholarships for student service, the Corporation also promotes youth service through the National Service-Learning Leader Schools Program and the President's Student Service Challenge.

Together, these initiatives promote the ethic of service and help solve critical community problems in every state, many Indian tribes, and most U.S. territories.

## *Corporation Structure*

At its creation, the Corporation was deliberately structured to operate differently from most Federal agencies. This is seen most clearly in the use of a corporate organization design, a flexible personnel system, a decentralized program network, and an explicit use of the private and nonprofit sectors to achieve its mission. The structure as a wholly owned government corporation overseen by a board of directors is unusual. Indeed, it is the only such entity covered by the Government Corporation Control Act without predominantly commercial functions.

## ***Decentralized Structure***

The structure was conceived in 1993 as a means of providing more flexibility in procurement, personnel, and similar business areas than is typically accorded a Federal agency. Additionally, the corporate structure was intended to communicate a businesslike character and to make the Corporation more attractive as a partner with the private sector. Rather than implementing a centralized Federal program, the Corporation provides grant support and human resources to governor-appointed State Commissions, non-profit, faith-based, civic, and educational organizations to develop or amplify innovative approaches to community needs. This is true of each of the Corporation's major programs – AmeriCorps, Senior Corps, and Learn & Serve America.

In **AmeriCorps**, governor-appointed State Commissions on community service are responsible for working with local communities to set state priorities and determine how AmeriCorps grant funds will be used. In fact, the Corporation's primary strength is the network of non-profits and state agencies that use national resources to achieve local goals through community service. It is the State Commissions that serve as the primary vehicle for organizing and coordinating this network.

Roughly three-quarters of all AmeriCorps grant funding is administered by State Commissions. Once the commissions select which non-profits will receive grant funds, grantees recruit and select AmeriCorps members to meet community needs. The State Commissions are responsible for overseeing the programs, ensuring that AmeriCorps members follow state and Federal laws, and providing training and technical assistance to programs.

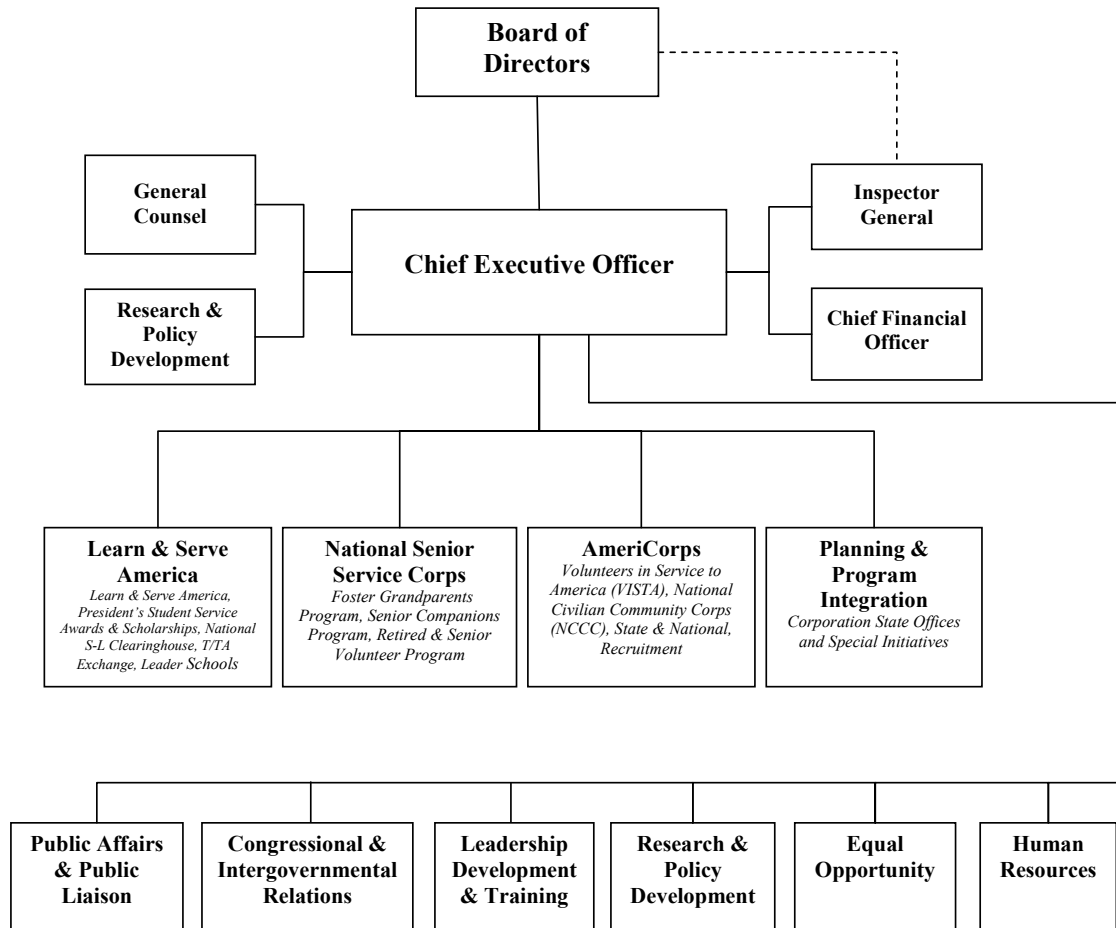
Through the **Senior Corps**, nonprofit organizations, faith-based groups, and in some cases, state and local governments are responsible for managing more than 500,000 seniors who work on community problems with volunteer service. **Learn & Serve America** provides grant funding to state education agencies, schools and community organizations to augment resources for service-learning programs. These programs help more than one million students meet community needs while improving academic skills and learning the habits of good citizenship.

Each of these grant programs represents a public-private partnership in which recipient organizations must bring private resources to the table in order to receive Federal dollars. The result of this venture is hundreds of thousands of Americans joining forces to address community needs in education, housing, health care, environmental protection and disaster relief.

## ***National Partnerships***

The Corporation has relationships with hundreds of national non-profit grantees such as Habitat for Humanity, the American Red Cross, the Boys and Girls Clubs of America, Big Brothers Big Sisters of America, YMCAs, City Year, and the Catholic Network of Volunteer Service. In addition to these grantee relationships, the Corporation works closely with a number of other national non-profits, like America's Promise and the Points of Light Foundation, that work to strengthen national and community service. The Corporation also receives substantial support from the corporate sector at both the national and local level. The private resources are as diverse as the sector itself; from high tech companies to cereal makers, many corporations recognize the power of a strategic alignment with national service.

**Organizational Chart**



## AMERICORPS\*STATE AND NATIONAL

AmeriCorps offers full- and part-time opportunities for members to provide community service and, in exchange for that service, to earn education awards. AmeriCorps is community based, designed to respond to local needs and concerns, and strives to meet the following five goals, which parallel the strategic goals of the Corporation for National Service:

*Getting Things Done.* AmeriCorps helps foster volunteer activity to meet critical needs in the areas of education, public safety, the environment, and other human needs through direct service.

*Strengthening Communities.* AmeriCorps unites a diverse group of individuals and institutions in a common effort to improve communities through service.

*Expanding Opportunity.* AmeriCorps helps those who help America. Individuals who serve become better citizens. National service also uses the GI Bill model. In exchange for service, AmeriCorps members earn a scholarship that helps pay for college, training, or student loans.

*Encouraging Responsibility.* National service demands responsibility. AmeriCorps members, through service and civic education, learn to take responsibility for helping to solve community problems, while becoming better citizens.

*Supporting Service Infrastructure.* Grantees and programs operate efficiently and effectively, using appropriate management systems.

For fiscal 2002, Congress appropriated \$240.492 million for AmeriCorps\*State and National programs. More than three-fourths of the funds went to the states, where Governor-appointed State Commissions on national service managed their use. A population-based formula allotment determines the distribution of approximately one-half of these federal funds going to the states. A national competitive process for proposals submitted by the State Commissions governs how to distribute the balance. A separate category of funds (up to one-third of the federal funds) is reserved for regional and national nonprofit organizations that offer service activities in more than one state (Congress capped this category in fiscal 2002 at \$47 million). These AmeriCorps\*National grantees receive their awards directly from the Corporation on a competitive basis. Set-aside AmeriCorps funding is also available for Indian tribes and U.S. territories.

### ***AmeriCorps\*State and National Program Accomplishments in Fiscal 2002***

- (a) Enrollments. In fiscal 2002, AmeriCorps\*State and National enrolled 51,938 members. This exceeded the goal of 43,000 set for the year, and represents a 16 percent increase over fiscal 2001.
- (b) Length of service. An important indicator of program quality is the ability to keep members enrolled through their expected term of service. On average in program year 2001, AmeriCorps\*State and National participants served 90.9 percent of the time for which they had enrolled. This exceeded the fiscal 2002 goal of 85 percent, and exceeded the performance in fiscal 2001 (88.5 percent) and fiscal 2000 (89.2 percent).
- (c) Education Awards. The scholarship that members earn when they successfully complete a term of service is a means for them to pay off college debt or to use it for current or future education costs. Almost three out of four – 73.8 percent – who enroll earn the education award. This is

below the 75 percent goal set in the plan for 2002 and represents a slight increase over the 73.1 percent recorded in the previous year.

- (d) State Administrative Standards. Twenty-one states were reviewed in fiscal 2002, bringing the total number of states reviewed to 49 since the beginning of the project in fiscal 1999. Eighteen of the 50 states have fully met all of the standards and most of the remaining meet the majority of the standards, up from 15 states in fiscal 2001. Reviewed states that do not meet all eleven standards are actively working to meet all the standards, with the help of Corporation staff, technical assistance providers, and peers from other states.

### ***AmeriCorps\*State and National Program Outcomes***

**AmeriCorps service is linked to civic engagement.** In an ongoing study of the long-term impacts of service, AmeriCorps members reported being registered to vote at a slightly higher rate than a comparable national sample (70 percent). Members also reported a higher rate of voting in a national election (54 percent) compared to a national sample (36 percent).<sup>3</sup> The next report from the longitudinal study, scheduled for release in 2003, will measure the outcomes and impacts of national service on members over time. In a slightly earlier study, researchers found that members' appreciation for the importance of civic engagement was strongly affected by national service. Members left their service experience with an increased appreciation for others and with a better understanding of community issues. Virtually all (99 percent) planned to volunteer in the future and many indicated considering service-oriented careers following their AmeriCorps experience.<sup>4</sup>

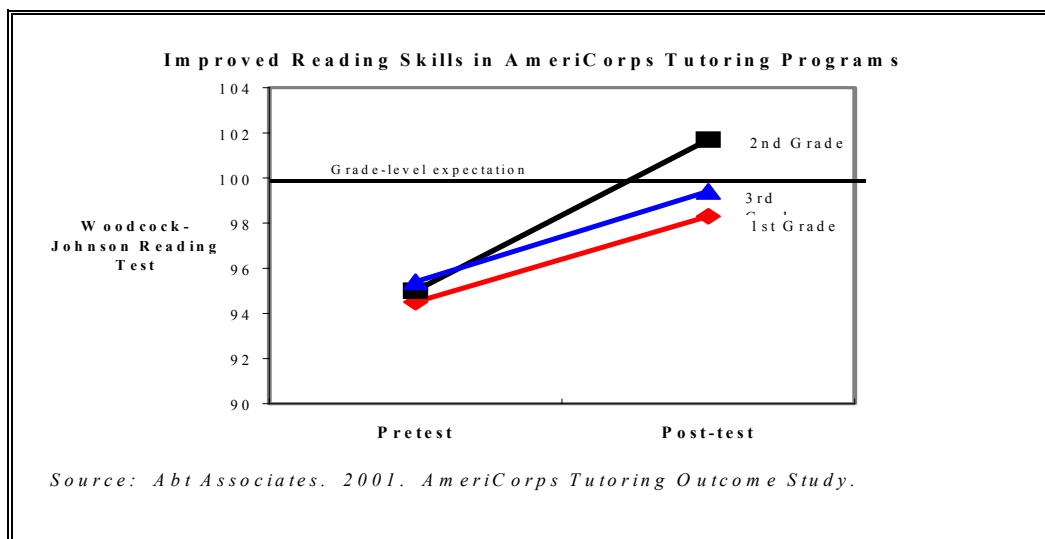
**Well-designed AmeriCorps programs impact early grade reading performance in school and in school readiness.** A study of children in grades 1-3, completed in 2001, found that "students participating in AmeriCorps tutoring programs improved their reading performance from pre-test to post-test *more than the gain expected for the typical child at their grade level.*"<sup>5</sup> In an assessment report from the Evaluation of the Jumpstart Program (2000-2001 National Composite), Shelby Miller, Ph.D. stated that the findings from the evaluation show significant program effects on the participating preschool-age children's language, social, and adaptive skills based on their teachers' assessments. While the program participants began the program year behind their non-participant peers in all areas, their teachers reported that they made significantly more substantial gains during the year than their counterparts.

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<sup>3</sup> Abt Associates. 2001. *Assessment of Long-Term Impacts on Service Participants*. Baseline Report. Cambridge, MA.

<sup>4</sup> Jastrzab, JoAnn et al. 1997. *Youth Corps: Promising Strategies for Young People and Their Communities*. Abt Associates: Cambridge, MA.

<sup>5</sup> Abt Associates. 2001b. *AmeriCorps Tutoring and Student Reading Achievement*. Final Report. Cambridge, MA.



### Studies in Progress

**AmeriCorps Education Award Utilization Survey.** One of the goals of the AmeriCorps program is furthering the educational opportunities of its members. The AmeriCorps education award provides up to \$4,725 to help a member pay for further education or to repay student loans. Part-time members get a pro-rated portion of that amount. The Corporation's National Service Trust data shows that about half of the AmeriCorps graduates who have earned education awards have begun to use them. Through the proposed study, the Corporation seeks to identify reasons for non-use of education awards. In addition, a thorough exploration of trends in non-use and reasons for non-use will identify ways in which the Corporation can meaningfully increase the use of education awards, thus furthering educational opportunity. The Corporation seeks to conduct a survey of former members of the AmeriCorps\*State and National, AmeriCorps\*VISTA and AmeriCorps\*NCCC programs. This study will identify trends in and reasons for non-use of the education awards.

**AmeriCorps\* Attrition Overview Study.** Each year, the Corporation collects and reports on enrollment, service completion, and attrition of AmeriCorps participants. Attrition rates for participants in all AmeriCorps programs averaged 28 percent for programs years 1994-1998. As a maturing service organization, the Corporation needs to examine the AmeriCorps programs for attrition trends. An analysis of data on attrition will help the Corporation revise strategies of program development, recruitment, training, and supervision in order to reduce the rate of attrition. The Corporation is conducting an in-depth study of the attrition patterns of its AmeriCorps\*State and National, AmeriCorps\*VISTA and AmeriCorps\*NCCC programs. This study will provide indicators of program success, differences among programs in retaining participants, individual characteristics of participants who tend to drop out, and combinations of member and program characteristics that are linked to attrition. The attrition rate for AmeriCorps is roughly comparable to other institutions like the Peace Corps and public universities.

**Citizenship Education Materials Implementation and Evaluation.** This on-going study will assess the implementation of two Corporation-sponsored civic education curricula and their effect on AmeriCorps members. One hundred-four AmeriCorps State/National programs were randomly



assigned to four conditions (26 programs per condition). Materials were delivered to AmeriCorps members through one of three conditions: a professional trainer, program staff who received training on the curricula, or program staff who only received a curriculum guide as assistance. The fourth condition served as a control, in which program staff members carry out the routine member development of their program activities and no Corporation-sponsored activities were conducted. Westat, Inc. is conducting pretest and post-test surveys among all AmeriCorps members and program directors in all conditions, conducting telephone interviews and tracking implementation methods with all programs, and conducting site visits in a purposive sample of 12 programs.

**Long-term Study of the Impact of Service on AmeriCorps Members.** Abt Associates is conducting the study, which seeks to identify the short-term and long-term benefits that accrue to full-time members enrolled in 110 AmeriCorps\*State and National programs, and three AmeriCorps\*NCCC campuses. National comparison groups were used to compare members to individuals not in AmeriCorps, while controlling for interest in national service. The goals of the study are: to identify the nature and extent of members' service experience outcomes and how they change over time; to identify programmatic and member factors that account for variation in the outcomes; and to assess the extent to which the member outcomes can be attributed to participation in national service. Pre-test and post-test telephone surveys were conducted among all study participants during members' first year of AmeriCorps service (1999-2000), and a follow-up survey will take place in the spring of 2002.

The baseline report provides detailed information on member characteristics including their propensity to serve, demographics, attitudes related to civic engagement, life skills, and employment and educational attainment. Results of the baseline survey showed that compared with the U.S. population as a whole, on average AmeriCorps members are younger and more likely to be female, single, and persons of color. Before joining the program, members had high levels of participation in service activities. In the year before enrollment in AmeriCorps, members contributed more hours of service per month compared with national figures (17.2 hours versus 8.8 hours, respectively). During the most recent election before baseline data collection, AmeriCorps members were much more likely to have voted (53.8 percent) compared with the nation as a whole (36.4 percent).

AmeriCorps*State and National Performance Program Years 1998-2001							
Performance Measures	Type of Measure	Past Program Years			Program Year 2001 <sup>6</sup>		
		1998	1999	2000	Goal	Result	Goal Met?
Number of members enrolled annually. Source: <i>National Service Trust Database. CNCS.</i>	Output	33,171	35,319	44,683	43,000	51,938	Yes
Average percent of expected service time completed by AmeriCorps*State and National members. <sup>7</sup> Source: <i>National Service Trust Database. CNCS.</i>	Output	82.8%	89.2%	88.5%	85%	90.9%	Yes
Percent of members who complete a term of service and become eligible to receive the education award. <sup>8</sup> Source: <i>National Service Trust Database. CNCS.</i>	Intermediate Outcome	74.6%	75.4%	73.1%	75%	73.8%	No <sup>9</sup>
Number of State Commissions in compliance with the national State Commission administrative standards. Source: <i>AmeriCorps*State and National. CNCS.</i>	Intermediate Outcome	4	7	13	34	18	No

<sup>6</sup> Program years in AmeriCorps\*State and National programs generally begin in the fall and end during the following summer. Thus, the program year generally corresponds to the fiscal year. For example, program year 1998 begins in the fall of calendar year 1998 and is roughly coterminous with fiscal year 1999. Note also that these totals do not include enrollments in AmeriCorps\*VISTA and AmeriCorps\*NCCC.

<sup>7</sup> This indicator is defined as follows. For a member who completes service during a program year, divide the number of hours served by the number of hours that member was expected to serve. For example, an AmeriCorps member who serves 1750 hours, which includes 50 hours above the expected minimum of 1700 hours, has a rate of 102.9 percent. The average for the program is the average rate for all members.

<sup>8</sup> For members who complete service during a program year, divide the number of members who met the requirements for an education award by the total number who completed service. If the average is 74 percent, seven of every ten members who left the program during the year earned an education award.

<sup>9</sup> The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

# AMERICORPS\*NATIONAL CIVILIAN COMMUNITY CORPS

Modeled after the Civilian Conservation Corps and the United States military, the AmeriCorps\*National Civilian Community Corps (NCCC) is a ten-month, full-time, team-based residential program for men and women ages 18 to 24. The mission of AmeriCorps\*NCCC is “to strengthen communities and develop leaders through team-based national and community service.”

Since 1994, more than 9,000 young Americans have lived and trained at campuses based in five regions. In three locations, campuses are located on closed military bases: the Southeast Region in Charleston, South Carolina; the Central Region in Denver, Colorado; and the Western Region in Sacramento (formerly in San Diego), California. The campus in the Northeast Region occupies a part of a medical facility for veterans in Perry Point, Maryland, and the Capital Region campus is located at a municipal facility in Washington, D.C. AmeriCorps\*NCCC members are diverse; teams are made up of young people from a variety of backgrounds. The average age of members is approximately 21 years. Members without their high school diploma serve alongside college graduates. AmeriCorps\*NCCC members receive a \$4,000 annual living allowance, room, and board. At the successful completion of their service, members are eligible to receive an education award.

AmeriCorps\*NCCC service is direct and team-based. Members serve as a part of a team that is dispatched in response to locally identified needs. Individual service projects can span a few weeks to a few months and members perform direct service, such as home-building, tutoring, mentoring, environmental restoration, homeland security, and disaster mitigation, preparedness, and response. As a national program, AmeriCorps\*NCCC serves communities throughout the United States in every state. It provides immediate support to local communities for compelling needs, encourages community involvement, and serves at the request of local and state sponsors. Project sponsors include non-profit community-based and national organizations, parks services, faith-based and education institutions, and state and local governments. With Habitat for Humanity and other low-income housing organizations, members build hundreds of homes every year. They serve in state and national forests, building trails and providing fire mitigation services. Working with national and local disaster programs, AmeriCorps\*NCCC members have served in every major natural disaster since 1994. Service activities also include tutoring children, rehabilitating public and non-profit facilities in urban areas, and providing assistance in daily living activities to nursing homes and senior facilities. A service learning approach that includes planned activities and training is part of all service projects.

## *AmeriCorps\*NCCC Program Accomplishments in Fiscal 2002*

- (a) Year-Round Presence. Five campuses in Charleston, Denver, Perry Point (MD), Sacramento, and Washington, D.C. were operational in fiscal 2002 with 1,182 full time members. Three of the campuses started in the fall, and two campuses started in the winter. Thus although members only serve for ten months, the different start cycles have enabled AmeriCorps\*NCCC to operate with a year-round presence. Most notably, because of the year-round schedule, NCCC was able to provide immediate support to citizens in Texas that were displaced by floods in July and August 2002, and in Louisiana and Mississippi in the aftermath of tropical storms Isidor and Lili in October 2002.
- (b) Education Awards. The scholarship that members earn when they successfully complete a term of service is a means for them to pay off college debt or to use it for current or future education

costs. In fiscal 2002, 90 percent AmeriCorps\*NCCC members enrolled earned the education award. The AmeriCorps\*NCCC completion rate has consistently been between 88 and 90 percent since fiscal 1998.

- (c) Homeland Security and Disaster Relief. A new emphasis of the AmeriCorps\*NCCC program is homeland security. AmeriCorps\*NCCC conducted 54 percent of projects in support of homeland security. Of the 573 total projects performed in fiscal 2002, 49 (9 percent) were direct homeland security projects; the remaining 262 projects were indirect homeland security projects. Direct homeland security projects encompass projects that address public safety and public health issues, and disaster preparedness and relief activities. In fiscal 2002, direct homeland security projects included working with the City of Berkeley to conduct an inventory of disaster services and help community members to become better prepared to respond in the event of a terrorist attack. In Denver, members helped to coordinate a disaster simulation that was designed to help the city better plan for a terrorist attack. Indirect homeland security projects address the safety and welfare of vulnerable populations in the short term. These types of projects included working with community organizations and other institutions to provide support to after-school programming, shelters, and senior facilities.

As in the first six years of operations, assisting victims of disaster continues to be a primary focus area and has been increasingly critical to America's safety post September 11. In fiscal 2002, AmeriCorps\*NCCC members responded to 32 disasters, slightly higher than the 29 disaster responses in fiscal 2001. Summer floods, ice storms, dry arid conditions, tropical storms, and typhoons required member services in 18 states and Guam. The level of support extends to state disaster relief agencies and faith-based organizations like the United Methodist Committee on Flood Relief, as well as FEMA, the American Red Cross, and the United States Forest Service. In fiscal 2002, several disaster deployments required the services of 75 or more members. They included the ice storms in Kansas, Oklahoma, and Missouri, the floods in Texas, and the tropical storms in Louisiana and Mississippi. In an effort to be better prepared to help more citizens and support relief agencies in the event of a disaster, AmeriCorps\*NCCC increased the number of members that are trained to respond to disasters to 75 percent in fiscal 2002.

- (d) Faith-based Organizations. Working with faith-based organizations continues to be an important priority. In fiscal 2002, 19 percent of all projects (107 of 573) were faith-based, an increase of 24 percent from fiscal 2001. In addition, 18 percent of all project sponsors were faith-based organizations (74 of 415), compared to 17 percent in fiscal 2001. Working in collaboration with organizations like the Sugar Creek Bible Camp, Grace United Methodist Church, Chautauga Rural Ministry, and Habitat for Humanity sites across the country, AmeriCorps\*NCCC members built 160 new homes for low-income families, increased the capacity at summer camp programs, and refurbished church facilities into community centers. Members worked with hundreds of children at YMCA programs and increased the capacity of the Salvation Army to serve citizens in need.
- (e) Volunteer Coordination and Management. AmeriCorps\*NCCC continued to place increased emphasis on projects that promote community volunteerism where NCCC members organize and coordinate community events and other projects that engage large groups of volunteers. In fiscal 2002, 15,416 community volunteers served alongside AmeriCorps\*NCCC members; or for every AmeriCorps\*NCCC member enrolled there were 13 community volunteers.<sup>10</sup> The

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<sup>10</sup> AmeriCorps\*NCCC Project Database. These data are based on project completion reports that are signed and certified by the project sponsor who is a community representative working with the NCCC campus to organize the project.

AmeriCorps\*NCCC annual Collegiate Challenge partnership with Habitat For Humanity sites across the country made it possible for thousands of volunteers to participate and accounted for 90 percent (145) of all homes built for low-income families.

- (f) Support for after-school and summer camp programs. Thirty-four percent of all projects involved youth as direct beneficiaries of the service. In addition to the school-based education projects, AmeriCorps\*NCCC members served with organizations like the YMCA, Easter Seals, and Boys & Girls Clubs. Many of these projects served youths with physical, emotional, and other challenges. Members helped conduct a wide range of programs with the campers, and conducted much needed renovations to camp facilities.
- (g) Assistance to Tribal Programs. In addition to doubling the number of projects performed with tribal governments to eight in fiscal 2002 from four in fiscal 2001 AmeriCorps\*NCCC continues to provide technical assistance and training to the Native American residential service corps, the Tribal Civilian Community Corps (TCCC).

#### *AmeriCorps\*NCCC Program Outcomes*

**The program evaluation studies referenced below occurred in fiscal 2001 and fiscal 1999. Although the Corporation does not have the resources to conduct rigorous evaluations of its programs annually, the outcomes from these evaluation reports are relevant because the program format and structure have not changed. Although project priorities may shift with national priorities, the NCCC accomplishes his mission through direct, team-based service year in and year out. Working with the Corporation's Office of Research and Policy Development, and as reflected in the Corporation's fiscal 2004 budget, we plan to conduct surveys of AmeriCorps\*NCCC project sponsors and AmeriCorps\*NCCC member in fiscal 2004 that will provide more up-to-date information on program outcomes.**

**Eighty-five percent of NCCC projects were rated positive and successful by community representatives serving as project sponsors.**<sup>11</sup> A multi-year community outcomes study evaluated the community outcomes of AmeriCorps\*NCCC projects. A majority of the project sponsors responding to the survey reported that (1) implementation went smoothly, (2) NCCC teams attained projects' objectives, and (3) most projects produced positive outcomes for communities, organizations, and individuals that would not have occurred otherwise.<sup>12</sup>

**Ninety-seven percent of community representatives indicated that the services provided by AmeriCorps\*NCCC either met or exceeded their expectations.**<sup>13</sup> A customer survey allowed community representatives directly involved with programs at the local level to rate the value of the programs to their respective communities. The survey also asked them to indicate their level of satisfaction with the programs' services. A majority of community representatives (1) rated AmeriCorps\*NCCC services as extremely or very important, (2) reported that the needs targeted by

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<sup>11</sup> Westat. 2001. *AmeriCorps 2000-2001 Community Outcomes Study*.

<sup>12</sup> Outcomes were noted and judged by the project sponsors. They most often defined outcomes in terms of the benefits for individuals, the community as a whole, or their own organizations. In determining outcomes, the contract research firm examined the statements sponsors made in their applications about expected benefits to the community or about how the project served the long-term goals of the sponsor. In addition, the sponsors were asked directly in the post-project interviews about who benefited from the project accomplishments, what the results were for their organization and the community, and on what basis they judged the results.

<sup>13</sup> Research Triangle Institute. 2002. *Community Customer Satisfaction Survey. Final Report*.

AmeriCorps\*NCCC were either extremely or very important, and (3) believed that AmeriCorps\*NCCC either exceeded or met expectations.

**A majority of AmeriCorps\*NCCC members reported that service projects contributed to their understanding of community needs and made a difference in their lives.**<sup>14</sup> Eighty-five percent of members reported that it was mostly true to definitely true that they: (1) felt like a part of a community; (2) felt they could make a difference in the life of at least one person; (3) were exposed to new ideas and ways of seeing the world; (4) felt they made a contribution to the community, and (5) learned more about the world. Ninety percent of members said that they would join the program again, if they had it to do all over again. Their main reasons for joining included: (1) to make a difference and help communities, (2) to work with people from different backgrounds, and (3) to develop skills, and explore job or educational interests.

### *Studies in Progress*

AmeriCorps\*NCCC is covered by several of the studies described in the previous section on AmeriCorps\*State and National, including studies of education and utilization, member attrition, and long-term impact of service.

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<sup>14</sup> Research Triangle Institute. 2000. *AmeriCorps\*NCCC Continuous Improvement Survey*.

<b>AmeriCorps*NCCC Performance Program Years 1998-2001</b>							
<b>Performance Measures</b>	<b>Type of Measure</b>	<b>Past Program Years</b>			<b>Program Year 2001<sup>15</sup></b>		
		<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>Goal</b>	<b>Result</b>	<b>Goal Met?</b>
Number of AmeriCorps*NCCC members enrolled. Source: <i>National Service Trust Database. CNCS.</i>	Output	871	931	1,002	1,200	1,182	No <sup>16</sup>
Average percent of expected service time completed by AmeriCorps*NCCC members. <sup>17</sup> Source: <i>National Service Trust Database. CNCS.</i>	Output	99.8%	103.3%	95.5%	100%	100%	Yes
Percent of members who complete the one-year term of service and become eligible to receive the education award. <sup>18</sup> Source: <i>National Service Trust Database. CNCS.</i>	Intermediate Outcome	92%	83.8%	84.2%	85%	91.9%	Yes

<sup>15</sup> Program years in AmeriCorps\*State and National programs generally begin in the fall and end during the following summer. Thus, the program year generally corresponds to the fiscal year. For example, program year 1998 begins in the fall of calendar year 1998 and is roughly coterminous with fiscal year 1999. Note also that these totals do not include enrollments in AmeriCorps\*VISTA and AmeriCorps\*NCCC.

<sup>16</sup> AmeriCorps\*NCCC enrolled 1,182 members with a goal of 1,200 members. The goal of enrolling 1,200 members who will report to the five AmeriCorps\*NCCC campuses is an estimate based on the fiscal 2002 budget.

<sup>17</sup> This indicator is defined as follows. For a member who completes service during a program year, divide the number of hours served by the number of hours that member was expected to serve. For example, an AmeriCorps member who serves 1750 hours, which includes 50 hours above the expected minimum of 1700 hours, has a rate of 102.9 percent. The average for the program is the average rate for all members.

<sup>18</sup> This indicator is defined as follows. For all members who complete service during a program year, divide the number of members who met the requirements for an education award by the total number of members who completed service. If, as in the case of AmeriCorps\*NCCC, the average is 84.2 percent, more than eight of every ten members who left the program during the year earned an education award.

# AMERICORPS\*VISTA

AmeriCorps\*VISTA (Volunteers in Service to America) is a full-time, national service program for men and women ages 18 and older interested in developing lasting solutions to the problems of poverty in America. The AmeriCorps\*VISTA members' role is to mobilize community resources and increase the capacity of low-income communities to solve their own problems. AmeriCorps\*VISTA members serve in nonprofit community and faith-based organizations and agencies to help develop permanent infrastructure that aids and expands services, and strengthens programs.

Since 1965, more than 130,000 individuals have joined VISTA and worked with more than 13,000 local organizations to strengthen poor communities and help people escape poverty across the nation. AmeriCorps\*VISTA alumni include teachers, media celebrities, nonprofit visionaries, lawmakers, state supreme court justices, and CEOs of Fortune 500 companies.

## *AmeriCorps\*VISTA Accomplishments in 2002*

- (a) Service Levels. During fiscal 2002, AmeriCorps\*VISTA produced 5,826 volunteer service years with the \$85.255 million in appropriated funds. Of the volunteer service years produced, 601 were funded through cost-share arrangements. These agreements generated more than \$5.7 million in non-Corporation cash contributions to fund member costs, an increase of \$200,000 from fiscal year 2001.
- (b) Member Characteristics. AmeriCorps\*VISTA has a diverse cadre of members. Nearly 19 percent are of Black or African American racial backgrounds, 8 percent are of Hispanic or Latino ethnic backgrounds, and 2.4 percent are of American Indian or Alaskan native backgrounds. Of those individuals who began AmeriCorps\*VISTA service in 2002, approximately 33 percent were between the ages of 20-24, and more than 46 percent were 30 or older, and 17 percent were age 50 or older.
- (c) Partner Profiles. More than 80 percent of individuals served by AmeriCorps\*VISTA projects are estimated to live below the federal poverty level.<sup>19</sup> On any given day, approximately 1,200 projects are being facilitated by nearly 6,000 AmeriCorps\*VISTA members whose ultimate goal is to help make the projects sustainable beyond their term of service. The majority of AmeriCorps\*VISTA projects are in local community-based nonprofits and faith-based organizations, with the remaining projects occurring in local, state, tribal, or federal government and education agencies.
- (d) Faith-Based and Small Community Organizations. AmeriCorps\*VISTA has a long history of working with faith-based and small community organizations that have limited resources to help them increase their financial, technological, administrative, and volunteer capacity. In 2002, 315 members were assigned to 78 faith-based sponsoring organizations, and an additional 400 members were assigned to projects that supported the work of faith-based organizations. In total,

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<sup>19</sup> Aguirre International. 2000. *1999 AmeriCorps\*VISTA Accomplishments*. This estimate is based on self-reports from AmeriCorps\*VISTA grantees and project sponsors and therefore dependent on the accuracy and completeness of the tracking systems they maintain. In most cases, the data are not subject to audit or other, less formal reviews by independent investigators.



more than 10 percent of AmeriCorps\*VISTA members contributed to the capacity-building efforts of faith-based organizations meeting community needs.

AmeriCorps\*VISTA also supports other small community organizations. According to a recent study, 51 percent of AmeriCorps\*VISTA sponsoring organizations had nine staff members or fewer, and 26 percent had fewer than four staff.<sup>20</sup> In 2002, more than half of AmeriCorps\*VISTA projects worked directly with community-based organizations.<sup>21</sup>

- (e) Children and Youth. AmeriCorps\*VISTA is committed to ensuring that all children, regardless of their socioeconomic background, have an opportunity to achieve their fullest potential. AmeriCorps\*VISTA impacts locally driven goals in the areas of family literacy, health and nutrition, juvenile justice, mentoring, early childhood development, and youth service. During fiscal 2002, AmeriCorps VISTA members produced 1,871 volunteer service years in more than 447 projects focusing on childhood and family literacy.
- (f) Welfare-to-Work. With 404 projects focused on welfare-to-work in the past fiscal year, AmeriCorps\*VISTA members helped to empower welfare recipients to permanently make the transition from public assistance to long-term employment. Member activities included providing dental care to uninsured individuals, expanding safe affordable childcare facilities, and addressing rural transportation needs.
- (g) Financial Asset Development. AmeriCorps\*VISTA has long invested in asset development and wealth creation programs such as Individual Development Accounts (IDA), home ownership, and automobile acquisition programs. More recently, AmeriCorps\*VISTA has dedicated members to helping low-income people become self-sufficient by developing their own businesses through entrepreneur education and micro-enterprise initiatives. In 2002, AmeriCorps\*VISTA launched the Entrepreneur Corps to expand its efforts in this arena by allocating an estimated 300 members to assist organizations in developing wealth creation programs for low-income families and individuals. The program also seeks to develop the assets of sponsoring organizations through sound technology planning and financial management and development.
- (h) Older Adults. Poverty among seniors, while frequently overlooked, continues to be a focus of attention for AmeriCorps\*VISTA. With an eye toward helping the elderly escape poverty, members serve in nonprofit organizations that provide prescription drug education, transportation, home health care alternatives, and housing modifications to help people overcome shut-in situations. In 2002, AmeriCorps\*VISTA convened 93 participants representing leading practitioners and academicians to identify how programs can more effectively move senior citizens out of poverty and measure their outcomes.
- (i) Technology. In 2002, AmeriCorps\*VISTA supported 124 projects with an emphasis on technology and the digital divide. AmeriCorps\*VISTA members played a significant role in helping community organizations to assess their technology needs; develop and design

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<sup>20</sup> Aguirre International. 2000. *1999 AmeriCorps\*VISTA Accomplishments*. The sample for this study was the 883 organizations that AmeriCorps\*VISTA supported in 1999.

<sup>21</sup> AmeriCorps\*VISTA does not currently have specific data on the number of projects or members serving with small community-based organizations, but the majority of AmeriCorps\*VISTA projects are with volunteer management centers, community associations, local affiliate organizations, community action agencies, civic organizations, tribal organizations, and other community-based service providers. Additionally, those AmeriCorps\*VISTA projects with intermediary organizations such as national nonprofits or local municipalities are typically structured to place members in and support the work of small community-based organizations such as those described above.

technology plans; set up school-based or neighborhood-based computer learning centers; secure resources for hardware and software; and recruit volunteers for a variety of activities including hardware installation, instruction and mentoring, and staffing computer labs.

- (j) Administrative Activities. During fiscal 2002, AmeriCorps\*VISTA took the lead role in developing an online community for all current AmeriCorps members and alumni. This online, interactive forum enables members and alumni to update their contact information and profiles, search for other members, and communicate with others who share a common geography, issue of interest, or community challenge. AmeriCorps\*VISTA also conducted multiple pre-service orientations, early-service trainings, and supervisor trainings across the country attended by thousands of AmeriCorps\*VISTA members, project supervisors, and alumni. In addition, AmeriCorps\*VISTA organized five leadership development trainings, 20 Alumni Gatherings, and two Issue Area Conferences on older Americans in poverty and welfare-to-work initiatives.

### ***AmeriCorps\*VISTA Program Results***

**AmeriCorps\*VISTA projects are believed to meet critical unmet needs in low-income communities.** As part of a study designed to assess community perceptions of the extent to which Corporation programs targeted and met the needs of the communities they served, a survey of community representatives from AmeriCorps\*VISTA project sponsors found that:<sup>22</sup>

Eighty-four percent of respondents believed that the services and activities of AmeriCorps\*VISTA members provided in fiscal year 1999 fostered greater community involvement beyond the scope of the AmeriCorps\*VISTA project itself.

Thirty-nine percent of respondents said that the needs that AmeriCorps\*VISTA sought to address in their communities were “extremely critical,” while 46 percent said they were “very critical.” Nearly 93 percent said that the services provided to their organization by AmeriCorps\*VISTA members were “extremely important” or “very important.” In response to what were perceived as “critical needs,” 97 percent of respondents indicated that AmeriCorps\*VISTA services were provided in a timely fashion.

Eighty-one percent of respondents said that they reached the targeted goals of their AmeriCorps\*VISTA project. In general, a combined 93 percent of respondents said that AmeriCorps\*VISTA services met or exceeded community expectations.

**AmeriCorps\*VISTA members are believed to help organizations to increase their financial, technological, administrative, and volunteer capacity.** According to the survey of community representatives, 95 percent of AmeriCorps\*VISTA members leverage community resources and additional volunteer services to expand the capacity of their sponsoring organizations. Table 2 identifies the various types of capacity-building services that AmeriCorps\*VISTA members most frequently provide to their sponsoring organizations.

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<sup>22</sup> RTI. April 2002. *Community Customer Satisfaction Survey Final Report*.

### Services Provided by AmeriCorps\*VISTA Members<sup>23</sup>

Service Description	Percentage of Respondents Reporting this Type of Service was Provided by AmeriCorps*VISTA Members
Recruitment of community assets, resources, or volunteer services	95%
Organizing or collaboration services	94%
Outreach services	90%
Marketing or public relations services	82%
Training services	76%
Infrastructure or support building services	70%
Fundraising services	63%

### *Case Studies on Capacity-Building*

The AmeriCorps\*VISTA members' role in addressing the problems of poverty in a particular community is to mobilize human, financial, and material resources to permanently expand the capacity of organizations serving low-income communities. Each year, AmeriCorps\*VISTA members collectively recruit thousands of community volunteers and raise millions of dollars in cash and in-kind donations.<sup>24</sup> The following three case studies illustrate the impact that members have on their sponsoring organizations throughout the AmeriCorps\*VISTA partnership.

**ACCION USA.** During the past four years, more than 100 AmeriCorps\*VISTA members have served with ACCION USA, a micro-lending network in the United States that reaches more than 7,000 low-income business owners with more than \$55 million in business credit. In that time, the organization's growth has reached new levels. The number of active clients of the ACCION USA network has increased at an average rate of 70 percent each year, and the growth of the organization's portfolio has increased by 60 percent each year. From spearheading an emergency loan for New York City's micro-entrepreneurs after September 11<sup>th</sup> to helping launch new ACCION lending offices in Atlanta and New England, AmeriCorps\*VISTA members have been key to ensuring the expansion of ACCION's programs to meet the credit needs of many more low-income entrepreneurs. According to William Burrus, president and CEO of ACCION USA, "Our VISTAs have worked tirelessly to reach out to an ever-growing number of micro-entrepreneurs. The ACCION USA Network certainly wouldn't be where it is today without them."<sup>25</sup>

**Seedco.** Seedco, which supports the community building work of nonprofit organizations and small businesses in low asset communities, partnered with AmeriCorps\*VISTA as part of a three-year welfare-to-work initiative that concluded in 2002. The long-term goals of the project were to help public assistance recipients and disadvantaged workers become self-sufficient and to enhance the competitiveness of community-based organizations in the field of workforce development. Since the partnership began, 93 members have served at 24 sites in 12 cities across the country. As a result of the three-year partnership, more than 1,500 low-income individuals were placed in jobs such as bookkeepers, child care providers, bank tellers, factory workers, cable installers, and security workers— with average wages of between \$7 to \$10 per hour; members designed 25 different curricula

<sup>23</sup> RTI. April 2002. *Community Customer Satisfaction Survey Final Report*.

<sup>24</sup> Aguirre International. 2000. *1999 AmeriCorps\*VISTA Accomplishments*. This estimate is based on results from a survey of sponsoring organizations and collected data on project activities and accomplishments.

<sup>25</sup> ACCION International. Fall 2002. *Ventures*.

to teach clients about job-related and life skills resources; more than 1,000 individuals received training in these and other professional development areas; and members raised more than \$400,000 in cash and in-kind donations.<sup>26</sup>

**Teen Challenge.** Teen Challenge's mission is to assist persons who have problems controlling their lives because of addiction to drugs or alcohol, but who are willing to undergo an educational process to help empower them to live in a spiritually, physically, and emotionally healthy manner. In Puerto Rico, Teen Challenge's partnership with AmeriCorps\*VISTA has provided nearly 200 AmeriCorps\*VISTA members, many of whom have gone through the rehabilitation process themselves, with training in case management, tutoring, recreational services, career guidance, and vocational training. They, in turn, train community volunteers and program participants to perform these activities. Currently, there are 50 members placed in Teen Challenge's seven Rehabilitation Centers or three Prevention Centers located throughout the island. During the 2001-2002 program year, AmeriCorps\*VISTA members assisted the organization in providing services to 3,000 program participants.<sup>27</sup>

### ***Studies in Process***

**Cross-Sectional Study of AmeriCorps\*VISTA Training for Members and Supervisors.** In 2002, AmeriCorps\*VISTA conducted a training study to determine members' and supervisors' perceptions about the efficacy of multiple training components in developing the knowledge, skills, and attitudes needed to conduct capacity-building and sustainability activities. The study addresses the perceived impact of training and supervisor support on members' performance, retention, and satisfaction with the service experience. The study is near completion and the final report will be produced in fiscal 2003.

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<sup>26</sup> Seedco. 1999-2002. *AmeriCorps\*VISTA Project Progress Reports*.

<sup>27</sup> Puerto Rico's Teen Challenge. 1997-2002. *AmeriCorps\*VISTA Project Progress Reports*.

<b>AmeriCorps*VISTA Performance</b>							
Fiscal Years 1999-2002							
Performance Measures	Type of Measure	Past Fiscal Years			Fiscal Year 2002 <sup>28</sup>		
		1999	2000	2001	Goal	Result	Goal Met?
Number of AmeriCorps*VISTA projects. Source: <i>VISTA Management System</i> . CNCS.	Output	1,172	1,164	1,639	1,150	1,637	Yes
Number of AmeriCorps*VISTA service years completed. Source: <i>VISTA Management System</i> . CNCS. <sup>29</sup>	Output	5,639	5,906	6,132	5,750	5,826	Yes
Average percent of expected service time completed by AmeriCorps*VISTA members. Source: <i>National Service Trust Database</i> . CNCS. <sup>30</sup>	Output	81.2%	84.1%	86.7	85%	86.4%	Yes
Percent of AmeriCorps*VISTA members who enroll in the Trust and complete their term of service and become eligible to receive the education award. <sup>31</sup> Source: <i>National Service Trust</i>	Intermediate Outcome	81.7%	88.1%	92.4%	85%	90%	Yes

<sup>28</sup> Program years in AmeriCorps\*State and National programs generally begin in the fall and end during the following summer. Thus, the program year generally corresponds to the fiscal year. For example, program year 1998 begins in the fall of calendar year 1998 and is roughly coterminous with fiscal year 1999. Note also that these totals do not include enrollments in AmeriCorps\*VISTA and AmeriCorps\*NCCC.

<sup>29</sup> A volunteer service year (VSY) equals one full year of service (365 days). Dividing the number of days a member serves during a fiscal year by 365 produces the VSY production. Both appropriated and non-appropriated service year production is included in this indicator.

<sup>30</sup> This indicator is defined as follows. For a member who completes service during a program year, divide the number of hours served by the number of hours that member was expected to serve. For example, an AmeriCorps member who serves 1750 hours, which includes 50 hours above the expected minimum of 1700 hours, has a rate of 102.9 percent. The average for the program is the average rate for all members.

<sup>31</sup> This indicator is defined as follows. For all members who complete service during a program year, divide the number of members who met the requirements for an education award by the total number of members who completed service. If, as in the case of AmeriCorps\*NCCC, the average is 89.5 percent, more than seven of every ten members who left the program during the year earned an education award.

<b>AmeriCorps*VISTA Performance</b>							
Fiscal Years 1999-2002							
<b>Performance Measures</b>	<b>Type of Measure</b>	<b>Past Fiscal Years</b>			<b>Fiscal Year 2002<sup>28</sup></b>		
		<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>Goal</b>	<b>Result</b>	<b>Goal Met?</b>
<i>Database. CNCS.</i>							
Number of AmeriCorps*VISTA projects focused on children's literacy. Source: <i>VISTA Management System. CNCS.</i>	Output	Not available	Not available	466	475	447	No <sup>32</sup>
Number of AmeriCorps*VISTA service years completed in projects where the focus of activity is children's literacy. Source: <i>VISTA Management System. CNCS.</i>	Output	2,231	2,115	2,338	2,000	1,871.09	No <sup>33</sup>
Number of AmeriCorps*VISTA projects focused on welfare-to-work challenges. Source: <i>VISTA Management System. CNCS.</i>	Output	263	361	379	375	404	Yes
Number of AmeriCorps*VISTA projects focused on technology issues. Source: <i>VISTA Management System. CNCS.</i>	Output	18	100	132	100	124	Yes

<sup>32</sup> The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

<sup>33</sup> The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

# NATIONAL SENIOR SERVICE CORPS

Through the National Senior Service Corps, more than half a million Americans age fifty-five and older share their time and talents to help solve local problems. Seniors serve as Foster Grandparents, who work one-on-one with young people with special needs; as Senior Companions, who help other seniors live independently in their homes; and with the Retired and Senior Volunteer Program (RSVP), who meet a wide range of community needs.

## **Retired and Senior Volunteer Program**

The Retired and Senior Volunteer Program (RSVP) matches older Americans who are willing to help with local problems in their communities. RSVP volunteers choose how and where they want to serve, and they determine how many hours a week they serve. RSVP volunteers do not receive any stipend, but their project may reimburse them for some costs associated with their service activities. In addition, RSVP provides appropriate insurance coverage for volunteers while on assignment.

Each year more than 489,000 older Americans, age 55 and older, provide community service through the sponsorship of more than 763 local RSVP projects. The amount of service can vary from a few hours a month to almost full-time, with the average hours of service being approximately three hours a week. RSVP volunteers serve through public agencies and nonprofit organizations. They tutor children and youth, organize neighborhood watch programs, renovate homes, teach English to immigrants, program computers, help people recover from natural disasters, and serve as museum docents – whatever their skills and interests lead them to do.

## ***RSVP Accomplishments in Fiscal 2002***

- (a) RSVP Service Levels. Over 489,000 participants served in 763 local projects supported by Corporation and non-Corporation funds. They provided more than 77 million hours of service to their communities through an estimated 65,000 local organizations.
- (b) RSVP New Grants in Fiscal 2002. In 2002, the Corporation funded 10 new RSVP grants focused on enhancing homeland security in local communities. Together these new RSVP grantees will place an estimated 3,144 volunteers.
- (c) Programming for Impact. Five years ago, the Senior Corps programs began a transition to results-focused programming. Grantees were encouraged to identify outcome-based assignments that engage volunteers in activities contributing to meeting a community need as identified by important stakeholders in the community. The results of the service were to be measurable and there had to be a system in place for reporting the information. In 2002, 58 percent of RSVP volunteers nationwide were serving in outcome-based assignments.
- (d) National Training. Senior Corps project directors and sponsoring organization executives attended the third National Senior Corps Training Conference in June 2002. One hundred percent of RSVP grantees were represented. The national conference continued the tradition of providing the Senior Corps network with nationally developed and coordinated training sessions that build essential skills and focus on topics of immediate relevance to Senior Corps grantees.

## ***RSVP Program Outputs***

**RSVP Projects are serving communities in many ways.** A study completed in 2001 by a research firm under contract to the Corporation reported on the service accomplishments of RSVP local projects in fiscal 2000. Based on a sample survey of 250 of the 766 projects, the study presented an inventory of service activities undertaken by the RSVP Program to help meet critical community needs through its volunteer opportunities. RSVP volunteers meet community needs by:

Providing nurturing and support to struggling learners to help them stay in school and make academic progress;

Helping health and human service organizations meet basic community needs such as providing food, clothing and health services to those in need;

Providing nurturing and support to ill, homebound or hospitalized individuals;

Helping communities meet environmental concerns by raising awareness and providing education; and

Allowing communities to benefit from the wealth of resources seniors have to offer by providing volunteer education, management consulting, and organizational support services to non-profit community organizations.<sup>34</sup>

At this time, the available data quantify service activities, such as numbers of children tutored or numbers of Neighborhood Watch patrols undertaken. The data do not provide for intermediate or long-term outcomes.

**RSVP provides a wide range of services that are highly valued by community members.** During fiscal 2001, the Corporation contracted with a research firm to survey community representatives about RSVP and the services it delivers in the community through RSVP volunteers. The 203 community representatives who responded to the survey were individuals working for organizations that received RSVP volunteer services, living in the community where RSVP volunteers provides services, RSVP volunteer supervisors, or otherwise meaningfully affiliated with RSVP activities in the community. The respondents rated RSVP services as follows:

*83% of respondents rated RSVP services as at least “very important” (42% as “extremely important” and 41% as “very important”);*

*95% of respondents rated the overall satisfaction with RSVP services as meeting or exceeding expectations (35% “exceeded expectations” and 60% “met expectations”);*

*57% of respondents rated RSVP services as addressing at least “very critical community needs” (18% “extremely critical” and 39% “very critical”).*

Overall, customer satisfaction among this group of respondents, most of whom live and work in organizations and communities served by RSVP volunteers, was high in terms of meeting expectations.<sup>35</sup>

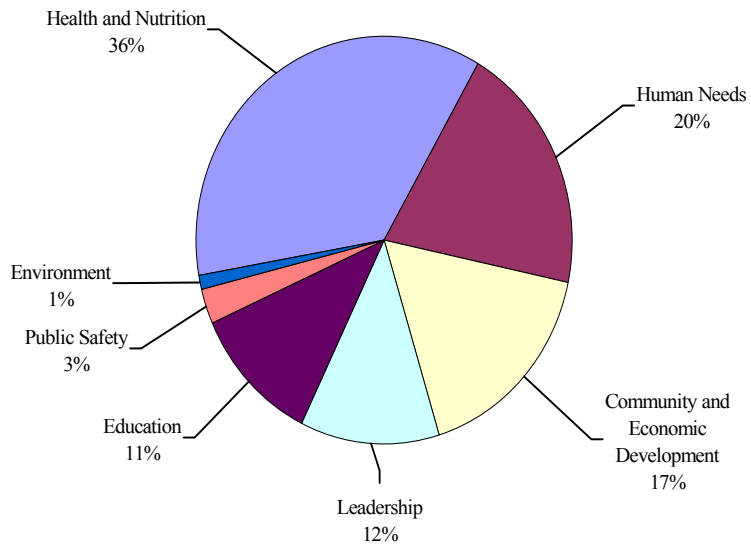
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34 Aguirre International. 2001. RSVP Accomplishment Report, October 1999 – September 2000.

35 Research Triangle Institute. 2002. Customer Satisfaction Survey.



In What Types of Program Emphasis Areas Do RSVP Volunteers Serve?



Source: Aguirre International. 2001. RSVP Accomplishment Report. October 1999-September 2000.

Retired and Senior Volunteer Program Performance Fiscal Years 1999-2002							
Performance Measures	Type of Measure	Past Fiscal Years			Fiscal 2002		
		1999	2000	2001	Goal	Result	Goal Met?
Number of federally funded RSVP projects. Source: <i>Grants Tracking Database. National Senior Service Corps. CNCS.</i>	Output	740	755	753	770	758	No <sup>36</sup>
Number of federally funded RSVP volunteers. Source: (1) <i>Grants Tracking Database. National Senior Service Corps</i> ; (2) <i>Project Profile and Volunteer Activity Survey. National Senior Service Corps. CNCS.</i>	Output	466,900	473,700	480,000	479,300	489,000	Yes
Percent of RSVP volunteers serving in outcome-based assignments. <sup>37</sup> Source: <i>GPRA Status Report from grantees to Senior Corps Headquarters. CNCS.</i>	Intermediate Outcome	32%	53%	57%	50%	60%	Yes

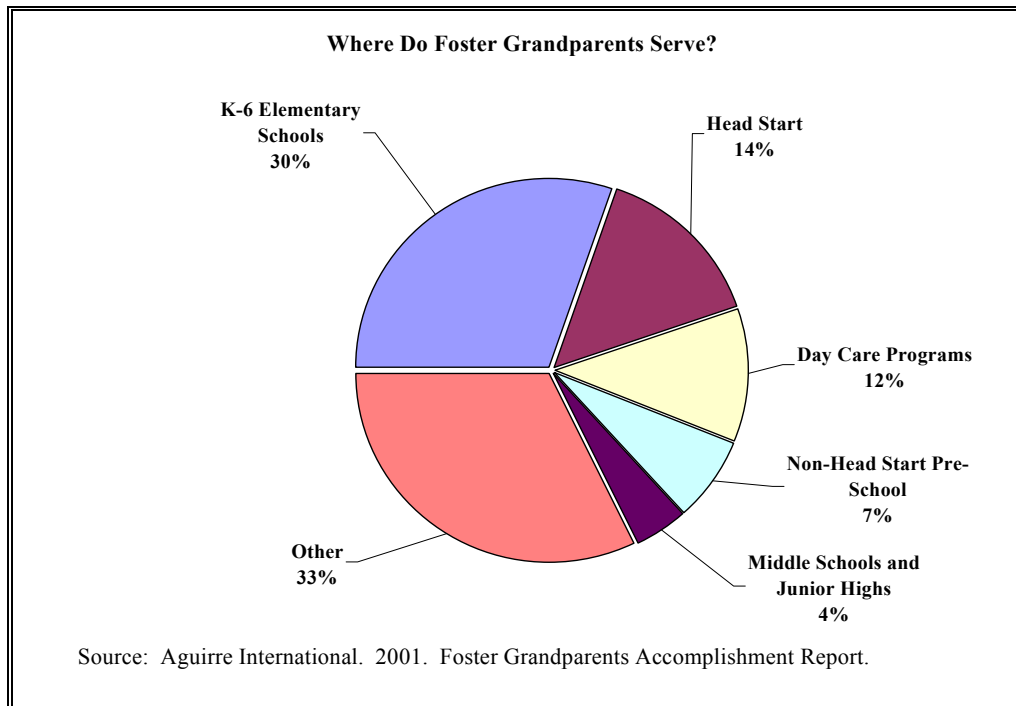
<sup>36</sup> The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

<sup>37</sup> Outcome based assignments engage volunteers in activities that will contribute to meeting a community need as identified by key stakeholders in the community. The results of the service must be measurable and there must be a system in place for reporting the information.

## FOSTER GRANDPARENT PROGRAM (FGP)

Since 1965, Foster Grandparents have provided valuable aid to children and youth with exceptional needs. Foster Grandparents serve an average of 20 hours a week and receive stipends set at \$2.55 an hour. They must be age 60 or above and meet certain low-income requirements to receive the stipend. In addition to the stipend, Foster Grandparents receive accident, liability, and automobile insurance coverage, if needed, during their assignments.

Foster Grandparents serve in schools, hospitals, drug treatment centers, correctional institutions, and Head Start and day care centers. Foster Grandparents help abused and neglected children, mentor troubled teenagers and young mothers, and care for premature infants and children with physical disabilities.



### ***Foster Grandparent Program Accomplishments in Fiscal 2002***

- (a) FGP Service Levels. A total of 31,000 Foster Grandparents supported by federal funds and nearly 3,300 Foster Grandparents funded from other sources provided daily service to more than 100,000 children and youth in existing local projects supported by Corporation, state, local, and private funds. On an annual basis, over 275,000 special and exceptional needs children were served.
- (b) FGP New Grants in Fiscal 2002. In 2002, three new Foster Grandparent Program grants were awarded, expanding the Foster Grandparent available to serve by 132 service years.
- (c) Programming for Impact. Five years ago, the Senior Corps programs began a transition to results-focused programming. FGP Grantees were encouraged to develop volunteer assignment plans

that identify specific outcomes for the child served and the activities of the Foster Grandparent. In 2002, 97% percent of Foster Grandparents nationwide were serving in outcome-based assignments.

- (d) National Training. Senior Corps project directors and sponsoring organization executives attended the third National Senior Corps Training Conference in June 2002. One hundred percent of Foster Grandparent grantees were represented. The national conference continued the tradition of providing the Senior Corps network with nationally developed and coordinated training sessions that build essential skills and focus on topics of immediate relevance to Senior Corps grantees.

### *Foster Grandparent Program Outputs*

**Foster Grandparents seek positive social and emotional outcomes in children.** An in-depth study of six FGP projects explored what Foster Grandparents actually do with children. The study looked at the links between their activities and positive outcomes for children and youth. Overall, the study found that Foster Grandparents demonstrated “positive caregiver behaviors associated with positive outcomes for children and benefits for classrooms and [Head Start] centers.”

The research staff observed classrooms and took detailed notes that included descriptions of the interaction of Foster Grandparents and children. The Arnett Scale of Caregiver Behaviors, measuring the care-giving behavior of individual adults in a classroom, was used to provide consistency in reporting and observing these interactions. Basing observations upon this standard scale, the study found that Foster Grandparents provide consistent support to the children in five essential areas:

- (1) Emotional well being.
- (2) Self-esteem & self-efficacy.
- (3) Social behaviors and skills development.
- (4) Language development.
- (5) Cognitive development.<sup>38</sup>

**Foster Grandparents help children with exceptional or special needs to succeed in life, according to survey respondents.** During fiscal 2001, a research firm under contract to the Corporation surveyed community representatives about the Foster Grandparent Program and the services it delivers in the community through Foster Grandparent volunteers. Responding to the survey were community representatives who either worked for organizations that received Foster Grandparent services, worked with recipients of Foster Grandparent services, supervised Foster Grandparents, lived in the community where the Foster Grandparent Program provides services, or were affiliated in some other way with FGP activities. Findings from this study include:

81% of respondents rated Foster Grandparent services as at least “very important” (45% as “extremely important” and 35% as “very important”);

99% of respondents rated Foster Grandparents as meeting or exceeding expectations (37% “exceeded expectations” and 62% “met expectations”);

78% of respondents said that Foster Grandparents volunteers met needs that were not adequately addressed by other services in the community.<sup>39</sup>

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<sup>38</sup> Westat, Inc. 1997. Foster Grandparents and Children in Head Start.

<sup>39</sup> Research Triangle Institute. 2002. Customer Satisfaction Survey.

Foster Grandparent Program Performance Fiscal Years 1999-2002							
Performance Measures	Type of Measure	Past Fiscal Years			Fiscal 2002		
		1999	2000	2001	Goal	Result	Goal Met?
Number of federally funded Foster Grandparent projects. Source: <i>Grants Tracking Database. National Senior Service Corps. CNCS.</i>	Output	309	319	321	329	323	No <sup>40</sup>
Number of federally funded Foster Grandparent service years budgeted. Source: <i>Grants Tracking Database. National Senior Service Corps. CNCS.</i>	Output	22,900	23,100	23,300	23,900	23,968	Yes
Number of children with special and exceptional needs served annually by Foster Grandparents. Source: <i>Project Profile and Volunteer Survey. National Senior Service Corps. CNCS.</i>	Intermediate Outcome	180,000	214,300	275,200	275,000	275,000	Yes
Percent of Foster Grandparents covered by Volunteer Assignment Plans. Source: <i>GPRR Status Report from Grantee to Senior Corps Headquarters. National Senior Service Corps. CNCS.</i> <sup>41</sup>	Intermediate Outcome	64%	84%	90%	90%	93%	Yes
Census of service activities by Foster Grandparents meeting priority community needs in education, public safety, environmental and other human needs. (Biennial beginning in fiscal 1998)	Intermediate Outcome	n.a.	Complete	n.a.	Conduct the census	Postponed	No <sup>42</sup>

40 The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

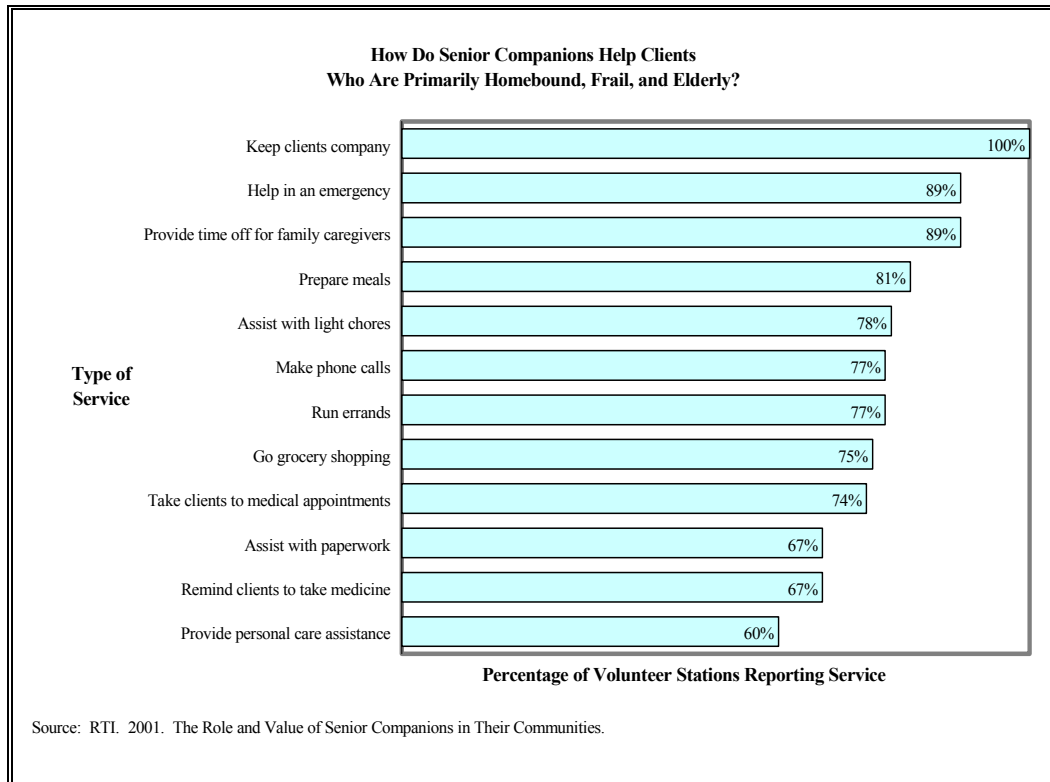
41 Volunteer Assignment Plans include a written description of a Foster Grandparent's assignment with a child. The plan identifies specific outcomes for the child served and the activities of the Foster Grandparent.

42 Census postponed pending development of new performance measurement enhancements to eGrants.

## SENIOR COMPANION PROGRAM (SCP)

Senior Companions assist frail, homebound individuals, most of them elderly. These clients have difficulties with daily living tasks and Senior Companions help them retain their dignity and independence. The Senior Companion Program, like the Foster Grandparent Program, provides low-income persons, age 60 and over, the opportunity to serve those in need. The Senior Companions receive the same stipend and insurance as Foster Grandparents and serve an average of 20 hours a week.

Senior Companions help homebound clients with chores such as paying bills, buying groceries, and finding transportation to medical appointments. Senior Companions receive training in topics such as Alzheimer's disease, stroke, diabetes, and mental health – and alert doctors and family members of clients' potential health problems.



### *Senior Companion Program Accomplishments in Fiscal 2002*

- (a) SCP Service Levels. A total of 17,300 Senior Companions served in 223 projects – 188 federally funded and 35 funded from other sources – to provide personal assistance and companionship primarily to persons who have physical, mental, or emotional impairments, predominately the

frail elderly. Approximately 44,600 frail adults received service weekly and over 61,000 annually.

- (b) SCP New Grants in Fiscal 2002. In 2002, three new Senior Companion Program grants were awarded, adding an estimated 144 new Senior Companion volunteer service years.
- (c) Programming for Impact. Five years ago, the Senior Corps programs began a transition to results-focused programming. SCP grantees were encouraged to develop volunteer assignment plans that include the specific tasks that the Senior Companion will do, as well as the measurable outcomes for the adult clients served. The written assignment plan provides a tool to track the progress of clients, including specific accomplishments facilitated by the Senior Companions. In 2002, 93 percent of Senior Companions nationwide were serving in outcome-based assignments.
- (d) Regional Training. Senior Corps project directors and sponsoring organization executives attended the third National Senior Corps Training Conference in June 2002. One hundred percent of Senior Companion grantees were represented. The national conference continued the tradition of providing the Senior Corps network with nationally developed and coordinated training sessions that build essential skills and focus on topics of immediate relevance to Senior Corps grantees.

### ***Senior Companion Program Outputs***

**Senior Companions provide older, frail adults much-needed care, companionship, and support, according to surveyed community representatives.** A research firm under contract to the Corporation surveyed community representatives about Senior Companion Program grantees and the services it delivers in the community through Senior Companion volunteers. Responding to the survey were community representatives who either served as a board member of an affiliated organization, lived in the community where the Senior Companion Program provides services, supervised Senior Companions, worked with recipients of Senior Companion services, or worked for organizations that received Senior Companion services. Findings from this study include:

82% of respondents rated Senior Companion services as, at a minimum, “very important” (47% as “extremely important” and 35% as “very important”);

79% of respondents indicated that Senior Companion services addressed needs at least “somewhat critical” and that the services were provided in a timely manner; and

96% of respondents said that the services met or exceeded expectations (26 percent “exceeded expectations” and 70 percent “met expectations”).<sup>43</sup>

**Community organizations report that Senior Companions expand in-home support for adults in need of extra support and help agencies serve new groups of clients.** Because of Senior Companions, community organizations using Senior Companion services were able to serve additional clients, and provided additional services to present clients. Senior Companions made it possible to serve several groups of clients, including frail older adults living alone; frail older adults with caregivers, persons with special needs, and those not eligible for subsidized services, but who could not afford to pay for services needed. Findings from the study include:

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43 Research Triangle Institute. 2002. Customer Satisfaction Survey.

57% of Senior Companion supervisors at their placement organizations said that Senior Companions made it possible for the organization to serve more clients;

61% said that Senior Companions allowed them to serve a more diverse group of clients, including those with special needs or those unable to pay for services;

64% said that Senior Companions free time of paid professional staff, thus allowing them to undertake more duties; and

75% said that Senior Companions provide valuable respite care to family caregivers.<sup>44</sup>

### ***Studies in Progress***

**The Senior Companion Program (SCP) Quality of Care Study.** This study is assessing the quality of care and impacts of Senior Companions delivering in-home services for the frail elderly and respite care. Researchers are examining the impact Senior Companions have on their clients and health care delivery teams and providers. In the three-year study, Research Triangle Institute is conducting telephone interviews with SCP volunteer station supervisors, time-series phone interviews (at baseline, three and nine months after baseline) with frail elderly clients of SCP projects, their family members, and other caregivers. This study will be completed with the final report ready by the end of fiscal 2003.

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<sup>44</sup> Research Triangle Institute. 2000. The Role and Value of Senior Companions in Their Communities.



Senior Companion Program Performance							
Fiscal Years 1999-2002							
Performance Measures	Type of Measure	Past Fiscal Years			Fiscal 2002		
		1999	2000	2001	Goal	Result	Goal Met?
Number of federally funded Senior Companion projects. Source: <i>Grants Tracking Database. National Senior Service Corps. CNCS.</i>	Output	157	175	178	181	188	Yes
Number of federally funded Senior Companion service years budgeted. Source: <i>Financial Status Reports from Grantee. National Senior Service Corps. CNCS.</i>	Output	8,750	9,194	9,400	9,700	9,666	No <sup>45</sup>
Number of frail, homebound, usually elderly clients served annually by Senior Companions. Source: <i>Project Profile and Volunteer Activity Survey. National Senior Service Corps. CNCS.</i>	Intermediate Outcome	61,000	52,600	61,300	56,600	61,000	Yes
Percent of Senior Companions covered by Volunteer Assignment Plans. Source: <i>Project Progress Report from Grantee to State Office. National Senior Service Corps. CNCS.</i> <sup>46</sup>	Intermediate Outcome	74%	84%	90%	90%	93%	Yes
Census of service activities by Senior Companions meeting priority needs of frail, homebound, usually elderly, clients. <i>Senior Companion Biennial Program Accomplishment Summary.</i>	Intermediate Outcome	n.a.	Complete	n.a.	Conduct the census	Postponed	No <sup>47</sup>

45 The performance goal was set at an approximate target level, and the deviation from that level is slight. There was no effect on overall program or activity performance.

46 This indicator tracks the progress of Programming for Impact in the national SCP network. The "written assignment description" includes the specific tasks that the Senior Companion will engage in, as well as the measurable outcomes for the adult clients served. The written assignment description then provides a tool to track the progress of the clients served, including specific accomplishments facilitated by the Senior Companion through service.

47 Census postponed pending development of new performance measurement enhancements to eGrants.

# LEARN AND SERVE AMERICA

## *Renewing the Ethic of Civic Responsibility*

For more than a decade, Learn and Serve America programs have committed themselves to developing America's tradition of volunteering by integrating service with school curricula, a practice known as "service-learning." When these programs worked well, their participants have demonstrated increased civic and social responsibility, improved academic achievement, and decreased at-risk behavior (Abt Associates 1998).<sup>48</sup> Yet, studies conclude that Americans' civic engagement is declining sharply (see Putnam 2000)<sup>49</sup> and young people's civic knowledge remains weak (see National Assessment of Educational Progress 1998).<sup>50</sup>

By reinvigorating its founding charge in the National and Community Service Act (1990) – to "renew the ethic of civic responsibility and the spirit of community in the United States" – Learn and Serve America began addressing these disturbing trends by developing plans to encourage schools to become more conscious of their civic mission and help them fulfill it. As a forthcoming report from the Carnegie Corporation and Center for Information and Research on Civic Learning and Engagement (CIRCLE) indicates, we need to strengthen the focus of our programs if we want to make a measurable improvement in civic education.<sup>51</sup> In 2003 and beyond, Learn and Serve America will ensure that its future service-learning programs and other activities assist schools in fulfilling their primary civic mission: to create informed and thoughtful citizens, able and eager to participate in America's democratic institutions throughout their lifetime.

## *2002 Program Overview*

In 2002, Learn and Serve America helped more than one million kindergarten through college students engage in community service. All Learn and Serve America grantees – K-12 school- and community-based and higher education – integrated community service with academic curriculum or with out-of-school time and extracurricular learning opportunities. These programs were designed to have lasting, sustainable impact on schools, colleges, and other youth-serving organizations, enabling those institutions to provide youth with opportunities for meaningful service and civic participation. Besides providing Learn and Serve America grants, we also promoted youth service through the Presidential Freedom Scholarships, the President's Student Service Awards, and National Service-Learning Leader Schools.

Since Learn and Serve America's performance measures historically focused on outputs rather than outcomes, the application guidelines developed for our 2003 grant competition shifts our focus from program outputs to program outcomes. This new effort aligns with the Corporation's growing emphasis on program accountability.

## *Learn and Serve America Accomplishments in Fiscal 2002*

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<sup>48</sup> Abt Associates. 1998. *National Evaluation of Learn and Serve America School and Community Based Programs*. Final Report. Washington, D.C.

<sup>49</sup> Robert Putnam. 2000. *Bowling Alone: The Collapse and Revival of American Community*. New York: Simon & Schuster.

<sup>50</sup> National Center for Education Statistics. 2001. *The Next Generation of Citizens: NAEP Civics Assessments—1988 and 1998*, NCES 2001-452, by A.R. Weiss, A.D. Lutkus, W.S. Grigg, and R.G. Niemi. Washington, DC: U.S. Department of Education. Office of Educational Research and Improvement.

<sup>51</sup> Center for Information and Research on Civic Learning and Engagement (CIRCLE) and Carnegie Corporation. Forthcoming 2003. *The Civic Mission of Schools*. New York: Author.

- a) Grant Support. Learn and Serve America awarded 168 continuing grants in fiscal 2002 totaling \$43 million. This included: 48 formula grants to State Education Agencies; 20 Community, Higher Education, School Partnership grants; 8 Digital Divide grants; 22 Community-based grants; 8 grants to Indian Tribes; and 62 Higher Education grants.
- b) Student Participation. In fiscal 2002, the Corporation assisted 168 school, community-based, and higher education grantees that enrolled at least 1,129,112 students in service-learning activities.
- c) National Service-Learning Leader Schools. In fiscal 2002, its fourth year, the program honored 6 middle schools and 10 high schools from 13 states. These 16 schools were selected using more stringent criteria, which resulted in fewer but higher quality recipients.
- d) The President's Student Service Awards. This nationwide recognition effort supports schools and community- and faith-based organizations in their efforts to highlight and promote student community service. In order to build the lifelong ethic of service and citizenship, the President's Student Service Awards recognize students who make a significant annual service contribution to local communities: 50 hours or more for students under 14, and 100 hours or more for older students. Students are certified by their school, their college, or a community organization and receive pins and other forms of recognition for their service. By the end of the 2002 fiscal year, 35,770 individuals across the country received awards but this number fell below our goal of 45,000.
- e) Presidential Freedom Scholarships. Formerly the President's Student Service Scholarships, the name of the program was changed this year to reflect an emphasis on the President's Call to Service. Under this program, two students from the junior or senior class in high schools across the country may each receive a \$1,000 scholarship for leadership in community service. The Corporation provides one-half of the scholarship and local funding from schools, businesses, nonprofit organizations, or civic groups provides the other half. This year, scholarship recipients wrote a reflective essay on how their service related to the events of September 11, 2001 and its aftermath. The Corporation subsequently awarded 5,797 scholarships in fiscal 2002. This number fell short of the goal set at 7,500 because program revision delayed the application mailing.

### ***New Directions for 2003 Learn and Serve America***

On Constitution Day 2002, President Bush, in a Rose Garden ceremony, stressed the importance of civic education and unveiled a number of initiatives that highlighted citizens' rights and responsibilities in a democracy. Among these new efforts, the President announced a February White House conference that would spotlight the need for a better understanding of American history, civics, and the tradition of service, particularly among our nation's young people, and call attention to promising and effective practices, both inside and outside the classroom. Co-sponsored by the Corporation, the United States Department of Education, and the National Endowment for the Humanities, the White House Forum on History, Civics, and Service will reinforce President Bush's call to service by bringing approximately 350 key players together, including educational leaders (e.g., commissioners of education, school superintendents, principals, State Board members, college/university presidents and trustees, award winning teachers), state and national political leaders, media experts, judges, clergy members, veterans, new Americans, youth and community organizations, and philanthropic foundations. Consequently, the forum will stimulate state and local educators and legislators to implement educational reforms and innovations in civic education and service.

As part of these efforts, Learn and Serve America is developing a number of new initiatives. Our 2003 program guidelines require all Learn and Serve grant applicants to specify the ways in which they will encourage the development of civic knowledge, skills, responsibility, and engagement in program participants. Awarded projects will design and implement age-appropriate learning activities that foster civic knowledge, attitudes, and behavior. Grantees must make explicit the relationship between service and democratic practices, ideas, and history in order that students see service as a civic responsibility.

By intentionally focusing on civic education, we expect to produce civic outcomes previously unrealized by this program and plan to establish, adhere to, and closely monitor our performance measures. In 2004, we will implement a new training and technical assistance plan with our new grantees, as well as design an instrument that our programs can use to measure how well they develop civic skills, historical knowledge, and habits of service. We expect to begin using the instrument in the fall of 2004.

As Learn and Serve America takes on this new task, it will relinquish its role as the administrator of the President's Student Service Awards and the Presidential Freedom Scholarships (formerly the President's Student Service Scholarships). To further facilitate the growth of civic education, President Bush created the Council on Service and Civic Participation on January 30, 2003. Hosted by the Corporation, the President's Council on Service and Civic Participation will administer the award and scholarship programs after ensuring they emphasize civic skills and knowledge development as well as service to the community. Of equal importance, this group will facilitate awareness of the ways in which Americans throughout our history addressed vital needs in their communities and nation through volunteer service and civic participation.

In 2002, the Corporation conducted a review of the performance measures for Learn and Serve America using an independent contractor, the Urban Institute.<sup>52</sup> The study found that the indicators used by Learn and Serve America are largely descriptive and do not appear to communicate program effects. To correct this imbalance, Learn and Serve America is developing new data-collection systems and requiring 2003 grantees to collect outcome data from their grantees. These systems will focus on the use of performance measures as both a program management tool and a means of communicating program impact. The Corporation plans to design and test new systems in fiscal 2003, with full implementation scheduled for fiscal 2004.

To support the President's call for colleges to utilize more of their federal work study budget for community service positions, we also created a special category within the higher education grant competition to develop models of such federal work study usage. We believe this program will encourage higher education participants to further develop a culture of service at their institution.

Since faith-based organizations routinely work on the front lines with vulnerable portions of the American public, often show a more sustained commitment to service, and closer connections to community problems, we compiled data on our involvement with faith-based organizations in 2002. Through our review, we discovered that at least 16 percent of our programs reported working with faith-based organizations. We will build on that involvement in 2003 by offering training to our grantees in how to establish and strengthen such partnerships. At the same time, our 2003 grant guidance strongly encourages applicants to design programs that provide participation opportunities for faith-based organizations as well as private nonprofit and religious schools and community-based organizations.

As the Corporation rolls out its new eGrants online grants management system, we are working to train our State Education Agencies, Commissions on National and Community Service, higher education

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<sup>52</sup> Hatry, Harry and others. 2002. *Outcome Indicators and Outcome Management*. The Urban Institute. Washington, D.C.

institutions, and other non-profit organizations. We held ongoing sessions at our Fall Learn and Serve America grantee training around the system, which were well attended, received very positive reviews, and place us in a good position to have most, if not all, of our applicants applying online for the spring 2003 competition.

### ***Learn and Serve America Program Outcomes***

**Institutionalization Study.** In fiscal 1999, the Corporation began a study to examine the institutionalization and sustainability of the Learn and Serve America programs. Brandeis University and Westat, Inc. are examining: (1) How the use of Learn and Serve America funding influences the development and institutionalization of service-learning activities and programs; and (2) The degree of program sustainability or survival after our funding ends. Delayed due to problems with the response rate, the expected completion date is April 2003.

**Community, Higher Education, and School Partnerships (CHESP).** As formative research of the Community, Higher Education, and School Partnerships (CHESP) Initiative, this analysis studies Learn and Serve America's Community, Higher Education, and School Partnerships program to specifically identify facilitators and barriers to establishing service-learning partnerships among CHESP partners; describe effective models or value-added strategies for service-learning initiatives that can be replicated; and determines whether CHESP partnerships suggest an appropriate direction for future grant-making policy and identify facilitators and barriers to establishing partnerships.

**Learn and Serve America Performance  
Fiscal Years 1999-2002**

Performance Measures	Type of Measure	Past Fiscal Years			Fiscal 2002		
		1999	2000	2001	Goal	Result	Goal Met?
Number of K-12 and higher education grants. Source: <i>Learn and Serve America. CNCS.</i>	Output	164	174	168	168	168	YES
Number of students in projects supported by Learn and Serve America. Source: <i>Learn and Serve America Project Description Forms, Learn and Serve America. CNCS.</i>	Output	1,230,000	1,188,058	1,478,210	1,500,000	1,129,112	NO <sup>53</sup>
Number of new Leader Schools. Source: <i>Educational Services, Inc.</i>	Output	70	66	64	25 new	16	NO <sup>54</sup>
Number of Presidential Student Service Awards. Source: <i>American Institute for Public Service.</i>	Output	17,822	27,325	35,736	45,000	35,770 <sup>55</sup>	NO
Number of high school students receiving Presidential Freedom Scholarships. Source: <i>Learning Systems Group</i>	Output	3,654	5,182	6,745	8,500	5,797	NO <sup>56</sup>

<sup>53</sup> This year, we collected data directly from our subgrantees on the number of participants supported by the project, which we believe to be a more accurate number than the aggregate data collected from grantee progress reports. However, we received 71% of subgrantee data collection forms (as opposed to the 100% of grantee progress reports we have received in the past) which accounts for the decrease in this figure.

<sup>54</sup> The selection criteria for this program was refined by the CEO and resulted in fewer, more high-quality schools being chosen.

<sup>55</sup> The President's newly created Council on Service and Civic Participation plans to review and enhance this program in 2003.

<sup>56</sup> We received fewer scholarship recipient applications that we expected because program revisions delayed the application mailing

# INNOVATION, DEMONSTRATION, AND ASSISTANCE ACTIVITIES

Subtitle H of the National and Community Service Act authorizes a wide range of activities that help to build the ethic of service among Americans of all ages and backgrounds. The majority of funds supported innovative and demonstration programs that serve this goal, as well as training and technical assistance activities. The goals of the Innovation, Demonstration, and Assistance activities are to:

- Build the ethic of service among Americans of all ages and backgrounds.
- Support innovative demonstration service programs that may not be eligible under other subtitles of the legislation.
- Provide leadership development, training, and technical assistance support to grantees and service programs receiving assistance under the Act.
- Build a strong infrastructure at the local and state levels to support and provide technical assistance to programs.
- Foster program effectiveness leading to high quality programs and real community impact.
- Assist programs enrolling participants with disabilities and accommodating their participation.
- Support homeland security efforts, including disaster relief.

Wanting to know that progress toward achieving these goals is being achieved, the Corporation has included *Innovation, Demonstration, and Other Activities* in its reform and expansion of performance measurement systems. Currently under development are new performance measures that will more closely track the impact of *Innovation*-funded programs. In future years, beginning with 2003, the Corporation will be better positioned to report performance outcomes in the varied programs supported by these funds. In the interim, the Corporation will continue the practice of reporting on the activities (outputs) into which *Innovation* funding was directed.

## ***Innovation, Demonstration, and Assistance Activities Accomplishments in Fiscal 2002***

Service Partnerships. The Corporation gives high priority to developing partnerships with organizations that share a commitment to meeting critical needs in education, the environment, public safety, homeland security, and other human services, as well as with organizations committed to providing opportunities for Americans of all ages and backgrounds to serve their communities and country. Special consideration is given to programs that serve America's children and youth. Partners include corporations, foundations, charities, other federal agencies, state and local governments, and fraternal and social groups. In fiscal 2002, the Corporation played a key role in the President's Call to Service through USA Freedom Corps, a White House initiative to create a culture of citizenship, service, and responsibility. In addition, the Corporation continued to increase its emphasis on collaborating with faith-based and small community organizations, with the goal of expanding the extensive network of such groups working with the Corporation.

Leadership Development and Training. During 2002, the Corporation provided approximately \$5.9 million to state commissions to support the delivery of training and technical assistance (T/TA) services to all Corporation-funded programs. During the year, leadership development and training and technical assistance resources were used to help design and support the National Conference on Community Volunteering and National Service and the major components of several other Corporation conferences. The web-based reporting system (WBRS), used to facilitate grantee and sub-grantee management and reporting of member data, was refined, and arrangements were completed to transfer the management of WBRS to AmeriCorps at the end of the fiscal year. Through the Office of Leadership Development and Training (OLDT), the Corporation produced a national service training web site and provided training for state commissioners. It also selected a provider to deliver T/TA services to faith-based and small

community organizations, and committed funds for selecting a provider to support Corporation programs and projects engaged in homeland security activities. Through the National Service Leadership Institute (NSLI), the Corporation provided leadership training to 1,809 grantee staff at 52 training events throughout the country. The Corporation also completed its work to launch a collaborative training enterprise involving NSLI and the Points of Light Foundation (POLF). Implementation of the enterprise is pending POLF fundraising and development of a client base. Through OLDT, the Corporation also conducted a strategic review and redesign of its T/TA system to enhance its resources, simplify access to them, and strengthen field capacity.

Recruitment. The Corporation developed the AmeriCorps Web-based Recruitment and Placement System. Programs can list service opportunities and search the profiles of prospective members. Applicants can find programs that match their interests and submit an electronic AmeriCorps application. From late January 2001, when it was launched, through September 2002, the system had posted over 1,910 program listings (out of 2,100 potential programs) and had processed 28,228 individual applicants. In addition, the diversity recruitment specialist focused on increasing outreach and marketing to under-represented populations, including persons with disabilities and seniors. The Corporation also expanded outreach efforts with organizations that assist in recruiting, including the Peace Corps, the Urban League, the League of United Latin American Citizens, American Humanics, Navy and Marine Corps, and many mayors' offices.

The Corporation had set a goal of 33,000 individual, on-line, AmeriCorps applicants for fiscal year 2002. This estimated performance level, however, was a projection based on limited data, the first six months experience with the recruitment website and by year's end the actual number of applications was 27,949, which was still more than adequate to meet the recruiting requirements of AmeriCorps grantees and subgrantees.

Disability Grants. In fiscal 2001, the Corporation awarded eight two-year grants to support strategies for increasing participation by individuals with disabilities in all national service programs. The grants covered a broad range of disabilities with one grantee focusing specifically on cognitive disabilities and two others focusing on the development of service-learning projects with secondary students with disabilities. Grantees spent 2002 increasing disability organizations' understanding of national and community service and ability to use service opportunities to benefit their constituents. They also focused on building long-term relationships between disability organizations and Corporation programs so more people with disabilities can participate in national and community service.

Homeland Security/Disaster Programs. In 2002, the Corporation committed \$29 million to fund new homeland security programs that involve 37,560 AmeriCorps members and Senior Corps and other volunteers in public safety, public health, and disaster preparedness. We required that 50 percent of AmeriCorps\*NCCC activities focus on public safety, public health, and disaster preparedness activities. Corporation managers worked closely with state service commissions and Corporation state offices to increase involvement in emergency management and homeland security efforts at the state and local level. AmeriCorps and Senior Corps programs continued to respond to FEMA and American Red Cross requests for assistance with disaster response. In support of President Bush's USA\*FreedomCorps initiative, nine state commissions were designated by their Governors as the lead agency for building citizen and volunteer support for homeland security activities, including the creation of local Citizen Corps.



AmeriCorps Promise Fellows Program. In fiscal 2002, the Corporation supported a fourth year of the AmeriCorps Promise Fellows Program by awarding grants totaling approximately \$5.2 million. These grants were awarded to state commissions, organizations in South Dakota and the District of Columbia, Indian tribes, and national nonprofit organizations to support up to 429 AmeriCorps Promise Fellows. The fellows serve full-time for one year in organizations helping to deliver the five promises of America's Promise to children and youth, which are: ongoing relationships with caring adults, safe places with structured activities during non-school hours, a healthy start, marketable skills, and an opportunity to serve. In 2002, the Corporation also conducted the grant application process to select programs for the fifth year of the AmeriCorps Promise Fellows program. The Corporation approved grants totaling approximately \$4.9 million to support up to 403 AmeriCorps Promise Fellows. These fellows will serve in fiscal 2003.

<b>Innovation, Demonstration, and Assistance Activities</b>							
<b>Fiscal Years 1999-2001</b>							
<b>Performance Measures</b>	<b>Type of Measure</b>	<b>Past Fiscal Years</b>			<b>Fiscal 2002</b>		
		<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>Goal</b>	<b>Result</b>	<b>Goal Met?</b>
Number of applications received by programs by way of the AmeriCorps Recruitment website. Source: <i>AmeriCorps Office of Recruitment. CNCS.</i>	Output	n.a.	n.a.	26,893	33,000	27,949	No
Design and implement a collaborative training enterprise based on the National Service Leadership Institute (NSLI) and involving the Corporation and the Points of Light Foundation. Source: <i>Office of Leadership Development and Training. CNCS.</i>	Output	n.a.	n.a.	Created business plan	Implement plan and begin operations	Implementation pending fundraising by POLF	No
Number of NSLI classes held for grantee staff. Source: <i>Office of Leadership Development and Training. CNCS.</i>	Output	33	49	78	45	52	Yes
Number of grantee staff trained by NSLI. Source: <i>Office of Leadership Development and Training. CNCS.</i>	Output	1,122	1,716	2,416	1,780	1,809	Yes

# EVALUATION

The Corporation's new Department of Research and Policy Development (RPD) is responsible for developing and cultivating knowledge that will enhance the mission of the Corporation. RPD leads the agency in establishing appropriate and effective performance measurement and accountability systems for the Corporation's programs. This includes improving the management of community service programming by developing a better understanding of civic behavior.

This new department replaced the Department of Evaluation and Effective Practices, incorporating and substantially expanding the responsibilities of the former Office of Evaluation. As part of the CEO's office, RPD has four main roles:

Conduct high quality, rigorous social science evaluation research designed to measure the impact of CNCS programs and shape policy decisions, while monitoring and evaluating program expansion to assure accountability, quality, and continued innovation in policies and programs;

Document compliance with the Government Performance and Results Act in order to encourage a culture of performance and outcome-based measurement;

Assist in the development and assessment of new initiatives and innovative demonstration projects designed to shape future policy decisions;

Create a community of scholars (from the academy, think tanks, and philanthropic organizations) and practitioners (from non-profit organizations, and federal, state, and local governments) who can collectively enhance understanding of service as a mechanism for addressing current social problems.

RPD is responsible for making federal support more accountable and effective by ensuring that recipients of assistance under the national service laws establish performance measures and are accountable for their progress in meeting specific and measurable goals.

## *Evaluation Accomplishments in Fiscal 2002*

### **Performance Measurement Reform**

In 2002, the Corporation restructured its evaluation office, creating a new Department of Research and Policy Development within the Chief Executive's Office. RPD is leading an intensive effort to measure, in a comprehensive and rigorous way, the performance of federally funded community-service programs. The performance measurement initiative will take several years to implement, and will provide an ongoing assessment of the short- and long-term effects of community service on volunteers, host organizations, individual beneficiaries, and communities as a whole.

To lay the foundations for the initiative, the Urban Institute, a leader in the field of performance measurement, in July 2002 completed a review of the Corporation's performance measurement systems and recommended ways to improve them.<sup>1</sup> The Corporation has adopted the report's recommendations and is requiring grantees to identify at least 3-5 output, intermediate- and end-outcome indicators on which they will collect regular data to gauge performance beginning with applications filed in fiscal 2003. In the meantime, the Corporation contracted with Aguirre International to develop a Performance Measurement Toolkit to help grantees understand performance measurement concepts and satisfy the new

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<sup>1</sup> Hatry, Harry and others. 2002. *Outcome Indicators and Outcome Management*. The Urban Institute. Washington, D.C.

requirements. That toolkit was completed in late 2002 and disseminated on the Corporation's web site in early 2003.

### **Evaluation and Program Studies**

The Corporation has slowed the pace of individual program evaluations pending the full implementation of these new performance measures. In 2002, our evaluation services contract expired, and we recompeted the contract to meet our need for more rigorous studies. The winning bids will be selected in early 2003.

Several scientific and formative studies dominated our agenda in 2002. The three major *scientific evaluations* that we managed were as follows:

*Serving Country and Community: A Study of Service in AmeriCorps.* A longitudinal study to be completed by the end of 2003, this assesses the effects on members of AmeriCorps participation, with the goal of determining the extent to which AmeriCorps is achieving its goal of developing civically minded citizens.

*Citizenship Training Materials Implementation and Outcomes Study.* This scientific evaluation, to be completed in early 2003, seeks to determine the extent of citizenship training implementation as well as the extent to which the training conducted by selected AmeriCorps programs promotes civic engagement attitudes and behaviors among AmeriCorps members.

*Senior Companion Program Quality of Care Study.* The study examines the quality of care and impacts of Senior Companions delivering in-home services for the frail elderly and respite care. It also assesses the impact Senior Companions have on their clients' family members/caregivers and health care agency staff members. To be completed in 2003, this study builds upon two earlier impact evaluations of the Senior Companion Program.

The five major *formative evaluations* were as follows:

*Community Customer Satisfaction Survey.* In April 2002 we completed a study that assessed community representatives' perceptions of the importance of five of the Corporation's programs (AmeriCorps\*NCCC, AmeriCorps\*VISTA, Retired and Senior Volunteer Program, Senior Companion Program, and Foster Grandparent Program).<sup>60</sup>

*AmeriCorps\*NCCC Community Impact Study.* This study seeks to assess the costs and benefits of NCCC projects, what factors influence those costs and benefits, and which areas of program emphasis are the most successful.

*AmeriCorps\*State and National Education Award Utilization Study.* This study is identifying the factors that explain the current usage trends of the AmeriCorps Education Award so that we may increase access for those who have not yet used their awards.

*AmeriCorps Attrition Overview Study.* Because statistics on general trends in attrition do not provide enough data to support project planning, recruitment, training and supervision, this study looks more in-depth at the current attrition trends in AmeriCorps. The study, to be completed in early 2003, includes a statistical analysis of the attrition trends from the Corporation's member enrollment data; interviews with former members whom did not complete the program year; an analysis of attrition rates in other comparable organizations; and effective practices in preventing program attrition.

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<sup>60</sup> *Community Customer Satisfaction Survey Final Report.* 2002. RTI. Research Triangle Park, N.C.

*Random-Assignment Evaluations of School-Based Service Programs.* In concert with philanthropic organizations, we began planning studies to assess whether and to what extent service produces civic attitudes and behaviors in young people, as well its effect on developmental outcomes such as psychological growth and risk behaviors. One goal of these evaluations will be to compare the effects of a variety of interventions, including service-learning, community service, and text-based civics instruction.

### ***Research Collaboration and Outreach***

An important part of the RPD's mission is to create a community of scholars and a body of scientific research devoted to understanding and encouraging effective civic participation. Toward that end, the Corporation completed several projects in 2002.

*Civil Society Nonprofit Scholars.* In collaboration with the Woodrow Wilson International Center for Scholars, RPD established the Civil Society Nonprofit Scholars program for senior researchers and practitioners who wish to undertake substantial work on civil society, the nonprofit sector, volunteerism, and public policy in the U.S. An expert panel will screen applicants in early 2003, and the first Scholars will be selected by April. These scholars will move to Washington, DC, by September 2003. The Scholars will contribute to the intellectual underpinnings of Corporation programs, enlarge the body of rigorous research on civil society, and disseminate their findings in a variety of formats.

*Research on Civil Society.* At the request of the Corporation, the Bureau of Labor Statistics conducted and paid for a supplement to the Current Population Survey to measure volunteerism. The survey covered about 60,000 households and represented the largest such survey in more than a decade and will serve as a benchmark for updates that are expected to be conducted annually. We also planned for a Social Capital Supplement to the National Crime Victimization Study, which is conducted by the Bureau of the Census for the Bureau of Justice Statistics. This study will take place in 2004. Finally, we held planning sessions with the National Science Foundation to discuss the creation of a Corporation-NSF research fund in civil society, volunteerism, nonprofit organizations, Corporation-funded programs, and public policy. This initiative would sponsor high quality, independent research on volunteerism, charitable organizations, and the voluntary sector. NSF and the Corporation continue to hold discussions on this proposal and agreement on formal procedures should be obtained in 2003.

Young people were a major focus of our collaborative research activities. In conjunction with Independent Sector, an umbrella group of nonprofits and grant-makers, the Corporation helped to design a survey of giving and volunteering among American teenagers. The survey, which will update findings from 1996, will be completed in 2003. The Corporation also helped to organize the White House Civics Initiative, which will culminate in a forum bringing together 350 leading educators, non-profit officials, political leaders, and others to explore ways to improve civic education in America. Likewise, we consulted with the Center for Information and Research on Civic Learning and Engagement (CIRCLE) and the Carnegie Corporation of New York on a report to help determine the components of effective and feasible civic education.<sup>61</sup> Scheduled for release in February 2003, the report identifies new strategies that can capitalize on young people's idealism and their commitment to service while addressing their disengagement from political and civic institutions.

### ***Policy Support***

Consistent with the Corporation's new drive to have research inform policy proposals, RPD made a series of legislative recommendations to strengthen the research and evaluation capacity of the Corporation and its

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<sup>61</sup> Center for Information and Research on Civic Learning and Engagement and Carnegie Corporation of New York. 2003. *The Civic Mission of Schools*. New York.

programs. These included introducing performance measures, assuring accountability for their implementation, making available program resources for the implementation of performance measures, and expanding authorized activities to include research concerning service and the nonprofit sector.

These recommendations were included in the “President’s Principles and Reforms for a Citizen Service Act.” Many of the recommendations were included in the House version of the Citizen Service Act (H.R. 4854), as approved by the Committee on Education and the Workforce. Final action on the legislation is pending.

In addition, RPD played a central role in revising the guidance for service programs. We added language requiring grant recipients to place greater emphasis on performance measurement; civic education; collaboration with faith- and community-based organizations; capacity building and sustainability; and volunteer management and recruitment.

To help integrate community service and social policy, RPD served as the host of the newly created White House Task Force for Disadvantaged Youth, which is coordinating federal efforts to address the problems of young people and developing ways to improve these programs’ effectiveness.

<b>Innovation, Demonstration, and Assistance Activities</b>							
<b>Fiscal Years 1999-2001</b>							
<b>Performance Measures</b>	<b>Type of Measure</b>	<b>Past Fiscal Years</b>			<b>Fiscal 2002</b>		
		<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>Goal</b>	<b>Result</b>	<b>Goal Met?</b>
Identify additional outcome indicators for performance measurement system. Source: <i>Department of Research and Policy Development. Corporation for National and Community Service.</i>	Output	n.a.	n.a.	n.a.	Report initial data on new indicators	Completed Urban Institute review	Yes
Provide systematic information on agency performance that informs and improves programmatic and administrative efforts within the framework of the Corporation’s goals through outcome studies, descriptive research, technical assistance, and other activities.	Output	n.a.	n.a.	n.a.	Qualitative assessment using matrix analysis	Focus of work shifted to improving performance measurement systems	No

## DATA QUALITY

The Corporation recognizes the importance of using and reporting quality data on its performance. The Corporation is committed to creating and using data systems that produce timely, accurate, and useful information for the Congress and the American public. In keeping with this commitment, the Corporation wants users of this report to know the sources of the data it contains.

The Corporation assessed each data source used in measuring performance on the annual performance indicators in 1999. Interviews were conducted with the program managers and data managers responsible for each of the data sources. These interviews covered several, key criteria for high quality data, including timeliness, accuracy, consistency, and usefulness. In addition, interviewers covered pending changes in the data sources and any ideas about how to improve them.

The assessment confirmed what was already understood within the Corporation: the quality of the data varies. Some systems generate data in which the user can place the highest confidence. Generally, the best data derive from financial management systems subject to regular, rigorous audit. The results of that assessment are to be found in Appendix A of the Corporation's *Fiscal 2000 Performance Report*.

Most systems used in the Corporation derive their data from reports provided by grantees, sub-grantees, and members of national service programs. Some of these reports are subject to corroboration through monitoring of local program performance by Corporation representatives. The Corporation has a strategy for monitoring coverage that includes site visits, program evaluations, and audits. Not all reports from grantees, however, are subject to external corroboration. While the Corporation has reasonable confidence that the data reported by grantees are an accurate representation of their performance, some caution is advisable.

In 2001, KPMG, under contract to the Office of the Inspector General, conducted an audit of the Corporation's performance measures.<sup>62</sup> The audit made several recommendations that the Corporation has adopted. Overall, the auditors concluded that the sample of indicators they tested "were reasonably accurate." The one exception was an indicator that estimates the number of students in projects supported by Learn and Serve America grants. The Corporation has characterized this indicator as an estimate, based on self-reported data from grantees and not subject to audit or systematic monitoring. Other Corporation programs also rely on self-reported and unaudited data, a condition the Corporation is seeking to improve by building new performance measurement systems in all programs.

In 2002, recognizing that there was much room for improvement in its approach to measuring outcomes, the Corporation hired The Urban Institute, an acknowledged leader in the field of performance measurement, to conduct an external review of the Corporation's performance measurement system. They reviewed performance measurement in all programs and their final report, *Outcome Indicators and Outcome Management*, is being implemented by the Corporation as resources permit. The report's recommendations served as the foundation for many of the new performance indicators included in the Corporation's 2004 performance plan. In addition, the Corporation installed an entirely new electronic grants system in 2002 and it will reach full implementation in 2003. This new system offers the potential to improve the quality and timeliness of performance data collected from grantees.

In addition, Section 515 of the Treasury and General Government Appropriations Act for Fiscal Year 2001 directed the Office of Management and Budget (OMB) to issue government-wide guidelines that "provide policy and procedural guidance to Federal agencies for ensuring and maximizing the quality, objectivity, utility, and integrity of information (including statistical information) disseminated by

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<sup>62</sup> KPMG LLP. May 18, 2001. *Audit of Controls over the Corporation for National and Community Service's Key Performance Indicators and Accomplishment Statistics*. OIG Audit Report Number 01-28.

Federal agencies.” Agencies were required to issue their own implementing guidelines within one year after OMB issued its guidelines. These data quality standards required agencies to include in their guidelines "administrative mechanisms allowing affected persons to seek and obtain correction of information maintained and disseminated by the agency" under implementing guidelines. OMB required agencies to prepare a draft report including their guidelines no later than May 1, 2002. The Corporation developed draft guidelines to meet this requirement, they were posted on the Corporation's web site, and a notice of the availability of this report appeared in the Federal Register.

## STATE PROFILES

The Corporation for National and Community Service provides opportunities for Americans of all ages and backgrounds to serve their communities and country through three programs: Senior Corps, AmeriCorps, and Learn and Serve America. Members and volunteers serve with national and community nonprofit organizations, faith-based groups, schools, and local agencies to help meet community needs in education, the environment, public safety, homeland security, and other critical areas. The Corporation is part of USA Freedom Corps, a White House initiative to foster a culture of citizenship, service and responsibility, and help all Americans answer the President's Call to Service.

To communicate the scope and impact of national service on the state level, the Corporation for National and Community Service has created State Profiles. These reports show national service programs, participants, and funding for all fifty states, the District of Columbia and Puerto Rico. The following section contains the summary information from the State Profiles for the 2002-2003 program year. Complete State Profiles including accomplishment highlights, testimonials, detailed program lists and contact information are available at the Corporation's website at [www.nationalservice.org](http://www.nationalservice.org).

### *Explanatory Notes*

#### **AmeriCorps**

The column entitled "Enrolled Members" represents the number of actual enrolled AmeriCorps members as of February 1, 2003. In past years, this report has shown budgeted slots for AmeriCorps, not actual enrollments. Many AmeriCorps programs have additional unfilled slots which may be filled later in the current program year depending on enactment of the fiscal 2003 appropriations bill. This explains why some "AmeriCorps Other" entries show funding but not enrolled members.

The Corporation for National and Community Service funding column for AmeriCorps reflects the amount that would be available if all slots for that program were filled.

The category "AmeriCorps Other" includes AmeriCorps\*NCCC (National Civilian Community Corps), AmeriCorps Promise Fellows, AmeriCorps Tribes, AmeriCorps Tribal Residential Corps, and AmeriCorps Homeland Security Grantees.

In the AmeriCorps\*National column, there are some members not reflected in the state breakdown because information on their placement was not available at press time.

#### **Learn and Serve America**

In addition to the grantees listed, there are approximately 2,500 Learn and Serve America subgrantees.

Learn and Serve participant numbers come from grantee progress reports or subgrantee program descriptions.

There are Learn and Serve America programs whose national headquarters are in one state but whose operating sites are in other states. This explains why some states show grantees and funding but no participants; and other states that show participants but no grantees or funding.



# Alabama

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	8	106	\$ 2,066,343
AmeriCorps*National	9	36	\$ 226,031
AmeriCorps*VISTA	13	32	\$ 454,400
<b>Total AmeriCorps</b>	<b>30</b>	<b>174</b>	<b>\$ 2,746,774</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	17,962	\$ 317,367
Higher Education	-	301	\$ -
<b>Total Learn and Serve America</b>	<b>1</b>	<b>18,263</b>	<b>\$ 317,367</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	25	14,937	\$ 1,667,230
Foster Grandparent Program	7	611	\$ 2,039,729
Senior Companion Program	4	387	\$ 976,644
<b>Total Senior Corps</b>	<b>36</b>	<b>15,935</b>	<b>\$ 4,683,603</b>
<b>Total National Service Resources</b>	<b>67</b>	<b>34,372</b>	<b>\$ 7,747,744</b>

# Alaska

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	120	\$ 1,829,987
AmeriCorps*National	17	4	\$ 97,842
AmeriCorps*VISTA	15	76	\$ 1,079,200
AmeriCorps Other	3	16	\$ 1,071,488
<b>Total AmeriCorps</b>	<b>42</b>	<b>216</b>	<b>\$ 4,078,517</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	5	942	\$ 588,727
Higher Education	1	371	\$ 115,000
Community-Based	-	248	\$ -
<b>Total Learn and Serve America</b>	<b>6</b>	<b>1,561</b>	<b>\$ 703,727</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	2	416	\$ 96,256
Foster Grandparent Program	1	288	\$ 515,927
Senior Companion Program	1	107	\$ 222,637
<b>Total Senior Corps</b>	<b>4</b>	<b>811</b>	<b>\$ 834,820</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	-	\$ 300,000
<b>Total National Service Resources</b>	<b>53</b>	<b>2,588</b>	<b>\$ 5,917,064</b>

# Arizona

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	11	77	\$ 2,528,963
AmeriCorps*National	32	249	\$ 597,347
AmeriCorps*VISTA	13	53	\$ 752,600
AmeriCorps Other	5	5	\$ 1,661,789
<b>Total AmeriCorps</b>	<b>61</b>	<b>384</b>	<b>\$ 5,540,699</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	3	1,006	\$ 427,371
Higher Education	1	837	\$ 350,000
Community-Based	-	7,483	\$ -
<b>Total Learn and Serve America</b>	<b>4</b>	<b>9,326</b>	<b>\$ 777,371</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	7	3,985	\$ 490,425
Foster Grandparent Program	4	407	\$ 1,312,243
Senior Companion Program	3	242	\$ 803,758
<b>Total Senior Corps</b>	<b>14</b>	<b>4,634</b>	<b>\$ 2,606,426</b>
<b>Total National Service Resources</b>	<b>79</b>	<b>14,344</b>	<b>\$ 8,924,496</b>

# Arkansas

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	13	193	\$ 2,042,692
AmeriCorps*National	11	228	\$ 921,054
AmeriCorps*VISTA	15	115	\$ 1,633,000
AmeriCorps Other	1		\$ 144,600
<b>Total AmeriCorps</b>	<b>40</b>	<b>536</b>	<b>\$ 4,741,346</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	2,699	\$ 194,508
<b>Total Learn and Serve America</b>	<b>1</b>	<b>2,699</b>	<b>\$ 194,508</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	12	9,374	\$ 803,855
Foster Grandparent Program	6	540	\$ 1,950,871
Senior Companion Program	3	210	\$ 768,821
<b>Total Senior Corps</b>	<b>21</b>	<b>10,124</b>	<b>\$ 3,523,547</b>
<b>Total National Service Resources</b>	<b>62</b>	<b>13,359</b>	<b>\$ 8,459,401</b>

# California

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	93	4,804	\$ 30,258,740
AmeriCorps*National	173	2,477	\$ 4,153,348
AmeriCorps*VISTA	74	343	\$ 4,870,600
AmeriCorps Other	9	383	\$ 7,391,206
<b>Total AmeriCorps</b>	<b>349</b>	<b>8,007</b>	<b>\$ 46,673,894</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	62,157	\$ 2,643,356
Higher Education	6	35,786	\$ 1,207,764
Community-Based	2	3,723	\$ 418,319
<b>Total Learn and Serve America</b>	<b>10</b>	<b>101,666</b>	<b>\$ 4,269,439</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	40	33,205	\$ 3,432,198
Foster Grandparent Program	23	1,736	\$ 5,842,559
Senior Companion Program	24	1,389	\$ 2,030,328
<b>Total Senior Corps</b>	<b>87</b>	<b>36,330</b>	<b>\$ 11,305,085</b>
<b>Total National Service Resources</b>	<b>446</b>	<b>146,003</b>	<b>\$ 62,248,418</b>

# Colorado

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	15	246	\$ 2,837,358
AmeriCorps*National	35	212	\$ 923,325
AmeriCorps*VISTA	22	67	\$ 951,400
AmeriCorps Other	3	276	\$ 5,139,840
<b>Total AmeriCorps</b>	<b>75</b>	<b>801</b>	<b>\$ 9,851,923</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	12,451	\$ 600,462
Higher Education	1	3,930	\$ 139,957
Community-Based	1	8,000	\$ 200,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>24,381</b>	<b>\$ 940,419</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	14	10,017	\$ 996,937
Foster Grandparent Program	4	388	\$ 1,271,279
Senior Companion Program	2	154	\$ 520,775
<b>Total Senior Corps</b>	<b>20</b>	<b>10,559</b>	<b>\$ 2,788,991</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,900	\$ 217,400
<b>Total National Service Resources</b>	<b>99</b>	<b>37,641</b>	<b>\$ 13,798,733</b>

# Connecticut

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	214	\$ 2,067,840
AmeriCorps*National	7	21	\$ 194,656
AmeriCorps*VISTA	2	17	\$ 241,400
AmeriCorps Other	1		\$ 79,800
<b>Total AmeriCorps</b>	<b>17</b>	<b>252</b>	<b>\$ 2,583,696</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	3,588	\$ 205,110
Community Based	-	1,530	\$ -
<b>Total Learn and Serve</b>	<b>1</b>	<b>5,118</b>	<b>\$ 205,110</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	13	6,635	\$ 801,167
Foster Grandparent Program	5	408	\$ 1,674,041
Senior Companion Program	3	190	\$ 678,142
<b>Total Senior Corps</b>	<b>21</b>	<b>7,233</b>	<b>\$ 3,153,350</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	5,200	\$ 181,900

<b>Total National Service Resources</b>	<b>40</b>	<b>17,803</b>	<b>\$ 6,124,056</b>
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# District of Columbia

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	2	-	\$ 400,000
AmeriCorps*National	28	449	\$ 4,181,056
AmeriCorps*VISTA	18	43	\$ 610,600
AmeriCorps Other	7	184	\$ 3,420,403
<b>Total AmeriCorps</b>	<b>55</b>	<b>676</b>	<b>\$ 8,612,059</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	10,000	\$ 101,168
Higher Education	4	2,888	\$ 984,753
<b>Total Learn and Serve America</b>	<b>6</b>	<b>12,888</b>	<b>\$ 1,085,921</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	1	582	\$ 88,334
Foster Grandparent Program	1	236	\$ 763,503
Senior Companion Program	1	104	\$ 303,549
<b>Total Senior Corps</b>	<b>3</b>	<b>922</b>	<b>\$ 1,155,386</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,600	\$ 400,000

<b>Total National Service Resources</b>	<b>65</b>	<b>16,086</b>	<b>\$ 11,253,366</b>
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# Delaware

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	6	96	\$ 801,509
AmeriCorps*National	2	21	\$ 233,819
AmeriCorps*VISTA	2	26	\$ 369,200
<b>Total AmeriCorps</b>	<b>10</b>	<b>143</b>	<b>\$ 1,404,528</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	1,139	\$ 51,375
Community-Based	1	981	\$ 150,300
<b>Total Learn and Serve America</b>	<b>2</b>	<b>2,120</b>	<b>\$ 201,675</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	3	3,332	\$ 223,911
Foster Grandparent Program	1	252	\$ 530,030
Senior Companion Program	1	81	\$ 345,422
<b>Total Senior Corps</b>	<b>5</b>	<b>3,665</b>	<b>\$ 1,099,363</b>
<b>Total National Service Resources</b>	<b>17</b>	<b>5,928</b>	<b>\$ 2,705,566</b>

# Florida

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	27	500	\$ 8,326,093
AmeriCorps*National	46	179	\$ 1,800,868
AmeriCorps*VISTA	34	201	\$ 2,854,200
AmeriCorps Other	3	57	\$ 690,593
<b>Total AmeriCorps</b>	<b>110</b>	<b>937</b>	<b>\$ 13,671,754</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	34,577	\$ 1,364,114
Higher Education	-	1,429	\$ -
Community-Based	-	2,470	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>38,476</b>	<b>\$ 1,364,114</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	34	31,308	\$ 2,545,244
Foster Grandparent Program	12	1,682	\$ 5,364,896
Senior Companion Program	7	808	\$ 2,154,589
<b>Total Senior Corps</b>	<b>53</b>	<b>33,798</b>	<b>\$ 10,064,729</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	2	4,500	\$ 728,000
<b>Total National Service Resources</b>	<b>167</b>	<b>77,711</b>	<b>\$ 25,828,597</b>

# Georgia

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	18	468	\$ 5,360,502
AmeriCorps*National	23	324	\$ 204,826
AmeriCorps*VISTA	22	98	\$ 1,391,600
AmeriCorps Other	1		\$ 198,600
<b>Total AmeriCorps</b>	<b>64</b>	<b>890</b>	<b>\$ 7,155,528</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	17,014	\$ 565,167
Higher Education	2	1,051	\$ 254,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>18,065</b>	<b>\$ 819,167</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	11	5,731	\$ 677,199
Foster Grandparent Program	10	641	\$ 1,901,576
Senior Companion Program	9	584	\$ 1,107,800
<b>Total Senior Corps</b>	<b>30</b>	<b>6,956</b>	<b>\$ 3,686,575</b>
<b>Total National Service Resources</b>	<b>97</b>	<b>25,911</b>	<b>\$ 11,661,270</b>

# Hawaii

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	95	\$ 1,179,897
AmeriCorps*National	7	172	\$ 338,290
AmeriCorps*VISTA	2	27	\$ 383,400
AmeriCorps Other	1	2	\$ 20,616
<b>Total AmeriCorps</b>	<b>17</b>	<b>296</b>	<b>\$ 1,922,203</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	2,562	\$ 66,525
Higher Education	1	2,924	\$ 300,000
Community-Based	1	2,289	\$ 275,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>7,775</b>	<b>\$ 641,525</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	4	3,400	\$ 334,093
Foster Grandparent Program	1	160	\$ 464,277
Senior Companion Program	1	156	\$ 395,606
<b>Total Senior Corps</b>	<b>6</b>	<b>3,716</b>	<b>\$ 1,193,976</b>
<b>Total National Service Resources</b>	<b>26</b>	<b>11,787</b>	<b>\$ 3,757,704</b>

# Idaho

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	169	\$ 1,643,964
AmeriCorps*National	16	71	\$ 494,370
AmeriCorps*VISTA	18	67	\$ 951,400
AmeriCorps Other	1	8	\$ 101,400
<b>Total AmeriCorps</b>	<b>42</b>	<b>315</b>	<b>\$ 3,191,134</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	2,500	\$ 80,222
Higher Education	-	700	\$ -
<b>Total Learn and Serve America</b>	<b>1</b>	<b>3,200</b>	<b>\$ 80,222</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	6	4,530	\$ 481,846
Foster Grandparent Program	3	198	\$ 771,092
Senior Companion Program	2	119	\$ 429,848
<b>Total Senior Corps</b>	<b>11</b>	<b>4,847</b>	<b>\$ 1,682,786</b>
<b>Total National Service Resources</b>	<b>54</b>	<b>8,362</b>	<b>\$ 4,954,142</b>

# Illinois

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	22	681	\$ 7,726,841
AmeriCorps*National	21	277	\$ 1,566,992
AmeriCorps*VISTA	32	139	\$ 1,973,800
AmeriCorps Other	1		\$ 177,000
<b>Total AmeriCorps</b>	<b>76</b>	<b>1,097</b>	<b>\$ 11,444,633</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	40,000	\$ 860,723
Higher Education	1	2,154	\$ 100,000
Community-Based	1	1,350	\$ 250,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>43,504</b>	<b>\$ 1,210,723</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	23	16,190	\$ 1,814,470
Foster Grandparent Program	11	938	\$ 3,788,969
Senior Companion Program	7	386	\$ 1,215,736
<b>Total Senior Corps</b>	<b>41</b>	<b>17,514</b>	<b>\$ 6,819,175</b>

# Indiana

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	15	442	\$ 4,195,514
AmeriCorps*National	15	232	\$ 290,541
AmeriCorps*VISTA	13	65	\$ 923,000
AmeriCorps Other	1		\$ 69,000
<b>Total AmeriCorps</b>	<b>44</b>	<b>739</b>	<b>\$ 5,478,055</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	27,901	\$ 817,396
Higher Education	2	1,308	\$ 708,968
<b>Total Learn and Serve America</b>	<b>3</b>	<b>29,209</b>	<b>\$ 1,526,364</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	23	9,460	\$ 1,211,108
Foster Grandparent Program	8	536	\$ 1,983,361
Senior Companion Program	2	180	\$ 741,818
<b>Total Senior Corps</b>	<b>33</b>	<b>10,176</b>	<b>\$ 3,936,287</b>
<b>Total National Service Resources</b>	<b>80</b>	<b>40,124</b>	<b>\$ 10,940,706</b>

# Iowa

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	12	104	\$ 1,620,125
AmeriCorps*National	2	4	\$ 83,945
AmeriCorps*VISTA	9	31	\$ 440,200
AmeriCorps Other	1		\$ 55,200
<b>Total AmeriCorps</b>	<b>24</b>	<b>139</b>	<b>\$ 2,199,470</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	13,400	\$ 172,109
Higher Education	-	85	\$ -
<b>Total Learn and Serve America</b>	<b>1</b>	<b>13,485</b>	<b>\$ 172,109</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	23	13,324	\$ 936,783
Foster Grandparent Program	9	528	\$ 1,987,468
Senior Companion Program	4	281	\$ 1,012,624
<b>Total Senior Corps</b>	<b>36</b>	<b>14,133</b>	<b>\$ 3,936,875</b>
<b>Total National Service Resources</b>	<b>61</b>	<b>27,757</b>	<b>\$ 6,308,454</b>



# Kansas

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	10	198	\$ 2,216,337
AmeriCorps*National	4	27	\$ 45,724
AmeriCorps*VISTA	17	44	\$ 624,800
AmeriCorps Other	1		\$ 69,000
<b>Total AmeriCorps</b>	<b>32</b>	<b>269</b>	<b>\$ 2,955,861</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	4,505	\$ 310,918
Higher Education	1	2,284	\$ 300,000
Community-Based	1	12,981	\$ 197,269
<b>Total Learn and Serve America</b>	<b>4</b>	<b>19,770</b>	<b>\$ 808,187</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	17	10,154	\$ 910,658
Foster Grandparent Program	7	513	\$ 2,128,264
Senior Companion Program	3	231	\$ 688,842
<b>Total Senior Corps</b>	<b>27</b>	<b>10,898</b>	<b>\$ 3,727,764</b>

<b>Total National Service Resources</b>	<b>63</b>	<b>30,937</b>	<b>\$ 7,491,812</b>
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# Kentucky

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	226	\$ 2,824,159
AmeriCorps*National	9	200	\$ 618,831
AmeriCorps*VISTA	12	75	\$ 1,065,000
AmeriCorps Other	3	10	\$ 365,199
<b>Total AmeriCorps</b>	<b>31</b>	<b>511</b>	<b>\$ 4,873,189</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	33,326	\$ 298,732
Higher Education	-	32	\$ -
<b>Total Learn and Serve America</b>	<b>1</b>	<b>33,358</b>	<b>\$ 298,732</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	10	4,920	\$ 996,416
Foster Grandparent Program	6	581	\$ 1,978,429
Senior Companion Program	4	300	\$ 1,170,615
<b>Total Senior Corps</b>	<b>20</b>	<b>5,801</b>	<b>\$ 4,145,460</b>

<b>Total National Service Resources</b>	<b>52</b>	<b>39,670</b>	<b>\$ 9,317,381</b>
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# Louisiana

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	15	562	\$ 2,644,141
AmeriCorps*National	10	86	\$ 1,037,330
AmeriCorps*VISTA	29	106	\$ 1,505,200
AmeriCorps Other	1		\$ 79,800
<b>Total AmeriCorps</b>	<b>55</b>	<b>754</b>	<b>\$ 5,266,471</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	4,171	\$ 411,963
Higher Education	1	1,020	\$ 147,132
<b>Total Learn and Serve America</b>	<b>2</b>	<b>5,191</b>	<b>\$ 559,095</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	14	8,736	\$ 825,328
Foster Grandparent Program	9	828	\$ 2,723,135
Senior Companion Program	4	307	\$ 986,996
<b>Total Senior Corps</b>	<b>27</b>	<b>9,871</b>	<b>\$ 4,535,459</b>
<b>Total National Service Resources</b>	<b>84</b>	<b>15,816</b>	<b>\$ 10,361,025</b>

# Maine

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	5	75	\$ 1,276,592
AmeriCorps*National	9	10	\$ 132,038
AmeriCorps*VISTA	10	56	\$ 795,200
<b>Total AmeriCorps</b>	<b>24</b>	<b>141</b>	<b>\$ 2,203,830</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	3,886	\$ 466,227
Higher Education	-	407	\$ -
Community-Based	1	453	\$ 240,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>4,746</b>	<b>\$ 706,227</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	5	3,370	\$ 398,498
Foster Grandparent Program	2	243	\$ 861,089
Senior Companion Program	1	96	\$ 339,965
<b>Total Senior Corps</b>	<b>8</b>	<b>3,709</b>	<b>\$ 1,599,552</b>
<b>Total National Service Resources</b>	<b>35</b>	<b>8,596</b>	<b>\$ 4,509,609</b>

# Maryland

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	17	492	\$ 5,410,673
AmeriCorps*National	26	321	\$ 1,406,304
AmeriCorps*VISTA	20	96	\$ 1,363,200
AmeriCorps Other	4	359	\$ 6,053,867
<b>Total AmeriCorps</b>	<b>67</b>	<b>1,268</b>	<b>\$ 14,234,044</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	401,579	\$ 643,922
Higher Education	3	2,261	\$ 334,323
Community-Based	2	2,635	\$ 582,060
<b>Total Learn and Serve America</b>	<b>6</b>	<b>406,475</b>	<b>\$ 1,560,305</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	12	10,536	\$ 960,969
Foster Grandparent Program	5	361	\$ 1,401,545
Senior Companion Program	2	142	\$ 596,654
<b>Total Senior Corps</b>	<b>19</b>	<b>11,039</b>	<b>\$ 2,959,168</b>

<b>Total National Service Resources</b>	<b>92</b>	<b>418,782</b>	<b>\$ 18,753,517</b>
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# Massachusetts

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	20	863	\$ 6,090,820
AmeriCorps*National	38	581	\$ 1,075,330
AmeriCorps*VISTA	25	176	\$ 2,499,200
AmeriCorps Other	2	2	\$ 305,616
<b>Total AmeriCorps</b>	<b>85</b>	<b>1,622</b>	<b>\$ 9,970,966</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	32,605	\$ 665,662
Higher Education	3	2,432	\$ 553,903
Community-Based	1	1,737	\$ 200,000
<b>Total Learn and Serve America</b>	<b>5</b>	<b>36,774</b>	<b>\$ 1,419,565</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	15	6,981	\$ 1,549,790
Foster Grandparent Program	8	719	\$ 2,746,367
Senior Companion Program	4	253	\$ 981,688
<b>Total Senior Corps</b>	<b>27</b>	<b>7,953</b>	<b>\$ 5,277,845</b>
<b>Total National Service Resources</b>	<b>117</b>	<b>46,349</b>	<b>\$ 16,668,376</b>

# Michigan

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	24	438	\$ 6,204,034
AmeriCorps*National	20	108	\$ 961,081
AmeriCorps*VISTA	33	175	\$ 2,485,000
AmeriCorps Other	3	14	\$ 252,016
<b>Total AmeriCorps</b>	<b>80</b>	<b>735</b>	<b>\$ 9,902,131</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	29,933	\$ 1,470,074
Higher Education	1	2,075	\$ 200,000
Community-Based	1	1,448	\$ 230,000
<b>Total Learn and Serve America</b>	<b>4</b>	<b>33,456</b>	<b>\$ 1,900,074</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	19	12,882	\$ 1,447,337
Foster Grandparent Program	18	1,673	\$ 3,669,012
Senior Companion Program	7	671	\$ 970,707
<b>Total Senior Corps</b>	<b>44</b>	<b>15,226</b>	<b>\$ 6,087,056</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,000	\$ 200,000
<b>Total National Service Resources</b>	<b>129</b>	<b>50,417</b>	<b>\$ 18,089,261</b>

# Minnesota

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	18	495	\$ 4,931,558
AmeriCorps*National	9	22	\$ 432,471
AmeriCorps*VISTA	24	135	\$ 1,917,000
AmeriCorps Other	3	2	\$ 383,616
<b>Total AmeriCorps</b>	<b>54</b>	<b>654</b>	<b>\$ 7,664,645</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	3	19,967	\$ 690,844
Higher Education	2	2,025	\$ 203,983
Community-Based	1	1,230	\$ 57,737
<b>Total Learn and Serve America</b>	<b>6</b>	<b>23,222</b>	<b>\$ 952,564</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	22	19,247	\$ 1,274,477
Foster Grandparent Program	3	749	\$ 1,755,243
Senior Companion Program	1	499	\$ 589,040
<b>Total Senior Corps</b>	<b>26</b>	<b>20,495</b>	<b>\$ 3,618,760</b>
<b>Total National Service Resources</b>	<b>86</b>	<b>44,371</b>	<b>\$ 12,235,969</b>

# Mississippi

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	13	853	\$ 6,974,373
AmeriCorps*National	10	434	\$ 1,489,844
AmeriCorps*VISTA	12	80	\$ 1,136,000
AmeriCorps Other	1	2	\$ 20,616
<b>Total AmeriCorps</b>	<b>36</b>	<b>1,369</b>	<b>\$ 9,620,833</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	33,916	\$ 716,499
Higher Education	1	3,237	\$ 299,972
Community-Based	1	417	\$ 226,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>37,570</b>	<b>\$ 1,242,471</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	12	4,263	\$ 619,024
Foster Grandparent Program	5	467	\$ 1,879,756
Senior Companion Program	3	156	\$ 660,016
<b>Total Senior Corps</b>	<b>17</b>	<b>4,730</b>	<b>\$ 3,158,796</b>
<b>Total National Service Resources</b>	<b>56</b>	<b>43,669</b>	<b>\$ 14,022,100</b>

# Missouri

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	16	214	\$ 3,124,331
AmeriCorps*National	13	205	\$ 765,530
AmeriCorps*VISTA	39	123	\$ 1,746,600
AmeriCorps Other	3	8	\$ 298,800
<b>Total AmeriCorps</b>	<b>71</b>	<b>550</b>	<b>\$ 5,935,261</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	22,071	\$ 369,037
Community-Based	1	-	\$ 367,000
<b>Total Learn and Serve America</b>	<b>2</b>	<b>22,071</b>	<b>\$ 736,037</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	23	12,254	\$ 1,048,990
Foster Grandparent Program	9	631	\$ 2,376,936
Senior Companion Program	4	253	\$ 836,757
<b>Total Senior Corps</b>	<b>36</b>	<b>13,138</b>	<b>\$ 4,262,683</b>
<b>Total National Service Resources</b>	<b>109</b>	<b>35,759</b>	<b>\$ 10,933,981</b>

# Montana

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	10	102	\$ 2,178,268
AmeriCorps*National	7	41	\$ 5,120
AmeriCorps*VISTA	5	54	\$ 766,800
<b>Total AmeriCorps</b>	<b>22</b>	<b>197</b>	<b>\$ 2,950,188</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	1,845	\$ 66,306
Higher Education	1	199	\$ 120,457
Community-Based	-	476	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>2,520</b>	<b>\$ 186,763</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	15	5,584	\$ 970,649
Foster Grandparent Program	5	299	\$ 1,112,705
Senior Companion Program	3	218	\$ 805,895
<b>Total Senior Corps</b>	<b>23</b>	<b>6,101</b>	<b>\$ 2,889,249</b>
<b>Total National Service Resources</b>	<b>47</b>	<b>8,818</b>	<b>\$ 6,026,200</b>

# Nebraska

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	10	500	\$ 1,519,219
AmeriCorps*National	4	25	\$ 163,412
AmeriCorps*VISTA	5	20	\$ 284,000
<b>Total AmeriCorps</b>	<b>19</b>	<b>545</b>	<b>\$ 1,966,631</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	3,244	\$ 276,714
Community-Based	-	126	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>3,370</b>	<b>\$ 276,714</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	12	6,431	\$ 506,206
Foster Grandparent Program	6	394	\$ 1,303,268
Senior Companion Program	6	210	\$ 463,980
<b>Total Senior Corps</b>	<b>24</b>	<b>7,035</b>	<b>\$ 2,273,454</b>
<b>Total National Service Resources</b>	<b>45</b>	<b>10,950</b>	<b>\$ 4,516,799</b>

# Nevada

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	7	135	\$ 1,429,029
AmeriCorps*National	12	20	\$ 54,898
AmeriCorps*VISTA	13	44	\$ 624,800
AmeriCorps Other	2	4	\$ 62,016
<b>Total AmeriCorps</b>	<b>34</b>	<b>203</b>	<b>\$ 2,170,743</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	7,301	\$ 548,692
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	3	2,856	\$ 341,079
Foster Grandparent Program	2	299	\$ 864,037
Senior Companion Program	2	255	\$ 356,013
<b>Total Senior Corps</b>	<b>7</b>	<b>3,410</b>	<b>\$ 1,561,129</b>

<b>Total National Service Resources</b>	<b>43</b>	<b>10,914</b>	<b>4,280,564</b>
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# New Hampshire

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	6	107	\$ 1,654,342
AmeriCorps*National	10	97	\$ 117,600
AmeriCorps*VISTA	8	48	\$ 681,600
<b>Total AmeriCorps</b>	<b>24</b>	<b>252</b>	<b>\$ 2,453,542</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	3	3,884	\$ 634,735
Community-Based	-	870	\$ -
<b>Total Learn and Serve America</b>	<b>3</b>	<b>4,754</b>	<b>\$ 634,735</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	7	4,287	\$ 552,293
Foster Grandparent Program	2	167	\$ 618,043
Senior Companion Program	1	89	\$ 362,107
<b>Total Senior Corps</b>	<b>10</b>	<b>4,543</b>	<b>\$ 1,532,443</b>

<b>Total National Service Resources</b>	<b>37</b>	<b>9,549</b>	<b>\$ 4,620,720</b>
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# New Jersey

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	15	290	\$ 4,527,776
AmeriCorps*National	18	141	\$ 789,652
AmeriCorps*VISTA	7	26	\$ 369,200
AmeriCorps Other	2	28	\$ 317,000
Total AmeriCorps	42	485	\$ 6,003,628
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	7,257	\$ 507,101
Higher Education	2	348	\$ 419,124
Total Learn and Serve America	3	7,605	\$ 926,225
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	17	11,581	\$ 1,344,265
Foster Grandparent Program	4	697	\$ 2,159,216
Senior Companion Program	3	242	\$ 654,395
Total Senior Corps	24	12,520	\$ 4,157,876
<b>Total National Service Resources</b>	<b>69</b>	<b>20,610</b>	<b>\$ 11,087,729</b>

# New Mexico

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	9	178	\$ 1,885,859
AmeriCorps*National	25	186	\$ 1,001,742
AmeriCorps*VISTA	16	71	\$ 1,008,200
Total AmeriCorps	50	435	\$ 3,895,801
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	3,961	\$ 364,495
Higher Education	2	3,622	\$ 200,786
Total Learn and Serve America	4	7,583	\$ 565,281
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	18	8,062	\$ 537,441
Foster Grandparent Program	19	766	\$ 1,223,272
Senior Companion Program	22	438	\$ 427,880
Total Senior Corps	59	9,266	\$ 2,188,593
<b>Total National Service Resources</b>	<b>113</b>	<b>17,284</b>	<b>6,649,675</b>



# New York

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	52	2,009	\$ 22,925,795
AmeriCorps*National	56	2,379	\$ 2,784,391
AmeriCorps*VISTA	41	179	\$ 2,541,800
AmeriCorps Other	5	145	\$ 1,477,373
<b>Total AmeriCorps</b>	<b>154</b>	<b>4,712</b>	<b>\$ 29,729,359</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	28,868	\$ 1,579,536
Higher Education	3	3,149	\$ 390,000
<b>Total Learn and Serve America</b>	<b>4</b>	<b>32,017</b>	<b>\$ 1,969,536</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	37	48,104	\$ 3,208,597
Foster Grandparent Program	17	1,903	\$ 6,997,873
Senior Companion Program	8	1,222	\$ 2,087,182
<b>Total Senior Corps</b>	<b>62</b>	<b>51,229</b>	<b>\$ 12,293,652</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	5,300	\$ 500,000

<b>Total National Service Resources</b>	<b>221</b>	<b>93,258</b>	<b>44,492,547</b>
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# North Carolina

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	14	454	\$ 3,906,737
AmeriCorps*National	24	286	\$ 781,443
AmeriCorps*VISTA	33	163	\$ 2,314,600
AmeriCorps Other	2	9	\$ 122,016
<b>Total AmeriCorps</b>	<b>73</b>	<b>912</b>	<b>\$ 7,124,796</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	16,270	\$ 462,156
Higher Education	2	239	\$ 351,241
Community-Based	1	2,411	\$ 214,981
<b>Total Learn and Serve America</b>	<b>4</b>	<b>18,920</b>	<b>\$ 1,028,378</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	17	8,461	\$ 937,218
Foster Grandparent Program	11	886	\$ 3,133,868
Senior Companion Program	6	368	\$ 1,288,571
<b>Total Senior Corps</b>	<b>34</b>	<b>9,715</b>	<b>\$ 5,359,657</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	700	\$ 119,900

<b>Total National Service Resources</b>	<b>112</b>	<b>30,247</b>	<b>13,632,731</b>
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# North Dakota

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	2	38	\$ 198,440
AmeriCorps*National	5		\$ 1,000
AmeriCorps*VISTA	3	11	\$ 156,200
Total AmeriCorps	10	49	\$ 355,640
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	6	2,908	\$ 360,257
Foster Grandparent Program	2	151	\$ 680,756
Senior Companion Program	1	114	\$ 310,488
Total Senior Corps	9	3,173	\$ 1,351,501

<b>Total National Service Resources</b>	<b>19</b>	<b>3,222</b>	<b>1,707,141</b>
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# Ohio

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	32	542	\$ 7,372,557
AmeriCorps*National	15	221	\$ 1,597,801
AmeriCorps*VISTA	30	224	\$ 3,180,800
AmeriCorps Other	2	2	\$ 89,616
Total AmeriCorps	79	989	\$ 12,240,774
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	36,549	\$ 785,203
Higher Education	3	2,813	\$ 504,043
Community-Based	1	517	\$ 195,871
Total Learn and Serve America	5	39,879	\$ 1,485,117
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	26	17,884	\$ 1,964,191
Foster Grandparent Program	9	983	\$ 3,567,304
Senior Companion Program	6	494	\$ 1,612,904
Total Senior Corps	41	19,361	\$ 7,144,399
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	800	\$ 450,000

<b>Total National Service Resources</b>	<b>126</b>	<b>61,029</b>	<b>21,320,290</b>
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# Oklahoma

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	12	279	\$ 2,965,459
AmeriCorps*National	10	22	\$ 77,664
AmeriCorps*VISTA	21	99	\$ 1,405,800
AmeriCorps Other	1	17	\$ 252,600
<b>Total AmeriCorps</b>	<b>44</b>	<b>417</b>	<b>\$ 4,701,523</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	21,162	\$ 796,407
Community-Based	-	1,198	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>22,360</b>	<b>\$ 796,407</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	16	13,223	\$ 827,335
Foster Grandparent Program	6	522	\$ 1,584,061
Senior Companion Program	3	252	\$ 802,447
<b>Total Senior Corps</b>	<b>25</b>	<b>13,997</b>	<b>\$ 3,213,843</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,200	\$ 275,000

<b>Total National Service Resources</b>	<b>72</b>	<b>37,974</b>	<b>8,986,773</b>
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# Oregon

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	9	203	\$ 2,400,165
AmeriCorps*National	32	920	\$ 2,781,844
AmeriCorps*VISTA	27	115	\$ 1,633,000
<b>Total AmeriCorps</b>	<b>68</b>	<b>1,238</b>	<b>\$ 6,815,009</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	6,322	\$ 205,989
Higher Education	3	3,160	\$ 343,724
Community-Based	-	4,497	\$ -
<b>Total Learn and Serve America</b>	<b>4</b>	<b>13,979</b>	<b>\$ 549,713</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	15	9,738	\$ 952,682
RSVP Homeland Security	-	-	\$ -
Foster Grandparent Program	6	486	\$ 1,576,298
Senior Companion Program	6	282	\$ 731,820
<b>Total Senior Corps</b>	<b>27</b>	<b>10,506</b>	<b>\$ 3,260,800</b>

<b>Total National Service Resources</b>	<b>99</b>	<b>25,723</b>	<b>10,625,522</b>
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# Pennsylvania

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	12	698	\$ 7,115,338
AmeriCorps*National	57	806	\$ 5,666,485
AmeriCorps*VISTA	33	153	\$ 2,172,600
AmeriCorps Other	1		\$ 307,765
<b>Total AmeriCorps</b>	<b>103</b>	<b>1,657</b>	<b>\$ 15,262,188</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	3	16,037	\$ 1,317,987
Higher Education	5	6,782	\$ 1,021,533
Community-Based	1	22,427	\$ 159,180
<b>Total Learn and Serve America</b>	<b>9</b>	<b>45,246</b>	<b>\$ 2,498,700</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	29	20,023	\$ 2,400,740
Foster Grandparent Program	12	1,329	\$ 4,753,679
Senior Companion Program	5	507	\$ 1,555,043
<b>Total Senior Corps</b>	<b>46</b>	<b>21,859</b>	<b>\$ 8,709,462</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	400	\$ 323,000
<b>Total National Service Resources</b>	<b>159</b>	<b>69,162</b>	<b>26,793,350</b>

# Puerto Rico

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	9	-	\$ 1,761,566
AmeriCorps*National	2	9	\$ 160,469
AmeriCorps*VISTA	46	365	\$ 5,183,000
<b>Total AmeriCorps</b>	<b>57</b>	<b>374</b>	<b>\$ 7,105,035</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	3	1,781	\$ 235,932
Foster Grandparent Program	4	554	\$ 1,686,868
Senior Companion Program	5	349	\$ 1,350,951
<b>Total Senior Corps</b>	<b>12</b>	<b>2,684</b>	<b>\$ 3,273,751</b>
<b>Total National Service Resources</b>	<b>69</b>	<b>3,058</b>	<b>10,378,786</b>

# Rhode Island

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	12	354	\$ 2,769,755
AmeriCorps*National	3	18	\$ 277,592
AmeriCorps*VISTA	13	55	\$ 781,000
AmeriCorps Other	1		\$ 69,000
<b>Total AmeriCorps</b>	<b>29</b>	<b>427</b>	<b>\$ 3,897,347</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	758	\$ 66,206
Higher Education	1	200	\$ 350,000
Community-Based	1	3,553	\$ 235,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>4,511</b>	<b>\$ 651,206</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	7	4,727	\$ 464,474
Foster Grandparent Program	2	207	\$ 667,954
Senior Companion Program	1	90	\$ 381,213
<b>Total Senior Corps</b>	<b>10</b>	<b>5,024</b>	<b>\$ 1,513,641</b>
<b>Total National Service Resources</b>	<b>42</b>	<b>9,962</b>	<b>6,062,194</b>

# South Carolina

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	9	215	\$ 1,613,570
AmeriCorps*National	9	48	\$ 405,656
AmeriCorps*VISTA	18	71	\$ 1,008,200
AmeriCorps Other	4	285	\$ 3,601,816
<b>Total AmeriCorps</b>	<b>40</b>	<b>619</b>	<b>\$ 6,629,242</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	2	89,049	\$ 544,368
Higher Education	-	1,000	\$ -
Community-Based	1	4,911	\$ 136,000
<b>Total Learn and Serve America</b>	<b>3</b>	<b>94,960</b>	<b>\$ 680,368</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	10	5,164	\$ 531,549
Foster Grandparent Program	6	475	\$ 1,734,208
Senior Companion Program	4	232	\$ 910,185
<b>Total Senior Corps</b>	<b>20</b>	<b>5,871</b>	<b>\$ 3,175,942</b>
<b>Total National Service Resources</b>	<b>63</b>	<b>101,450</b>	<b>10,485,552</b>

# South Dakota

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	6	17	\$ 822,975
AmeriCorps*National	4		\$ 1,300
AmeriCorps*VISTA	2	11	\$ 156,200
AmeriCorps Other	1		\$ 13,800
<b>Total AmeriCorps</b>	<b>13</b>	<b>28</b>	<b>\$ 994,275</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	8	4,301	\$ 462,558
Foster Grandparent Program	3	155	\$ 620,878
Senior Companion Program	1	124	\$ 379,941
<b>Total Senior Corps</b>	<b>12</b>	<b>4,580</b>	<b>\$ 1,463,377</b>
<b>Total National Service Resources</b>	<b>25</b>	<b>4,608</b>	<b>2,457,652</b>

# Tennessee

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	14	198	\$ 3,047,212
AmeriCorps*National	9	73	\$ 118,185
AmeriCorps*VISTA	18	145	\$ 2,059,000
AmeriCorps Other	1		\$ 231,000
<b>Total AmeriCorps</b>	<b>42</b>	<b>416</b>	<b>\$ 5,455,397</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	16,025	\$ 359,993
Higher Education	1	1,092	\$ 39,445
Community-Based	1	75,549	\$ 271,361
<b>Total Learn and Serve America</b>	<b>3</b>	<b>92,666</b>	<b>\$ 670,799</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	16	7,871	\$ 1,043,351
Foster Grandparent Program	10	883	\$ 3,141,270
Senior Companion Program	4	269	\$ 861,541
<b>Total Senior Corps</b>	<b>30</b>	<b>9,023</b>	<b>\$ 5,046,162</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,000	\$ 150,000
<b>Total National Service Resources</b>	<b>76</b>	<b>103,105</b>	<b>11,322,358</b>

# Texas

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	35	1,188	\$ 15,644,748
AmeriCorps*National	70	707	\$ 2,412,820
AmeriCorps*VISTA	79	341	\$ 4,842,200
AmeriCorps Other	1	2	\$ 20,616
<b>Total AmeriCorps</b>	<b>185</b>	<b>2,238</b>	<b>\$ 22,920,384</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	154,177	\$ 2,053,266
Higher Education	1	1,903	\$ 300,000
Community-Based	-	1,369	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>157,449</b>	<b>\$ 2,353,266</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	30	32,584	\$ 2,472,793
Foster Grandparent Program	10	1,322	\$ 4,928,780
Senior Companion Program	9	779	\$ 2,270,498
<b>Total Senior Corps</b>	<b>49</b>	<b>34,685</b>	<b>\$ 9,672,071</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	500	\$ 400,000
<b>Total National Service Resources</b>	<b>237</b>	<b>194,872</b>	<b>35,345,721</b>

# Utah

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	10	429	\$ 1,316,202
AmeriCorps*National	27	163	\$ 176,972
AmeriCorps*VISTA	21	129	\$ 1,831,800
AmeriCorps Other	1	15	\$ 177,000
<b>Total AmeriCorps</b>	<b>59</b>	<b>736</b>	<b>\$ 3,501,974</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	18,954	\$ 138,849
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	11	7,149	\$ 755,361
Foster Grandparent Program	5	359	\$ 1,173,600
Senior Companion Program	5	433	\$ 1,022,631
<b>Total Senior Corps</b>	<b>21</b>	<b>7,941</b>	<b>\$ 2,951,592</b>
<b>Total National Service Resources</b>	<b>81</b>	<b>27,631</b>	<b>6,592,415</b>

# Vermont

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	6	137	\$ 1,383,540
AmeriCorps*National	7	20	\$ 89,909
AmeriCorps*VISTA	7	68	\$ 965,600
AmeriCorps Other	1	-	\$ 69,000
<b>Total AmeriCorps</b>	<b>21</b>	<b>225</b>	<b>\$ 2,508,049</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	253	\$ 44,040
Higher Education	1	1,820	\$ 200,000
Community-Based	-	244	\$ -
<b>Total Learn and Serve America</b>	<b>2</b>	<b>2,317</b>	<b>\$ 244,040</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	6	4,261	\$ 516,140
Foster Grandparent Program	2	141	\$ 645,084
Senior Companion Program	1	82	\$ 298,937
<b>Total Senior Corps</b>	<b>9</b>	<b>4,484</b>	<b>\$ 1,460,161</b>
<b>Total National Service Resources</b>	<b>32</b>	<b>7,026</b>	<b>4,212,250</b>

# Virginia

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	11	153	\$ 3,036,682
AmeriCorps*National	22	164	\$ 114,130
AmeriCorps*VISTA	44	138	\$ 1,959,600
AmeriCorps Other	3	4	\$ 103,309
<b>Total AmeriCorps</b>	<b>80</b>	<b>459</b>	<b>\$ 5,213,721</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	6,860	\$ 391,874
Higher Education	2	1,047	\$ 238,447
<b>Total Learn and Serve America</b>	<b>3</b>	<b>7,907</b>	<b>\$ 630,321</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	21	11,347	\$ 1,214,059
Foster Grandparent Program	5	370	\$ 1,361,210
Senior Companion Program	3	187	\$ 653,540
<b>Total Senior Corps</b>	<b>29</b>	<b>11,904</b>	<b>\$ 3,228,809</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	400	\$ 253,400
<b>Total National Service Resources</b>	<b>113</b>	<b>20,670</b>	<b>9,326,251</b>



# Washington

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	15	1,069	\$ 13,825,599
AmeriCorps*National	51	380	\$ 3,702,211
AmeriCorps*VISTA	37	258	\$ 3,663,600
AmeriCorps Other	1	5	\$ 69,000
<b>Total AmeriCorps</b>	<b>104</b>	<b>1,712</b>	<b>\$ 21,260,410</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	4,144	\$ 798,377
Higher Education	3	7,496	\$ 532,043
Community-Based	1	3,188	\$ 265,000
<b>Total Learn and Serve America</b>	<b>5</b>	<b>14,828</b>	<b>\$ 1,595,420</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	17	16,392	\$ 1,383,315
Foster Grandparent Program	3	469	\$ 1,321,940
Senior Companion Program	4	286	\$ 887,919
<b>Total Senior Corps</b>	<b>24</b>	<b>17,147</b>	<b>\$ 3,593,174</b>
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	2,000	\$ 250,000
<b>Total National Service Resources</b>	<b>134</b>	<b>35,687</b>	<b>26,699,004</b>

# West Virginia

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	9	162	\$ 3,310,245
AmeriCorps*National	2	15	\$ 1,200
AmeriCorps*VISTA	19	86	\$ 1,221,200
AmeriCorps Other	1	20	\$ 231,000
<b>Total AmeriCorps</b>	<b>31</b>	<b>283</b>	<b>\$ 4,763,645</b>
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
School-based	1	8,429	\$ 149,419
Higher Education	-	943	\$ -
Community-Based	-	849	\$ -
<b>Total Learn and Serve America</b>	<b>1</b>	<b>10,221</b>	<b>\$ 149,419</b>
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	7	2,900	\$ 495,370
RSVP Homeland Security	1	200	\$ 103,026
Foster Grandparent Program	5	438	\$ 1,652,349
Senior Companion Program	2	115	\$ 484,239
<b>Total Senior Corps</b>	<b>15</b>	<b>3,653</b>	<b>\$ 2,734,984</b>
<b>Total National Service Resources</b>	<b>47</b>	<b>14,157</b>	<b>7,648,048</b>

# Wisconsin

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	14	639	\$ 3,521,098
AmeriCorps*National	14	147	\$ 370,905
AmeriCorps*VISTA	14	64	\$ 908,800
Total AmeriCorps	42	850	\$ 4,800,803
<b>Learn and Serve America</b>	<b>Grantees</b>	<b>Participants</b>	<b>CNCS Funding</b>
K-12 School-based	3	13,868	\$ 395,863
K-12 Community-Based	-	48	\$ -
Total Learn and Serve	3	13,916	\$ 395,863
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	15	11,212	\$ 1,157,175
RSVP Homeland Security	2	1,341	\$ 270,228
Foster Grandparent Program	4	611	\$ 2,131,614
Senior Companion Program	3	196	\$ 576,979
Total Senior Corps	24	13,360	\$ 4,135,996
<b>Special Volunteer Programs</b>	<b>Projects</b>	<b>Volunteers</b>	<b>CNCS Funding</b>
Homeland Security	1	1,300	\$ 225,000
<b>Total National Service Resources</b>	<b>70</b>	<b>29,426</b>	<b>9,557,662</b>

# Wyoming

(Program year 2002 – 2003)

<b>AmeriCorps</b>	<b>Program Sites</b>	<b>Enrolled Members</b>	<b>CNCS Funding</b>
AmeriCorps*State	2	8	\$ 172,258
AmeriCorps*National	7	-	\$ 2,800
AmeriCorps*VISTA	10	37	\$ 525,400
Total AmeriCorps	19	45	\$ 700,458
<b>Senior Corps</b>	<b>Projects</b>	<b>Participants</b>	<b>CNCS Funding</b>
RSVP	2	1,000	\$ 133,429
Foster Grandparent Program	3	231	\$ 832,181
Senior Companion Program	1	138	\$ 312,011
Total Senior Corps	6	1,369	\$ 1,277,621
<b>Total National Service Resources</b>	<b>25</b>	<b>1,414</b>	<b>1,978,079</b>

## DONATIONS AND CONTRIBUTIONS

The Corporation for National and Community Service is uniquely positioned to advance the President's vision of an engaged and active citizenry – from elementary school students to corporations. Since its inception, the Corporation has sought to foster volunteer efforts developed and supported by local communities. And, since its inception, the Corporation has had the ability to forge public-private partnerships with the corporate community to advance those local programs.

The private resources are as diverse as the sector itself. From high-tech retailers to food producers, the support of the corporate sector has grown at both the national and local level. Many private sector leaders consider their association with the Corporation and its programs to be a strategic investment.

Under the Corporation's authorizing legislation, donated funding may be accepted and used for the purpose of expanding and improving national service (42 U.S.C. 12651g (a) (2) (A)). The law allows the Corporation to "solicit, accept, hold, administer, use, and dispose of, in furtherance of the purpose of the national service laws, donations of any money or property, real, personal, or mixed, tangible or intangible, received by gift, devise, bequest or otherwise." The legislation requires that the Corporation report to the Congress on the nature and the amount of donations, as well as on how they were used and disposed of (in case of donated property) in support of its programs and activities. This report fulfills these requirements for fiscal 2002.

In addition to raising funds for its own programs, the Corporation in fiscal 2002 also worked to secure donations in support of USA Freedom Corps, a White House initiative on service and volunteerism that includes the Corporation and its programs. The creation of USA Freedom Corps in January 2002 served to increase the depth and breadth of foundation, business, and nonprofit involvement in the Corporation's national and community service programs. Highlights of fiscal 2002 include:

\$500,000 from the Walt Disney Company to support a series of Public Service Announcements in support of the President's Call to Service and the USA Freedom Corps.

\$200,000 from Best Buy to continue the company's support of the annual Martin Luther King Jr. Day of Service.

\$35,000 from Land O' Lakes to support AmeriCorps\*VISTA's Entrepreneur Corps technology project.

\$10,000 from Merrill Lynch to support projects performed jointly with the USA Freedom Corps.

The AmeriCorps "Bridging the Digital Divide" television and radio PSAs distributed in February 2001 continued to receive support from the media. From October 2001 to March 2002 the spots generated an estimated \$1.5 million in donated support.

In August 2002 the Corporation launched new multimedia bilingual public service ads for television and radio to recruit Senior Corps volunteers and AmeriCorps members. So far, the media has donated an estimated \$2 million in time and space to these public service messages. Nearly 7,000 television and radio stations received the spots.

The following schedule lists the receipts and expenses paid from the Gift Fund in fiscal 2002 and 2001, respectively. It should be noted that funds expended during a fiscal year might include amounts donated in previous years.

<b>Supplemental Information on the Source and Use of Donations</b>					
		<b>2002</b>		<b>2001</b>	
<i>Source of Funds</i>	<i>Use of Funds</i>	<i>Receipt</i>	<i>Expense</i>	<i>Receipt</i>	<i>Expense</i>
Walt Disney Company	Corporation projects in support of Freedom Corps	\$ 500,000	\$ 463,751	\$ -	\$ -
Best Buy	Grants for the MLK – Day of Service	200,000	190,383	200,000	147,316
Land O’ Lakes	Entrepreneur Corps technology project	35,000	-	-	-
Merrill Lynch	Corporation projects performed jointly with Freedom Corps	10,000	-	-	-
NBA	Support for middle school projects and the AmeriCorps*NCCC D.C. Campus	-	32,135	54,000	20,000
Kellogg Foundation	Training and Technical Assistance	-	14,196	-	-
KFC	Support for Seniors for Schools	-	-	-	5,983
Other Donors	Miscellaneous specified purposes	620	516	26,672	39,641
Other Donors	Miscellaneous unspecified purposes	1,094	810	20,000	-
<b>Total</b>		<b>\$ 746,714</b>	<b>\$ 701,791</b>	<b>\$ 300,672</b>	<b>\$ 212,940</b>

# FINANCIAL MANAGEMENT

Achieving good financial standing as a steward of taxpayer funds is crucial to helping the Corporation meet a key strategic goal – developing and maintaining a sound, innovative organization that strengthens the service field. The Corporation is pleased to report that, for the third year in a row, it has received an unqualified opinion on its financial statements. The audit opinion issued by the Office of Inspector General and the accounting firm KPMG shows that the Corporation has demonstrated a commitment to strong management controls and a sound financial system. While the Corporation has made significant improvements in its management controls over the past several years, it recognizes that much more needs to be done to achieve its goal and the Corporation is committed to establishing a work environment that strives for continuous improvement.

<b>Corporation Audit Results Since Inception</b>										
<b>Type of Opinion</b>	<b>1994</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	
Unqualified – All Financial Statements							✓	✓	✓	
Unqualified – Balance Sheet Only*					✓	✓				
Qualified – Balance Sheet Only**				✓						
Financial Statements Not Auditable	✓	✓	✓							

\*The financial statements were fully auditable, the auditors issued an unqualified opinion on the Statement of Financial Position and disclaimed on the Statement of Operations and Statement of Cash Flows. \*\*Only the Statement of Financial Position was auditable.

## REPORT ON MANAGEMENT CONTROLS

The Corporation is subject to the reporting requirements of the Government Corporation Control Act (31 U.S.C. 9101 et. seq.). Under these requirements, the Corporation provides a statement on its internal accounting and administrative controls consistent with the requirements of the Federal Managers’ Financial Integrity Act of 1982, as amended (31 USC 3512, et seq.). The statement reflects the Corporation’s assessment of whether there is reasonable assurance that management controls are achieving their intended results, reports any material weaknesses in management controls present within the agency, and describes management’s current plans to address and correct these deficiencies.

### Basis of Fiscal 2002 Assessment

The Corporation’s assessment of management controls is based on reviews and other assessments of Corporation operations, programs and grantees including:

- A written assessment of controls by Corporation managers.
- Independent validation of the managers’ responses for selected Corporation units.
- OIG reports, including the annual financial statement audit and recent audits of portions of the Corporation’s operations.

In addition, management’s knowledge of the Corporation’s day-to-day operations plays an important role in the assessment that controls generally are in place for the Corporation’s fundamental work. These controls include the announcement of funds availability for grants, the receipt and evaluation of applications for financial assistance, and the negotiation and award of grants and cooperative agreements.

**Management Control Program**

The Corporation’s management control program includes providing appropriate training to managers on the purpose of controls and how the Corporation develops, implements, assesses, corrects, and reports on controls. The management control program is conducted through a four-part process:

1. a self-assessment of controls by Corporation managers using a structured questionnaire;
2. an examination of all completed questionnaires by CFO staff and an on-site management control assessment to independently test selected areas determined to be the highest risk;
3. the provision of feedback, including noting areas for improvement at locations reviewed; and
4. the documentation of results for analysis and planning future reviews and improvement efforts.

Under the management control program, certain areas of the Corporation’s operations are tested annually (e.g. accounting, grants) and all others on a cyclical basis (at least once every three years). During fiscal 2002 the Corporation surveyed fifteen operational areas and performed additional on-site verification testing at seven of the fifteen.

**Statement of Assurance**

The Corporation is responsible for assessing the effectiveness of its internal controls in achieving the following objectives:

Reliability of financial reporting – transactions are properly recorded, processed, and summarized to permit the preparation of the financial statements in accordance with generally accepted accounting principles.

Safeguarding of assets against loss from unauthorized acquisition, use, or disposition.

Compliance with applicable laws and regulations – transactions are executed in accordance with: (a) laws governing the use of budget authority and other laws and regulations that could have a direct and material effect on the financial statements, and (b) any other laws and regulations or government-wide policies identified by OMB and entity management as being significant and for which compliance can be objectively measured and evaluated.

Based on the Corporation’s evaluation, the controls in place on September 30, 2002, provided reasonable assurance that the foregoing objectives were met except for one area of grants management, as discussed below. As a result, grants management, while not a material weakness, remains a reportable condition in the fiscal 2002 audit report. With the continued successful operation of the *Momentum* financial management system, the Corporation continues to comply with Federal financial management system requirements including those specified in the Federal Financial Management Improvement Act.

<b>Corporation Management Control Issues*</b>					
<b>Type of Weakness</b>	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
Material Weaknesses	8	5	1	0	0
Reportable Conditions	<u>2</u>	<u>2</u>	<u>2</u>	<u>1</u>	<u>1</u>
Total	10	7	3	1	1

\* The source for fiscal 1998 and 1999 data is OIG briefing material provided to Congressional oversight committee staff. The source for fiscal 2000 through 2002 data is the annual OIG financial statement audit.

### ***Status of Grants Management Reportable Condition***

The fiscal 2001 financial audit identified grant administration as an area of the Corporation's operations that needed improvement, and made several recommendations to improve grantee compliance monitoring and grant closeout activities. Over the past year, the Corporation continued to make improvements in its procedures and processes including those areas identified in the fiscal 2001 audit report.

One specific improvement that was made in the grant management process relates to how grant decisions are made. During fiscal 2002, the Corporation determined that the AmeriCorps program did not adequately consider the impact of education awards when making grant decisions to award national service positions, instead focusing exclusively on available appropriations for AmeriCorps grants and program costs per member. This condition did not present a problem until program year 2001 because, up until that time, enrollment in AmeriCorps programs did not vary much from the projected number used for calculating Trust fund needs. However, due to volunteer response after the events of September 11, 2001, and the President's Call to Service, member enrollment reached an unprecedented high, which did not become apparent until late August 2002. The high number of enrollments, coupled with a decrease in interest rates caused by changes in the economy, encumbered the Trust fund faster than previously forecast.

The Corporation's approval of AmeriCorps member slots in excess of the number of positions budgeted is a technical violation of its authorizing statute (section 129(f) of the National and Community Service Act (42 U.S.C. 12581(f))). The statute requires the Corporation to ensure that there are sufficient funds in the National Service Trust to support the projected number of enrollments in the Trust before approving national service positions. To prevent enrollments in excess of the projected number that could be supported by the Trust the Corporation suspended the ability of its grantees to enroll members into national service positions that had already been authorized until final Congressional action on the Corporation's appropriations for fiscal 2003. This suspension did not affect members already enrolled in Corporation programs.

### ***Corrective Actions***

To address this control deficiency, the Corporation established new procedures to ensure that AmeriCorps staff take Trust funding needs into account and does not exceed the projected number of positions in making grants for AmeriCorps programs. These procedures include requirements for AmeriCorps to include an estimate of the number of positions that would result from a grant award and to track and report enrollment information to the Chief Executive Officer and Chief Financial Officer on a bi-weekly basis. In addition, procedures were established to ensure that the Corporation's financial staff has timely and accurate information about AmeriCorps enrollments to use in updating forecasts of Trust liabilities and recording Trust fund obligations.

<b>Corporation Financial Management Performance Indicators</b>				
<b>Performance Indicators</b>	<b>Fiscal Year 2001 Results</b>	<b>Goal</b>	<b>Fiscal Year 2002 Results</b>	<b>Goal Met</b>
Audit opinion on financial statements	Unqualified opinion	Unqualified opinion	Unqualified opinion	Yes
Material weaknesses reported in financial statement audit	Reduced to zero	Maintained at zero	Maintained at zero	Yes
Operating status of a single, grants management program that provides stewardship over federal funds in a cost-effective manner	System developed	Bring System Online	System Online and Operating	Yes
Operating status of a new financial management system ("Momentum")	System upgraded to maintain compliance with JFMIP	System upgraded to maintain compliance with JFMIP	System upgraded to maintain compliance with JFMIP	Yes
Percentage of timely vendor payments	99%	99%	99%	Yes
Timely reports to central agencies	100%	100%	100%	Yes
Percentage of payroll by electronic transfer				
CNS Employee	100%	100%	100%	Yes
VISTA Volunteers	62%	80%	78%	No*

\*The slight deviation had no effect on overall program or activity performance.

### ***THE NATIONAL SERVICE TRUST***

Established by the National and Community Service Trust Act of 1993 (42 USC 12601, et seq.), the National Service Trust provides funds for education awards for eligible participants who complete service under AmeriCorps, the national service program. The Trust consists of amounts appropriated to the Corporation, interest earned, and the proceeds from the sale or redemption of Trust investments. The Trust is also authorized to receive gifts or bequests; however, to date, no donations have been received by the Trust. Under the Trust Act, funds are available to:

- Repay qualified student loans.
- Pay educational expenses at an institution of higher education.
- Pay expenses incurred in participating in an approved school-to-work program.
- Repay eligible interest expense.

The value of an education award depends on the length of service performed by an AmeriCorps member. Completion of a full-time term of service, currently requiring a minimum of 1,700 hours of service, entitles an AmeriCorps member to an education award of \$4,725. Completion of a part-time term, requiring a minimum of 900 hours of service, entitles an AmeriCorps member to an education award of \$2,362.50. Reduced part-time terms, which provide awards of \$1,000 to \$1,800, are also offered. Education awards earned by AmeriCorps members are available to be used for seven years from the end of the service. Payments from the Trust are made directly to the educational institutions and the loan holders as directed by the members and by the institutions.

In addition, the Corporation's appropriations acts in recent years have made specified amounts from the Trust available for scholarships for high school students. The \$1,000 college scholarships, known as President's Freedom Scholarships, are available to high school students throughout the United States. The scholarships are awarded to students who provide the most outstanding service during the high school year. To fund each scholarship, a local community source must match \$500 provided by the Corporation, so that the student receives the full \$1,000 scholarship.



<b>National Service Trust Payment Activity</b>					
<b>Activity</b>	<b>Fiscal 1998</b>	<b>Fiscal 1999</b>	<b>Fiscal 2000</b>	<b>Fiscal 2001</b>	<b>Fiscal 2002</b>
Service award payments:					
Number	29,873	35,766	43,129	52,661	53,404
Dollar amount ( <i>in millions</i> )	\$41.3	\$51.5	\$65.5	\$77.2	\$81.6
Interest forbearance payments:					
Number	3,752	4,578	5,286	6,127	6,205
Dollar amount ( <i>in millions</i> )	\$2.1	\$2.8	\$3.4	\$3.9	\$3.7
President's Freedom Scholarship payments:					
Number	2,475	3,488	5,033	6,224	5,930
Dollar amount ( <i>in millions</i> )	\$1.2	\$1.6	\$2.5	\$3.1	\$2.9
For fiscal 2003, the Corporation estimates that service award payments will total \$88 million, interest forbearance payments \$4 million, and President's Freedom Scholarship payments \$3 million. As of September 30, 2002, education awards totaling \$11.3 million had expired.					

### ***Trust Enrollment Activity***

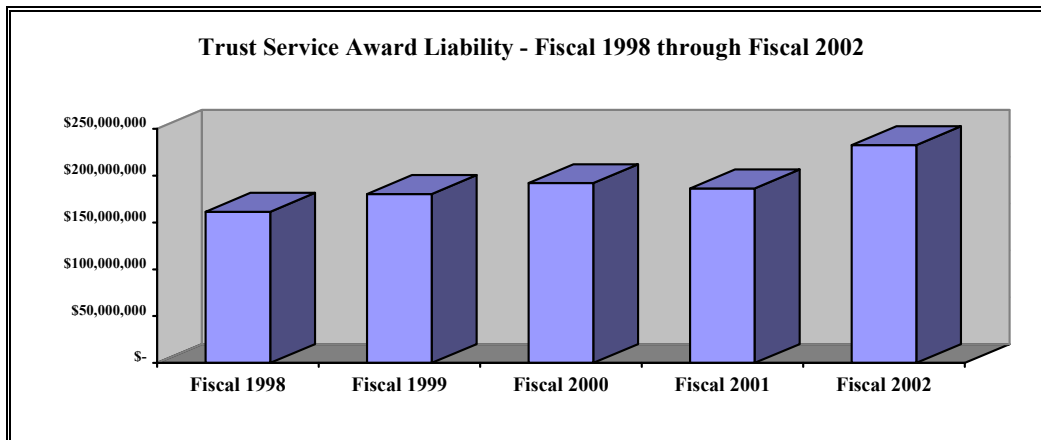
Since the Corporation's inception through fiscal 2002, over 342 thousand enrollments were recorded in the Trust. Member enrollments were about 25 thousand for the first three program years and then jumped to about 40 thousand for program year 1997, a 60 percent increase. For program years 1998 and 1999, Trust enrollments remained at about 41 thousand. Then, the Trust enrolled nearly 53 thousand AmeriCorps members for program year 2000 and over 59 thousand for program year 2001, a significantly higher level than projected by the Corporation. As of September 30, 2002, another 32 thousand members had been enrolled for program year 2002 (the goal of 50 thousand was achieved in November 2002). As discussed in the Corporation's report on management controls, these enrollment levels were significantly higher than projected when assessing Trust funding needs.

<b>Factors Affecting the National Service Trust Liability*</b>					
<b>Factor</b>	<b>Program Year**</b>				
	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
Member enrollments in the Trust	40,768	41,824	52,993	59,199	50,000
Percent of members enrolled who earn an education award	68%	71%	73%	75%	75%
Projected education award utilization rate	74.8%	75.7%	76.3%	76.3%	76.3%
Breakout of earned awards by term type:					
Full-time	60%	55%	49%	50%	51%
Part-time	27%	27%	25%	23%	22%
Reduced Part-time	13%	18%	26%	27%	27%
*Estimated results over the seven years that the award is available for use after it is earned. ** Program year refers to positions attributable to, although not necessarily filled in, a particular fiscal year. For example, a grantee may receive a grant in fiscal year 2001 but not fill all positions until fiscal 2002. All positions related to this grant would be considered program year 2001 positions.					

### ***Service Award Liability***

The Corporation's service award liability totaled \$231.4 million at September 30, 2002. The liability has grown significantly since the Trust's inception as more Americans have become engaged in national service. The liability represents an estimate of the unpaid earned and expected to be earned education awards and interest forbearance costs which are likely to be used by members who have already completed at least 15 percent of the minimum service requirement as of the fiscal year-end.

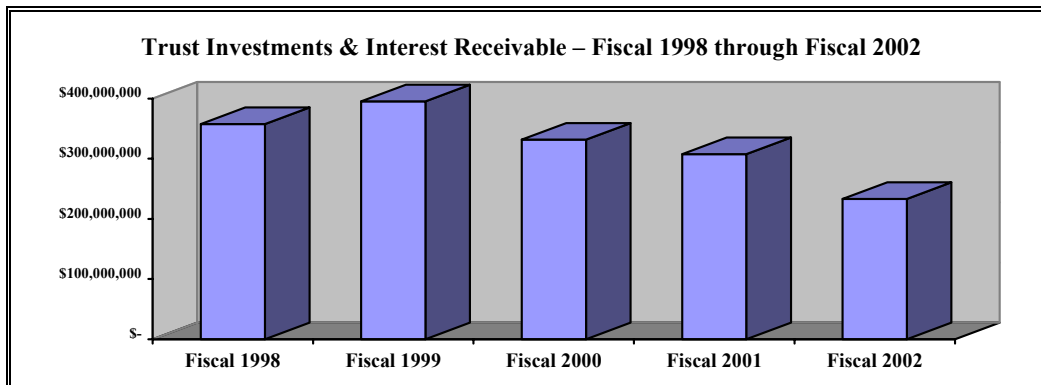
The liability estimate does not include the full amount of all earned service awards. The Corporation includes factors in the estimate for members who enroll but do not earn an award, and for members who earn an award but do not use it within the seven-year period of availability. The Corporation estimates that about 75 percent of enrolled members will earn an award and 76.3 percent of the education awards earned will eventually be used.



***Trust Investments***

By law, funds in the National Service Trust are invested only in U.S. Treasury interest bearing obligations—notes, bills, and bonds. The Corporation’s investments are referred to as Market Based Specials, which are similar to government securities sold on the open market.

The year-end balance in the Corporation’s Trust Investments and Interest Receivable account increased consistently each fiscal year through 1999, but has decreased significantly since that time. The decrease was primarily the result of the \$111.2 million rescinded from the Trust in fiscal 2000 and 2001, no new funds requested for fiscal 2002, and a steady increase in payments for education awards during the same period. As of September 30, 2002, the net book value of Trust investments plus interest receivable was \$233.3 million (the corresponding fair market value was \$244.7 million).



### Service Award Expense

As discussed above, members participating in eligible programs can earn an education award to pay for qualified education expenses. The Trust also pays interest forbearance costs on qualified student loans during the period members perform community service. The Corporation's expense for national service awards, which is based on the estimated number of members who will earn and eventually use an education award and other factors, was \$133.4 million for fiscal 2002.

During fiscal 2002, eligible members from all program years used about \$81.6 million in awards and \$3.7 million in interest forbearance. In addition, \$2.9 million was used for the President's Freedom Scholarship Program.

<b>Trust Fund Statement of Financial Position, as of September 30</b>		
<i>(in thousands)</i>		
	<b>2002</b>	<b>2001</b>
<b>Assets</b>		
Fund Balance With Treasury	\$ 88	\$ 104
Investments and Related Receivables, Net	233,280	307,688
Accounts Receivable, Net	18	17
Total Assets	<u>\$ 233,386</u>	<u>\$ 307,809</u>
<b>Liabilities</b>		
Trust Service Award Liability	\$ 231,429	\$ 186,414
Total Liabilities	<u>231,429</u>	<u>186,414</u>
<b>Net Position</b>		
Cumulative Results Of Operations	1,957	121,395
Total Net Position	<u>1,957</u>	<u>121,395</u>
Total Liabilities and Net Position	<u>\$ 233,386</u>	<u>\$ 307,809</u>

<b>Trust Fund Statement of Operations and Changes in Net Position, for the Years Ended September 30</b>		
<i>(in thousands)</i>		
	<b>2002</b>	<b>2001</b>
<b>Revenues</b>		
Appropriations Received	\$ -	\$ 69,846
Interest Income	13,993	18,949
Total Revenues	<u>13,993</u>	<u>88,795</u>
<b>Expenses</b>		
National Service Award Expense	133,429	77,423
Other	2	-
Total Expenses	<u>133,431</u>	<u>77,423</u>
<b>Net of Revenues over Expenses</b>	<u>\$ (119,438)</u>	<u>\$ 11,372</u>
<b>Net Position</b>		
Net Position, Beginning	\$ 121,395	\$ 140,023
Net of Revenues over Expenses	(119,438)	11,372
Permanent Rescission of Trust Funds	-	(30,000)
Net Position, Ending	<u>\$ 1,957</u>	<u>\$ 121,395</u>

# FINANCIAL STATEMENTS

The Corporation has prepared its fiscal 2002 financial statements in accordance with the Government Corporation Control Act, as amended by §306 of the Chief Financial Officers Act. The Government Corporation Control Act requires that government corporations submit an annual report to the Congress within 180 days of the fiscal year end. Pursuant to the Act, the Corporation's fiscal 2002 financial statements include the following statements:

Statement of Financial Position, which reports on the status of Corporation assets, liabilities, and net position.

Statement of Operations and Changes in Net Position, which reports on revenues and expenses of the Corporation for the year.

Statement of Cash Flows, which reports on the components that make up the change in fund balance of the Corporation for the year.

The statements present comparative information for the fiscal 2002 and 2001. The Corporation has made significant improvements in financial management reporting in the past several years. For the third year in a row, KPMG LLP, under contract to the Corporation's Office of Inspector General, has audited the financial statements and rendered an unqualified opinion. This opinion recognizes the financial statements as fairly presented and in conformance with generally accepted accounting principles.

## *Composition of Corporate Assets*

The Corporation's primary assets are Fund Balance with Treasury, Trust Investments and Related Receivables, and Advances to Others. The Fund Balance with Treasury represents annual, multi-year, and no-year funds that are available to pay current and future commitments. Trust Investments, which are maintained in the National Service Trust, are restricted for use in paying education awards, interest forbearance, and President's Freedom Scholarships to eligible participants, and are not available for use in the current operations of the Corporation. Advances to Others mainly represent funds provided to grantees in advance of their performance under a grant. For the most part, these advances are liquidated during the first quarter of the subsequent fiscal year.

Fund Balance with Treasury increased by two percent from \$826 million at September 30, 2001, to \$843 million at September 30, 2002. During the same time period, Trust Investments and Related Receivables decreased over 24 percent from \$308 million to \$233 million. This decrease was a result of no new funds requested for fiscal 2002, coupled with a steady increase in payments for education awards.

Advances to others increased by 168 percent from \$22 million at September 30, 2001, to \$59 million at September 30, 2002. The increase is related to improvements made in the way the Corporation records advances to grantees, the most significant of which was the full implementation of an electronic interface with the Department of Health and Human Service's (HHS) Payment Management System (which is the fiscal agent for Corporation grant payments), allowing the Corporation to download grantee activity at the detailed grant level and improve its estimates for this activity.

## *Composition of Corporate Liabilities*

The Corporation's most significant liabilities are the Trust Service Award Liability and Grants Payable. Individuals who successfully complete terms of service in AmeriCorps programs earn education

awards that can be used to make payments on qualified student loans or for educational expenses at qualified educational institutions. The awards, which can be used for a period of up to seven years, are paid from the National Service Trust. The Trust also pays forbearance interest on qualified student loans during the period members perform community service. The award liability components related to education awards and interest forbearance have been adjusted, based on historical experience, to reflect the fact that some eligible participants may not use these benefits. Grants Payable represent funds due to grantees in payment of their performance under a grant. For the most part, these payables are liquidated during the first quarter of the subsequent fiscal year.

The Trust Service Award Liability increased by about 24 percent from \$186 million at September 30, 2001, to \$231 million at September 30, 2002. This increase was primarily a result of the unprecedented high levels of enrollment in 2001 programs, which became apparent in late August of 2002, and the rapid rate of enrollments for 2002 programs.

Grants Payable increased by 80 percent from \$49 million at September 30, 2001, to \$88 million at September 30, 2002. As with advances, the increase in grants payable is primarily attributable to the full implementation of an electronic interface with HHS's Payment Management System, allowing the Corporation to download grantee activity at the detailed grant level and improve its estimates for this activity.

### ***Limitations of the Financial Statements***

These statements have been prepared to report on the financial position and results of operations of the Corporation for National and Community Service, a Federal government corporation, in accordance with generally accepted accounting principles. While the statements have been prepared from the books and records of the Corporation, the statements are in addition to the financial reports used to monitor and control budgetary resources that are prepared from the same books and records. These statements should also be read with the realization that they are for a component of the U.S. Government, a sovereign entity. One implication of this is that liabilities cannot be liquidated without legislation that provides the resources to do so.

These financial statements have been prepared to report the financial position, results of operations, and cash flows of the Corporation for National and Community Service, as required by the Government Corporation Control Act (31 USC 9106) and by the National and Community Service Act of 1990, as amended (42 USC 12651). These financial statements include the Corporation's activities related to providing grants and education awards to eligible recipients. The Corporation is not subject to income tax.

Transactions are recorded in the accounting system on an accrual basis and a budgetary basis. Under the accrual method of accounting, revenues are recognized when earned and expenses are recognized when a liability is incurred, without regard to receipt or payment of cash. Appropriations are considered earned for the Corporation's National Service Trust Fund and are recognized as revenue when received in the Trust Fund.

The recognition of budgetary accounting transactions is essential for compliance with legal constraints and controls over the use of Federal funds. Budgetary accounting principles are designed to recognize the obligation of funds according to legal requirements, which in many cases is prior to the occurrence of an accrual-based transaction. Thus, the financial statements differ from other financial reports submitted pursuant to Office of Management and Budget directives for the purpose of monitoring and controlling the use of the Corporation's budgetary resources.

**Corporation for National and Community Service**  
**Statements of Financial Position**  
**As of September 30**  
*(dollars in thousands)*

	<u>2002</u>	<u>2001</u>
<b>ASSETS</b>		
Fund Balance with Treasury <i>(Note 2)</i>	\$ 843,469	\$ 825,962
Trust Investments and Related Receivables <i>(Note 3)</i>	233,280	307,688
Advances to Others	59,195	22,251
Accounts Receivable, Net <i>(Note 4)</i>	3,021	3,070
Property and Equipment, Net <i>(Note 5)</i>	<u>1,924</u>	<u>1,162</u>
Total Assets	<u>\$ 1,140,889</u>	<u>\$ 1,160,133</u>
 <b>LIABILITIES</b>		
Trust Service Award Liability <i>(Note 6)</i>	\$ 231,429	\$ 186,414
Grants Payable	88,392	48,885
Accounts Payable	5,010	6,507
Actuarial FECA Liability <i>(Note 9)</i>	11,521	12,637
Other Liabilities	8,742	10,205
Accrued Annual Leave	3,109	2,947
Commission Post-Service Benefits Liability <i>(Note 7)</i>	184	662
Advances from Others	-	164
Capital Lease Liability <i>(Note 8)</i>	<u>75</u>	<u>64</u>
Total Liabilities	<u>348,462</u>	<u>268,485</u>
 Commitments and Contingencies <i>(Notes 8 and 16)</i>		
 <b>NET POSITION</b>		
Unexpended Appropriations		
Obligated	699,235	681,752
Unobligated	108,144	107,404
Cumulative Results of Operations	<u>(14,952)</u>	<u>102,492</u>
Total Net Position <i>(Note 10)</i>	<u>792,427</u>	<u>891,648</u>
 Total Liabilities and Net Position	 <u>\$ 1,140,889</u>	 <u>\$ 1,160,133</u>

*The accompanying notes are an integral part of these financial statements.*

**Corporation for National and Community Service**  
**Statements of Operations and Changes in Net Position**  
**For the Years Ended September 30**  
*(dollars in thousands)*

	<u>2002</u>	<u>2001</u>
<b>REVENUES</b>		
Appropriated Capital Used, excluding Trust Fund	\$ 705,266	\$ 683,886
Appropriations Received by the Trust Fund <i>(Note 11)</i>	–	69,846
Interest	13,993	18,949
Revenue from Services Provided	7,358	5,934
Other	747	301
Total Revenues	<u>727,364</u>	<u>778,916</u>
<b>EXPENSES</b>		
AmeriCorps	556,231	507,514
National Senior Service Corps	196,382	186,471
Learn & Serve America	62,495	54,112
Subtotal	<u>815,108</u>	<u>748,097</u>
Congressionally Earmarked Grants	23,944	12,701
DVSA State Grants	751	778
Office of Inspector General	5,006	5,120
Total Expenses <i>(Note 12)</i>	<u>844,809</u>	<u>766,696</u>
<b>NET OF REVENUES OVER EXPENSES</b>	<u>\$ (117,445)</u>	<u>\$ 12,220</u>
<b>NET POSITION</b>		
Net of Revenues over Expenses	\$ (117,445)	\$ 12,220
Increase in Unexpended Appropriations, Net <i>(Note 14 &amp; 17)</i>	18,224	5,332
Non-Operating Changes:		
Permanent Rescission of Trust Funds <i>(Note 15)</i>	–	(30,000)
Reclassification of Net Position <i>(Note 17)</i>	–	(1,978)
Decrease in Net Position, Net	<u>(99,221)</u>	<u>(14,426)</u>
Net Position, Beginning Balance	<u>891,648</u>	<u>906,074</u>
Net Position, Ending Balance	<u>\$ 792,427</u>	<u>\$ 891,648</u>

*The accompanying notes are an integral part of these financial statements.*

**Corporation for National and Community Service**  
**Statement of Cash Flows**  
**For the Year Ended September 30, 2002**  
*(dollars in thousands)*

**CASH FLOWS FROM OPERATING ACTIVITIES**

Net of Revenues over Expenses \$ (117,445)

Adjustments Affecting Cash Flow:

Appropriated Capital Used	\$ (705,266)	
Decrease in Accounts Receivable	(49)	
Decrease in Interest Receivable	2,885	
Increase in Advances	<u>(36,944)</u>	
		\$ (739,374)

Decrease in Accounts Payable, Other Liabilities and Advances from Others	(3,124)	
Decrease in FECA and Annual Leave Liabilities	(954)	
Decrease in Commission Liability	(478)	
Increase in Capital Lease Liability	11	
Increase in Trust Liability	45,015	
Increase in Grants Payable	<u>39,507</u>	
		79,977

Amortization of Premium/Discount on Investments	1,215	
Depreciation, Amortization, and Loss on Disposition of Assets	902	
Bad Debt Expense	<u>\$ 93</u>	
		\$ 2,210

Total Adjustments (657,187)

Net Cash Used by Operating Activities \$ (774,632)

*(continued)*

*The accompanying notes are an integral part of these financial statements.*



**Corporation for National and Community Service**  
**Statement of Cash Flows**  
**For the Year Ended September 30, 2002**  
*(dollars in thousands)*

**CASH FLOWS FROM INVESTING ACTIVITIES**

Purchase of Property and Equipment	\$ (1,664)	
Sales of Securities	248,461	
Purchase of Securities	<u>(178,148)</u>	
Net Cash Provided by Investing Activities		\$ 68,649

**CASH FLOWS FROM FINANCING ACTIVITIES**

Appropriations Received	735,875	
Canceled/Rescinded Appropriations	<u>\$ (12,385)</u>	
Net Cash Provided by Financing Activities		<u>723,490</u>
Net Cash Provided by Operating, Investing, and Financing Activities		17,507
Fund Balance with Treasury, Beginning		<u>825,962</u>
Fund Balance with Treasury, Ending		<u>\$ 843,469</u>

**Supplemental Disclosure of Cash Flow Information**

Interest Paid	\$	6
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**Supplemental Schedule of Financing and Investing Activities**

Property and Equipment Acquired Under Capital Lease Obligations	\$	11
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*The accompanying notes are an integral part of these financial statements.*

**Corporation for National and Community Service**  
**Statement of Cash Flows**  
**For the Year Ended September 30, 2001**  
*(dollars in thousands)*

**CASH FLOWS FROM OPERATING ACTIVITIES**

Net of Revenues over Expenses		\$ 12,220
Adjustments Affecting Cash Flow:		
Appropriated Capital Used	\$ (683,886)	
Appropriations Received by Trust Fund	(69,846)	
Decrease in Accounts Receivable	(12)	
Decrease in Interest Receivable	306	
Decrease in Advances	<u>2,597</u>	
	\$ (750,841)	
Decrease in Accounts Payable, Other Liabilities and Advances from Others	(1,629)	
Increase in FECA and Annual Leave Liabilities	308	
Decrease in Commission Liability	(777)	
Decrease in Capital Lease Liability	(64)	
Decrease in Trust Liability	(6,621)	
Increase in Grants Payable	<u>9,369</u>	
	586	
Amortization of Premium/Discount on Investments	1,628	
Depreciation, Amortization, and Loss on Disposition of Assets	<u>\$ 1,237</u>	
	\$ 2,865	
Total Adjustments		<u>(747,390)</u>
Net Cash Used by Operating Activities		\$ (735,170)

*(continued)*

*The accompanying notes are an integral part of these financial statements.*

**Corporation for National and Community Service**  
**Statement of Cash Flows**  
**For the Year Ended September 30, 2001**  
*(dollars in thousands)*

**CASH FLOWS FROM INVESTING ACTIVITIES**

Purchase of Property and Equipment	\$ (684)	
Sales of Securities	231,130	
Purchase of Securities	<u>(208,921)</u>	
Net Cash Provided by Investing Activities		\$ 21,525

**CASH FLOWS FROM FINANCING ACTIVITIES**

Appropriations Received	767,350	
Canceled/Rescinded Appropriations	<u>\$ (40,264)</u>	
Net Cash Provided by Financing Activities		<u>727,086</u>
Net Cash Provided by Operating, Investing, and Financing Activities		13,441
Fund Balance with Treasury, Beginning		<u>812,521</u>
Fund Balance with Treasury, Ending		<u>\$ 825,962</u>

**Supplemental Disclosure of Cash Flow Information**

Interest Paid	\$	11
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*The accompanying notes are an integral part of these financial statements.*

## NOTES TO THE FINANCIAL STATEMENTS

### NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

#### A. Basis of Presentation

These financial statements have been prepared to report the financial position, results of operations, and cash flows of the Corporation for National and Community Service (the Corporation), as required by the Government Corporation Control Act (31 USC 9106) and by the National and Community Service Act of 1990, as amended (42 USC 12651). These financial statements have been prepared from the books and records of the Corporation in accordance with accounting principles generally accepted in the United States of America (GAAP) as applicable to Federal corporations and include the Corporation's activities related to providing grants and education awards to eligible participants. The Corporation is not subject to income tax.

The principal financial statements of the Corporation are the:

Statement of Financial Position;

Statement of Operations and Changes in Net Position; and

Statement of Cash Flows.

The notes to the financial statements are considered an integral part of the financial statements.

#### B. Reporting Entity

The Corporation was created by the National and Community Service Trust Act of 1993 (Public Law 103-82, 42 USC 12651). The Corporation provides grants and other incentives to states, local municipalities, and not-for-profit organizations to help communities meet critical challenges in the areas of education, public safety, human needs, and the environment through volunteer service. The Corporation oversees three national service initiatives:

**AmeriCorps** is the national service program that annually engages more than 50 thousand Americans of all ages and backgrounds in full-time and sustained part-time community service and provides education awards in return for such service.

**The National Senior Service Corps** is a network of more than 500 thousand people age 55 and older who participate in the *Foster Grandparent Program*, the *Senior Companion Program*, and the *Retired and Senior Volunteer Program*. These programs tap the experience, skills, talents, and creativity of America's seniors.

**Learn & Serve America** supports and promotes service learning in schools, universities, and communities. Through structured service activities that help meet community needs, nearly one million students improve their academic learning, develop personal skills, and practice responsible citizenship.

Together, these initiatives promote the ethic of service and help solve critical community problems in every state, many Indian tribes, and most U.S. territories.

#### C. Budgets and Budgetary Accounting

The activities of the Corporation are primarily funded through two separate appropriation bills. One is the Labor/Health and Human Services bill, which funds Domestic Volunteer Service Act (DVSA) programs. The DVSA appropriation is available for obligation by the Corporation for one fiscal year only.

The second is the Veterans Affairs, Housing and Urban Development, and Independent Agencies bill, which funds National and Community Service Act (NCSA) programs. The NCSA appropriation is available for obligation by the Corporation over two fiscal years.

Both the DVSA and the NCSA appropriations fund a part of the Corporation's costs for administrative operations. In addition, part of the NCSA appropriations are provided on a no-year basis for the National Service Trust (the

Trust), a fund within the Corporation primarily used to provide education awards to eligible participants. The Trust provides awards for AmeriCorps members under AmeriCorps\*State and National, AmeriCorps\*NCCC, and AmeriCorps\*VISTA as well as for the AmeriCorps Education Award Program, where sponsoring organizations are responsible for providing member subsistence and other costs, and the Corporation provides an education award and a small amount for administrative costs.

#### **D. Basis of Accounting**

Transactions are recorded in the accounting system on an accrual basis and a budgetary basis. Under the accrual method of accounting, revenues are recognized when earned and expenses are recognized when a liability is incurred, without regard to receipt or payment of cash. Appropriations are considered earned for the Corporation's National Service Trust Fund and are recognized as revenue when received in the Trust Fund.

The recognition of budgetary accounting transactions is essential for compliance with legal constraints and controls over the use of Federal funds. Budgetary accounting principles are designed to recognize the obligation of funds according to legal requirements, which in many cases is prior to the occurrence of an accrual-based transaction. Thus, the financial statements differ from other financial reports submitted pursuant to Office of Management and Budget directives for the purpose of monitoring and controlling the use of the Corporation's budgetary resources.

#### **E. Fund Balance with Treasury**

The Corporation does not maintain cash in commercial bank accounts. Cash receipts and disbursements are processed by the U.S. Treasury. The Fund Balance with Treasury represents annual, multi-year, and no-year funds, which are maintained in appropriated and trust funds that are available to pay current and future commitments.

Funds maintained in the National Service Trust are restricted for use in paying service awards earned by eligible participants as well as interest forbearance, and are not available for use in the current operations of the Corporation. The majority of the funds received from individuals and organizations in the form of gifts and donations for the support of service projects are restricted for a particular use.

#### **F. Trust Investments and Related Receivables**

By law, the Corporation invests funds, which have been transferred to the Trust, only in interest-bearing Treasury obligations of the United States. These Treasury obligations are referred to as market-based specials, which are similar to government securities sold on the open market, and consist of Treasury notes, bonds, bills and one-day certificates.

The Corporation classifies these investments as held-to-maturity at the time of purchase and periodically re-evaluates such classification. Securities are classified as held-to-maturity when the Corporation has the positive intent and ability to hold securities to maturity. Held-to-maturity securities are stated at cost with corresponding premiums or discounts amortized over the life of the investment to interest income. Premiums and discounts are amortized using the effective interest method.

Interest receivable represents amounts earned but not received on investments held at year-end. Prepaid interest is the amount of interest earned on a security since the date of its last interest payment up to the date the security is purchased by the Corporation. Such interest, if any, at year-end is included in the interest receivable balance.

#### **G. Advances to Others**

The Corporation advances funds, primarily in response to grantee drawdown requests, to facilitate their authorized national and community service and domestic volunteer service activities. The cash payments to grantees, in excess of amounts earned under the terms of the grant agreements, are accounted for as advances. At the end of the fiscal year, the total amount advanced to grantees is compared with the Corporation-funded amount earned by the grantees. Grantee expenses are determined from reports submitted by the grantees. For those grantees with advances exceeding expenses, the aggregate difference is reported as the advance account balance.

## **H. Accounts Receivable**

Accounts receivable represents amounts due to the Corporation primarily under Federal and non-Federal reimbursable agreements, grantee audit resolution determinations, and outstanding travel advances due from employees. These amounts are reduced by an allowance for uncollectible accounts based on the age of each past due account.

## **I. Property and Equipment**

The Corporation capitalizes property and equipment at historical cost for acquisitions of \$10 thousand or more, with an estimated useful life of two or more years. The assets reported include telephone equipment, computer systems equipment, copiers, computer software, furniture, and assets under capital leases. These assets are depreciated (or amortized) on a straight-line basis over estimated useful lives ranging from two to 10 years, using the half-year convention. Normal maintenance and repair costs on capitalized property and equipment are expensed when incurred.

## **J. Trust Service Award Liability**

The Trust service award liability represents unpaid earned, and expected to be earned, education awards and eligible interest forbearance costs, which are expected to be used. These amounts relate to participants who have completed service or are currently enrolled in the program and are expected to earn an award, based on the Corporation's historical experience.

## **K. Grants Payable**

Grants are made to non-profit organizations, education institutions, states, municipalities, and other external organizations. Grants become budgetary obligations, but not liabilities, when they are awarded. At the end of each fiscal year, the Corporation reports the total amount of unreimbursed authorized grantee expenses, earned under the terms of grant agreements, as grants payable.

## **L. Accounts Payable**

The Corporation records as liabilities all amounts that are likely to be paid as a direct result of a transaction or event that has already occurred. Accounts payable represents amounts due to both Federal and non-Federal entities for goods and services received by the Corporation, but not paid for at the end of the fiscal year.

## **M. Actuarial FECA Liability**

The Federal Employees' Compensation Act (FECA) provides income and medical cost protection to covered Federal civilian employees injured on the job, employees who have incurred a work-related occupational disease, and beneficiaries of employees whose death is attributable to a job-related injury or occupational disease. Claims incurred for benefits for Corporation employees under FECA are administered by the Department of Labor (DOL) and later billed to the Corporation. The Corporation's actuarial liability for workers' compensation includes costs incurred but unbilled as of year-end, as calculated by DOL, and is not funded by current appropriations.

## **N. Other Liabilities**

Other liabilities include amounts owed but not paid at the end of the fiscal year for payroll and benefits; VISTA stipends; and the portion of the liability for Federal Employees' Compensation Act charges incurred and billed but unpaid.

## **O. Accrued Annual Leave**

Annual leave is accrued as a liability based on amounts earned but not used as of the fiscal year-end. Each year, the balance in the accrued annual leave account is adjusted to reflect current year pay rates and leave balances. Annual leave is funded from current appropriations when used. As unused annual leave is used in the future, financing will be obtained from appropriations current at that time. Sick leave and other types of non-vested leave are expensed when used.

**P. Commission Post-Service Benefits Liability**

The Commission post-service benefits liability represents unpaid earned educational benefits incurred by the former Commission on National and Community Service, which has been managed by the Corporation since 1994. This liability, more fully discussed in Note 7, is funded by the Corporation when a request for payment is made.

**Q. Advances from Others**

Advances from others consist of advances from other government agencies related to interagency agreements the Corporation entered into to provide services to those agencies.

**R. Net Position**

Net position is composed of unexpended appropriations and cumulative results of operations. Unexpended appropriations are funds appropriated and warranted to the Corporation that are still available for expenditure as of the end of the fiscal year. Cumulative results of operations represent the net differences between revenues and expenses from the inception of the Corporation.

**S. Revenues**

*Appropriated Capital Used*

The Corporation obtains funding for its program and operating expenses through annual and multi-year appropriations. Appropriations are recognized on an accrual basis at the time they are used to pay program or administrative expenses, except for expenses to be funded by future appropriations such as earned but unused annual leave. Appropriations expended for property and equipment are recognized as used when the property is purchased. Funds not used for eligible expenses within the allowed time must be returned to Treasury. Appropriations received for the Corporation's Trust are recognized as revenue when received in the Trust Fund. Trust appropriations do not expire with the passage of time and are retained by the Corporation in the Trust until used for eligible education service award purposes.

*Interest*

Interest income is recognized when earned. Treasury notes and bonds pay interest semiannually, based on the stated rate of interest. Interest earned on Treasury bills is recognized at maturity. Interest income is adjusted by amortization of premiums and discounts using the effective interest method.

*Revenue from Services Provided*

The Corporation also receives income from reimbursable service agreements that is recorded as revenue from services provided. Revenue from services provided is recognized when earned, i.e., goods have been delivered or services rendered.

*Other Revenue*

Other revenue consists of gifts and donations for the support of service projects from individuals and organizations.

**T. Retirement Benefits**

The Corporation's employees participate in either the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS). FERS was established by the enactment of Public Law 99-335. Pursuant to this law, FERS and Social Security automatically cover most employees hired after December 31, 1983. Employees hired prior to January 1, 1984, elected to join FERS and Social Security or remained in the CSRS.

For employees covered by CSRS, the Corporation contributes 8.51 percent of their gross pay towards retirement. For those employees covered by FERS, the Corporation contributes 11.50 percent of their gross pay towards retirement. Employees are allowed to participate in the Federal Thrift Savings Plan (TSP). For employees under

FERS, the Corporation contributes an automatic one percent of basic pay to TSP and matches employee contributions up to an additional 4 percent of pay, for a maximum Corporation contribution amounting to 5 percent of pay. Employees under CSRS may participate in the TSP, but will not receive either the Corporation's automatic or matching contributions.

The Corporation made retirement contributions of \$940 thousand and \$991 thousand to the CSRS Plan, and \$5,424 thousand and \$5,008 thousand to the FERS and TSP Plans in fiscal years 2002 and 2001, respectively.

**U. Use of Estimates**

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from these estimates.

**NOTE 2 – FUND BALANCE WITH TREASURY**

U.S. Government cash is accounted for on an overall consolidated basis by the U.S. Department of Treasury. The Fund Balance with Treasury line on the Statement of Financial Position consists of the following:

**Appropriated Funds** – Appropriated funds are received through congressional appropriations to provide financing sources for the Corporation's programs on an annual, multi-year, and no-year basis. The funds are warranted by the United States Treasury and apportioned by the Office of Management and Budget.

**Trust Funds** – Trust Funds are accounts designated by law for receipts earmarked for specific purposes and for the expenditure of these receipts. Funds from the Corporation's Trust Fund may be expended for the purpose of providing an education award or interest forbearance payment and must always be paid directly to a qualified institution (college, university, or other approved educational institution, or a lending institution holding an existing student loan) as designated by the participant, as well as awards under the President's Freedom Scholarship Program.

**Gift Funds** – Gift Funds are funds received from individuals and organizations in forms of gifts and donations for the support of service projects.

<b>Fund Balance with Treasury as of September 30</b>						
<i>(dollars in thousands)</i>						
	<b>2002</b>			<b>2001</b>		
<b>Type</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>	<b>Unrestricted</b>	<b>Restricted</b>	<b>Total</b>
Appropriated Funds	\$843,179	\$ –	\$843,179	\$825,700	\$ –	\$825,700
Trust Funds	–	88	88	–	104	104
Gift Funds	58	144	202	6	152	158
<b>Total</b>	<b><u>\$843,237</u></b>	<b><u>\$232</u></b>	<b><u>\$843,469</u></b>	<b><u>\$825,706</u></b>	<b><u>\$256</u></b>	<b><u>\$825,962</u></b>



**NOTE 3 – TRUST INVESTMENTS AND RELATED RECEIVABLES**

The composition of Trust Investments and Related Receivables at September 30 is as follows:

<b>Trust Investments and Related Receivables as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Investments, Carrying Value	\$231,754	\$303,277
Investment and Interest Receivable	1,526	4,411
<b>Total</b>	<b><u>\$233,280</u></b>	<b><u>\$307,688</u></b>

<b>Amortized Cost and Fair Value of Investment Securities as of September 30</b> <i>(dollars in thousands)</i>								
	2002				2001			
<b>Securities</b>	<b>Amortized Cost</b>	<b>Unrealized Gains</b>	<b>Unrealized (Losses)</b>	<b>Fair Value</b>	<b>Amortized Cost</b>	<b>Unrealized Gains</b>	<b>Unrealized (Losses)</b>	<b>Fair Value</b>
Notes	\$162,672	\$10,499	\$ –	\$173,171	\$249,197	\$11,428	\$ –	\$260,625
Bills	60,751	199	–	60,950	37,359	398	–	37,757
Bonds	8,331	755	–	9,086	16,721	599	–	17,320
<b>Total</b>	<b><u>\$231,754</u></b>	<b><u>\$11,453</u></b>	<b><u>\$ –</u></b>	<b><u>\$243,207</u></b>	<b><u>\$303,277</u></b>	<b><u>\$12,425</u></b>	<b><u>\$ –</u></b>	<b><u>\$315,702</u></b>

At September 30, 2002, the notes held at year-end had an interest rate range of 5.50% to 7.50% and a maturity period of approximately 4 and a half months to almost four and a half years. The interest rate on the bond was 10.75% and had a maturity period of approximately three years. The bills held at year-end had an interest rate range of .85% to 1.78% and were all due to mature within 90 days. The par values of these investments range from \$251 thousand to \$29,212 thousand.

Investments held at September 30 mature according to the following schedule:

<b>Maturity of Securities Held as of September 30</b> <i>(dollars in thousands)</i>				
	2002		2001	
<b>Held-to-Maturity Securities</b>	<b>Amortized Cost</b>	<b>Fair Value</b>	<b>Amortized Cost</b>	<b>Fair Value</b>
Due in 1 year or less	\$112,554	\$113,765	\$130,999	\$133,128
Due after 1 year up to 5 years	119,200	129,442	172,278	182,574
<b>Total</b>	<b><u>\$231,754</u></b>	<b><u>\$243,207</u></b>	<b><u>\$303,277</u></b>	<b><u>\$315,702</u></b>

**NOTE 4 – ACCOUNTS RECEIVABLE, NET**

<b>Accounts Receivable as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Accounts receivable	\$3,246	\$3,314
Less: allowance for loss on receivables	225	244
<b>Accounts Receivable, Net</b>	<b><u>\$3,021</u></b>	<b><u>\$3,070</u></b>

**NOTE 5 – PROPERTY AND EQUIPMENT, NET**

<b>General Property and Equipment as of September 30</b> <i>(dollars in thousands)</i>							
		<b>2002</b>			<b>2001</b>		
<b>Major Class</b>	<b>Service Life (Years)</b>	<b>Cost</b>	<b>Less: Accumulated Depreciation</b>	<b>Net Book Value</b>	<b>Cost</b>	<b>Less: Accumulated Depreciation</b>	<b>Net Book Value</b>
Equipment	3-10	\$1,998	\$1,458	\$ 540	\$2,242	\$1,402	\$ 840
Capital leases	3-5	164	92	72	127	65	62
ADP software	2	5,042	3,730	1,312	3,449	3,189	260
<b>Total</b>		<b><u>\$7,204</u></b>	<b><u>\$5,280</u></b>	<b><u>\$1,924</u></b>	<b><u>\$5,818</u></b>	<b><u>\$4,656</u></b>	<b><u>\$1,162</u></b>

**NOTE 6 – SERVICE AWARD LIABILITY – NATIONAL SERVICE TRUST**

Individuals who successfully complete terms of service in AmeriCorps programs earn education awards, which can be used to make payments on qualified student loans or for educational expenses at qualified educational institutions. The awards, which are available for use for a period of up to seven years, are paid from the National Service Trust. The Trust also pays forbearance interest on qualified student loans during the period members perform community service as well as awards under the President's Freedom Scholarship Program. The award liability components related to education awards and interest forbearance have been adjusted, based on historical experience, to reflect the fact that some eligible participants may not use these benefits. The service award liability was composed of the following as of September 30:

<b>Service Award Liability as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Education awards	\$603,353	\$477,181
Interest forbearance	22,269	18,011
President's Freedom Scholarship Program	<u>11,305</u>	<u>8,340</u>
Total service award liability	636,927	503,532
Less: cumulative awards paid	405,498	317,118
<b>Total</b>	<b><u>\$231,429</u></b>	<b><u>\$186,414</u></b>

The net service award liability as of September 30, 2002, increased by approximately \$45 million from the net service award liability as of September 30, 2001. This increase was largely due to an increase in the numbers of volunteers enrolled and in the overall percentage of awards projected to be used.

**NOTE 7 – POST-SERVICE BENEFITS LIABILITY, COMMISSION ON NATIONAL AND COMMUNITY SERVICE**

The Commission on National and Community Service (Commission) was merged into the Corporation for National and Community Service during fiscal year 1994. With this merger, the Corporation became responsible for all Commission liabilities, including those for post-service benefits.

Post-service benefits liabilities from the former Commission’s operations differ from those originating within the Corporation in three significant respects: (1) the grantee, rather than an agency of the Federal government, is responsible for making post-service award payments; (2) the portion of these awards which is funded by the Federal government is specified in each grant agreement, with any remaining amount funded by the grantee; and (3) the post-service period during which an award is available for use was established by each program grantee, rather than set at seven years for all awardees.

The post-service benefits liability associated with the former Commission is estimated based on a review of its grants that authorize post-service benefits. Amounts shown below represent the aggregate maximum liability under the assumption that all funds obligated for post-service benefits remain payable to grantees for this purpose until they are drawn down or the period of award availability has expired.

<b>Commission Post-Service Benefits Liability as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Estimated liability as of previous year-end	\$662	\$1,439
Less: drawdowns and adjustments	<u>1</u>	<u>31</u>
Potential education awards	661	1,408
Less: award expirations	477	746
<b>Total</b>	<b><u>\$184</u></b>	<b><u>\$ 662</u></b>

All former Commission awards are scheduled to expire by December 31, 2002.

**NOTE 8 – CAPITAL AND OPERATING LEASES**

**A. Capital Leases**

The Corporation has entered into lease agreements for copy machines. These leases vary from 3 to 5 year terms and are deemed to be capital leases. The costs of the copiers have been recorded as property and equipment (also see Note 5). The following is a schedule by year of the future minimum payments under these leases:

<b>Capital Leases Future Minimum Due as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Fiscal Year 2002	\$ –	\$37
Fiscal Year 2003	41	32
Fiscal Year 2004	13	2
Fiscal Year 2005	12	–
Fiscal Year 2006	12	–
Fiscal Year 2007	<u>9</u>	<u>–</u>
Total future minimum lease payments	87	71
Less: amounts representing interest	12	7
<b>Total</b>	<b><u>\$75</u></b>	<b><u>\$64</u></b>

**B. Operating Leases**

The Corporation leases office space through the General Services Administration (GSA). GSA charges the Corporation a Standard Level Users Charge that approximates commercial rental rates for similar properties. NCCC also leases housing facilities for its campuses. Additionally, the Corporation leases motor vehicles on an annual basis through GSA under an Interagency Fleet Management Service agreement for the National Civilian Community Corps. Commitments of the Corporation for future rental payments under operating leases at September 30 are as follows:

Estimated Operating Lease Commitments as of September 30 (dollars in thousands)								
2002					2001			
Fiscal Year	Facilities Space	Vehicles	Other	Total	Facilities Space	Vehicles	Other	Total
2002	\$ -	\$ -	\$ -	\$ -	\$ 6,327	\$ 886	\$218	\$ 7,431
2003	6,355	1,154	93	7,602	6,522	919	200	7,641
2004	6,885	1,014	72	7,971	6,684	953	183	7,820
2005	7,463	1,033	67	8,563	6,852	988	174	8,014
2006	8,094	1,056	65	9,215	7,028	1,025	174	8,227
2007	8,783	1,081	57	9,921	-	-	-	-
<b>Total</b>	<b><u>\$37,580</u></b>	<b><u>\$5,338</u></b>	<b><u>\$354</u></b>	<b><u>\$43,272</u></b>	<b><u>\$33,413</u></b>	<b><u>\$4,771</u></b>	<b><u>\$949</u></b>	<b><u>\$39,133</u></b>

**NOTE 9 – WORKERS’ COMPENSATION**

The Corporation’s actuarial liability for future workers’ compensation benefits (FECA) was \$11,521 thousand and \$12,637 thousand as of September 30, 2002 and 2001, respectively. The amount includes the expected liability for death, disability, medical, and miscellaneous costs for approved compensation cases. The actuarial liability is determined using a method that utilizes historical benefit payment patterns related to a specific incurred period to predict the ultimate payments related to that period. Consistent with past practice, these projected annual benefit payments have been discounted to present value using the Office of Management and Budget’s economic assumptions for 10-year Treasury notes and bonds.

**NOTE 10 – NET POSITION**

The reported net position consists of unexpended appropriations and cumulative results of operations (cumulative results of operations represents the differences between revenues and expenses since the Corporation’s inception). Component balances are separately maintained for the Gift Fund, Trust Fund and Appropriated Fund.

Net Position by Fund Balance Components (dollars in thousands)				
As of September 30, 2002				
	Gift Fund	Trust Fund	Appropriated Fund	Total
Unexpended appropriations	\$ -	\$ -	\$807,379	\$807,379
Cumulative results of operations	649	1,957	(17,558)	(14,952)
<b>Total Net Position</b>	<b><u>\$649</u></b>	<b><u>\$1,957</u></b>	<b><u>\$789,821</u></b>	<b><u>\$792,427</u></b>

**Net Position by Fund Balance Components**  
(dollars in thousands)

As of September 30, 2001

	Gift Fund	Trust Fund	Appropriated Fund	Total
Unexpended appropriations	\$ -	\$ -	\$789,156	\$789,156
Cumulative results of operations	154	121,395	(19,057)	102,492
<b>Total Net Position</b>	<b><u>\$154</u></b>	<b><u>\$121,395</u></b>	<b><u>\$770,099</u></b>	<b><u>\$891,648</u></b>

**NOTE 11 – APPROPRIATIONS RECEIVED BY THE TRUST FUND**

No appropriations were received for the Trust Fund for fiscal 2002. Fiscal 2001 appropriations received by the Trust Fund of \$69.8 million are composed of \$70 million appropriated per Public Law 106-377, net of the \$154 thousand Trust portion of the rescission to NCSA per Public Law 106-554. The Trust portion of the NCSA rescission was transferred back to NCSA, reducing the net amount of appropriations received by the Trust Fund during fiscal 2001.

**NOTE 12 – EXPENSES**

Using an appropriate cost accounting methodology, the Corporation's expenses have been allocated among its major programs.

The **AmeriCorps (A/C)** responsibility segment includes grant expenses, as well as direct and allocated personnel and administrative costs, for VISTA, NCCC, State & National, and AmeriCorps recruitment.

The **National Senior Service Corps (NSSC)** responsibility segment includes grant expenses, as well as direct and allocated personnel and administrative costs, for the Foster Grandparent Program, Senior Companions Program, and the Retired and Senior Volunteer Program.

The **Learn & Serve America (L&S)** responsibility segment includes grant expenses, as well as direct and allocated personnel and administrative costs, for the Learn & Serve America Program, the President's Student Service Challenge, and National Service Leader Schools.

The **National Service Award** line item consists of the Corporation's estimated expense for education awards based on the increase in its service award liability during the year, interest forbearance costs on qualified student loans during the period members perform community service, as well as disbursements for the President's Student Scholarship Program. No indirect costs have been allocated to this line item.

The Corporation's annual appropriation includes various **Congressionally Earmarked Grants**. No indirect costs have been allocated to these grants.

The Corporation has **reimbursable agreements** with state agencies whereby the Corporation awards and administers grants to a list of grantees selected and funded by the State. No indirect costs have been allocated to these grants.

The **Office of Inspector General (OIG)** receives a separate appropriation. No indirect costs have been allocated to the OIG.

The costs of operating the Corporation's Volunteers in Service to America (VISTA) and National Civilian Community Corps (NCCC) grant programs and providing administrative support for Trust Fund operations are included in the operating expenses of the Corporation. The largest component of total expense is awarded funds expended.

<b>Components of Awarded Funds Expended for the years ended September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
Domestic Volunteer Service Act Programs	\$188,505	\$202,581
National and Community Service Act Programs	337,569	321,262
Earmarked Grants		
Congressionally Earmarked Grants	\$23,944	\$12,701
DVSA State Grants	<u>751</u>	<u>778</u>
Total Earmarked Grants	24,695	13,479
<b>Total Grants Expense</b>	<b><u>\$550,769</u></b>	<b><u>\$537,322</u></b>

<b>Expenses by Type for the year ended September 30, 2002</b> <i>reporter (dollars in thousands)</i>						
Type	A/C	NSSC	L&S	OIG	Earmarked Grants	Total
<b>Grant and Related Expense</b>						
Awarded funds expended	\$285,564	\$186,165	\$54,345	\$ -	\$24,695	\$550,769
VISTA & NCCC stipends & benefits	65,698	-	-	-	-	65,698
Service award expense	<u>130,464</u>	<u>-</u>	<u>2,965</u>	<u>-</u>	<u>-</u>	<u>133,429</u>
<b>Total Grant and Related Expense</b>	481,726	186,165	57,310	-	24,695	749,896
<b>Administrative Expense</b>						
Federal employee salaries & benefits	35,040	6,754	3,063	1,786	-	46,643
Travel & transportation	8,994	322	273	53	-	9,642
Rent, communications, & utilities	5,751	646	439	231	-	7,067
Program analysis & evaluation	2,523	374	218	-	-	3,115
Printing & reproduction	522	60	51	-	-	633
Other services	18,176	1,067	390	2,923	-	22,556
Supplies & materials	1,884	78	75	13	-	2,050
Loss on disposition of assets	8	4	1	-	-	13
Depreciation & amortization	769	72	48	-	-	889
Bad debt	51	32	10	-	-	93
Other	<u>787</u>	<u>808</u>	<u>617</u>	<u>-</u>	<u>-</u>	<u>2,212</u>
<b>Total Administrative Expense</b>	74,505	10,217	5,185	5,006	-	94,913
<b>Total Expenses by Type</b>	<b><u>\$556,231</u></b>	<b><u>\$196,382</u></b>	<b><u>\$62,495</u></b>	<b><u>\$5,006</u></b>	<b><u>\$24,695</u></b>	<b><u>\$844,809</u></b>

Expenses by Type for the year ended September 30, 2001 (dollars in thousands)						
Type	A/C	NSSC	L&S	OIG	Earmarked Grants	Total
<b>Grant and Related Expense</b>						
Awarded funds expended	\$300,259	\$177,361	\$46,223	\$ –	\$13,479	\$537,322
VISTA & NCCC stipends & benefits	63,004	–	–	–	–	63,004
Service award expense	<u>74,655</u>	<u>–</u>	<u>2,769</u>	<u>–</u>	<u>–</u>	<u>77,424</u>
<b>Total Grant and Related Expense</b>	<b>437,918</b>	<b>177,361</b>	<b>48,992</b>	<b>–</b>	<b>13,479</b>	<b>677,750</b>
<b>Administrative Expense</b>						
Federal employee salaries & benefits	32,417	6,607	3,072	1,494	–	43,590
Travel & transportation	7,843	476	284	66	–	8,669
Rent, communications, & utilities	5,695	347	265	65	–	6,372
Program analysis & evaluation	1,983	702	511	–	–	3,196
Printing & reproduction	472	89	15	–	–	576
Other services	18,051	731	779	3,325	–	22,886
Supplies & materials	1,691	72	75	170	–	2,008
Loss on disposition of assets	8	–	–	–	–	8
Depreciation & amortization	1,117	16	95	–	–	1,228
Bad debt	54	34	8	–	–	96
Other	<u>265</u>	<u>36</u>	<u>16</u>	<u>–</u>	<u>–</u>	<u>317</u>
<b>Total Administrative Expense</b>	<b>69,596</b>	<b>9,110</b>	<b>5,120</b>	<b>5,120</b>	<b>–</b>	<b>88,946</b>
<b>Total Expenses by Type</b>	<b><u>\$507,514</u></b>	<b><u>\$186,471</u></b>	<b><u>\$54,112</u></b>	<b><u>\$5,120</u></b>	<b><u>\$13,479</u></b>	<b><u>\$766,696</u></b>

**NOTE 13 – NATIONAL SERVICE AWARD EXPENSE**

Members participating in the Trust programs are eligible to earn a service award to pay for qualified education expenses. The Trust also pays interest forbearance costs on qualified student loans during the period members perform community service. The Corporation estimates the expense for national service awards based on the increase in its cumulative service award liability during the year (see Note 6). The total service award liability as of September 30, 2002 and 2001, respectively, has been adjusted to reflect the fact that earned awards are not always used.

National Service Award Expense for the years ended September 30 (dollars in thousands)		
	2002	2001
Estimated education awards	\$126,206	\$69,473
Estimated interest forbearance	4,258	5,182
President's Freedom Scholarship Program	2,965	2,769
<b>National Service Award Expense</b>	<b><u>\$133,429</u></b>	<b><u>\$77,424</u></b>

**NOTE 14 – INCREASE IN UNEXPENDED APPROPRIATIONS, NET**

<b>Increase in Unexpended Appropriations, Net as of September 30</b> <i>(dollars in thousands)</i>		
	<b>2002</b>	<b>2001</b>
<b>Increases:</b>		
Appropriations received, net of trust	\$735,875	\$697,504
Reclassification of Net Position (see Note 17)	<u>—</u>	<u>1,978</u>
<b>Total Increases</b>	<b>735,875</b>	<b>699,482</b>
<b>Decreases:</b>		
Appropriated capital used, net of trust	(705,266)	(683,886)
Rescinded appropriations, net of trust	(167)	(1,020)
Canceled appropriations	<u>(12,218)</u>	<u>(9,244)</u>
<b>Total Decreases</b>	<b>(717,651)</b>	<b>(694,150)</b>
<b>Increase in Unexpended Appropriations, Net</b>	<b><u>\$ 18,224</u></b>	<b><u>\$ 5,332</u></b>

**NOTE 15 – TRUST FUND RESCISSION**

In fiscal 2001 \$30 million appropriated under the National and Community Service Act of 1990 (Act) and transferred to the National Service Trust were rescinded. This rescission permanently reduced the amount available under subtitle D of title I of the Act (42 U.S.C. 12601 et seq.) for the disbursement of education awards and interest forbearance.

**NOTE 16 – CONTINGENCIES**

*Contingencies*

The Corporation is a party to various routine administrative proceedings, legal actions, and claims brought by or against it, including threatened or pending litigation involving labor relations claims, some of which may ultimately result in settlements or decisions against the Corporation. In the opinion of the Corporation's management and legal counsel, there are no proceedings, actions, or claims outstanding or threatened that would materially impact the financial statements of the Corporation.

*Judgment Fund*

Certain legal matters to which the Corporation is named a party may be administered and, in some instances, litigated and paid by other Federal agencies. Generally, amounts paid in excess of \$2.5 thousand for Federal Tort Claims Act settlements or awards pertaining to these litigations are funded from a special appropriation called the Judgment Fund. Although the ultimate disposition of any potential Judgment Fund proceedings cannot be determined, management does not expect that any liability or expense that might ensue would be material to the Corporation's financial statements.

**NOTE 17 – RECLASSIFICATION OF NET POSITION**

No reclassifications to Net Position occurred in fiscal 2002. During fiscal 2001, the Corporation fully reconciled its budgetary and proprietary accounts, which resulted in the need to reclassify cumulative results of operations and unexpended appropriations (see Note 14) by approximately \$2 million.



# AUDITORS' REPORT

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**OFFICE OF INSPECTOR GENERAL  
CORPORATION FOR NATIONAL AND  
COMMUNITY SERVICE**

**AUDIT OF THE  
CORPORATION FOR NATIONAL AND  
COMMUNITY SERVICE'S  
FISCAL YEAR 2002 FINANCIAL STATEMENTS**

**Audit Report Number 03-01  
February 4, 2003**

**Prepared by:**

**KPMG LLP  
2001 M Street, N.W.  
Washington, D.C. 20036**

**Under the Corporation for National and Community Service  
Purchase Order # CNSIG-02-G-0001  
GS Contract # GS-23F-8127H  
Task Order # 00-01**

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**This report was issued to Corporation management on February 4, 2003. Under the laws and regulations governing audit follow up, the Corporation is to make final management decisions on the report's findings and recommendations no later than August 4, 2003, and complete its corrective actions by February 4, 2004. Consequently, the reported findings do not necessarily represent the final resolution of the issues presented.**

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**Office of Inspector General  
Corporation for National and Community Service**

**Audit of the Corporation for National and Community Service's  
Fiscal Year 2002 Financial Statements  
Audit Report 03-01**

*Introduction*

In accordance with the Government Corporation Control Act (31 U.S.C. 9101 *et seq.*), the Office of Inspector General engaged KPMG LLP to audit the Corporation for National and Community Service's fiscal year 2002 financial statements. This report presents the results of the audit. In summary,

KPMG's opinion on the financial statements is unqualified.

KPMG noted certain matters involving the internal control over financial reporting and its operations that were considered to be a reportable condition. However, KPMG and OIG agree that this reportable condition, more specifically described in Exhibit I, is not a material weakness.

KPMG noted that the Corporation's approval of AmeriCorps national service positions in excess of the number of positions it budgeted for violated Subsection 129(f) of the NCSA (42 U.S.C. 12581(f)), which requires the Corporation to ensure that there are sufficient funds in the National Service Trust to support the projected number of enrollments in the Trust before approving national service positions. As a result, in November 2002 the Corporation temporarily suspended the ability of its grantees to enroll members into national service positions that had already been authorized.

As is our responsibility, CNCS OIG participated in the planning of the auditors' work and evaluated the nature, timing and extent of the procedures performed, monitored progress throughout the audit, and reviewed the auditors' report and the work papers supporting its conclusions, with which we concur.

We provided a draft of this report to the Corporation for their review and comment. The Corporation's response indicates that the Corporation continued to make improvements in its grants processes including those for monitoring grantees and has instituted controls over the approval of national service positions at grantees to prevent a reoccurrence of the condition that led to the pause in enrollments. The response is presented in its entirety as Appendix A.

Inspector General  
1201 New York Avenue, NW  
Washington, D.C. 20525



2001 M Street N.W.  
Washington, D.C. 20036

## Independent Auditors' Report on Financial Statements

Inspector General and  
Board of Directors  
Corporation for National and Community Service:

We have audited the Statements of Financial Position of the Corporation for National and Community Service (the Corporation) as of September 30, 2002 and 2001, and the related Statements of Operations and Changes in Net Position and Cash Flows for the years then ended. These financial statements are the responsibility of the Corporation's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Corporation at September 30, 2002 and 2001, and the results of its operations, changes in its net position, and its cash flows for the years then ended, in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our reports dated January 24, 2003, on our consideration of the Corporation's internal control over financial reporting and its compliance with laws and regulations. Those reports are an integral part of an audit conducted in accordance with *Government Auditing Standards*, and should be read in conjunction with this report in considering the results of our audit.

Information listed as items 1 through 9 in the accompanying table of contents for the Corporation's Performance and Accountability Report is not a required part of the financial statements. We have applied certain limited procedures that consisted principally of inquiries of management regarding the methods of measurement and presentation of this information. However, we did not audit this information and, accordingly, we express no opinion on it.

January 24, 2003



KPMG LLP. KPMG LLP, a U.S. limited liability partnership, is a member of  
KPMG International, a Swiss association.



2001 M Street N.W.  
Washington, D.C. 20036

## Independent Auditors' Report on Internal Control over Financial Reporting

Inspector General and  
Board of Directors  
Corporation for National and Community Service:

We have audited the financial statements of the Corporation for National and Community Service (the Corporation) as of and for the years ended September 30, 2002 and 2001, and have issued our report thereon dated January 24, 2003. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

In planning and performing our 2002 audit, we considered the Corporation's internal control over financial reporting by obtaining an understanding of the Corporation's internal control, determining whether these internal controls had been placed in operation, assessing control risk, and performing tests of controls in order to determine our auditing procedures for the purpose of expressing our opinion on the financial statements. We limited our internal control testing to those controls necessary to achieve the objectives described in *Government Auditing Standards*. The objective of our audit was not to provide assurance on the Corporation's internal control. Consequently, we do not provide an opinion on internal control over financial reporting.

Our consideration of internal control over financial reporting would not necessarily disclose all matters in the internal control over financial reporting that might be reportable conditions. Under standards issued by the American Institute of Certified Public Accountants, reportable conditions are matters coming to our attention relating to significant deficiencies in the design or operation of the internal control over financial reporting that, in our judgment, could adversely affect the Corporation's ability to record, process, summarize, and report financial data consistent with the assertions by management in the financial statements. Material weaknesses are reportable conditions in which the design or operation of one or more of the internal control components does not reduce to a relatively low level the risk that misstatements, in amounts that would be material in relation to the financial statements being audited, may occur and not be detected within a timely period by employees in the normal course of performing their assigned functions. Because of inherent limitations in any internal control, misstatements due to error or fraud may occur and not be detected.

We noted certain matters, described in Exhibit I, involving the internal control over financial reporting and its operation that we consider to be a reportable condition. However, we do not believe that the reportable condition presented in Exhibit I is a material weakness. Exhibit II presents the status of the prior year reportable condition.



KPMG LLP, a U.S. limited liability partnership, is a member of  
KPMG International, a Swiss association.



We also noted other matters involving internal control and its operation that we will report to the management of the Corporation in our management letter which will be issued as OIG Audit Report 03-02.

We provided a draft of this report to the Corporation. The Corporation's response to our report is included as Appendix A.

As required by the Government Corporation Control Act, this report is intended solely for the information and use of the United States Congress, the President, the Director of the Office of Management and Budget, the Comptroller General of the United States, and the Corporation for National and Community Service and its Inspector General, and is not intended to be and should not be used by anyone other than these specified parties.

January 24, 2003

**Corporation for National and Community Service  
Reportable Condition  
September 30, 2002**

**GRANTS MANAGEMENT**

The Corporation awards National and Community Service Act (NCSA) and Domestic Volunteer Service Act (DVSA) grants to state and local governments, institutions of higher education, and other not-for-profit organizations. The Corporation expends the majority of its appropriated funds on grants, and grant activities result in the most significant components of the Corporation's financial statements. Therefore, it is critical that the Corporation monitor grantees' activity closely to ensure that grantees are complying with applicable laws and regulations related to the administration of the respective grant awards.

Grantees are required to expend funds for allowable costs and provide periodic reports to the Corporation to demonstrate programmatic and financial compliance with the terms of the respective grant agreements. The majority of NCSA grant funds must be spent to support program members recruited to provide a variety of community service activities. The Web Based Reporting System (WBR) is currently used to transmit member enrollment and end-of-term data from the majority of State Commissions and selected National Direct grantees. Both grantees and their subgrantees have access to WBR. Controls over the input of enrollment and end-of-term forms via WBR are critical to ensure the integrity of the National Service Trust database, System for Programs, Agreements and National Service participants (SPAN), which is also used to calculate the service award liability and the Trust's estimated budgetary needs, and therefore should be reviewed as part of the Corporation's grant management procedures. For the fiscal year ended September 30, 2002, the Corporation disbursed approximately \$82 million from the National Service Trust on behalf of members who earned an education award for program years 1994 to 2002.

The following paragraphs discuss weaknesses noted in the Corporation's internal control over grants management.

**Improvement Needed In Grant Approval Policies and Procedures**

The National Service Trust receives appropriated funds restricted for education and similar awards earned by eligible participants who successfully complete a term of service in AmeriCorps under the NCSA, as amended. The Trust has other sources of funds in addition to appropriated amounts. These include interest on and proceeds from the redemption of Trust investments. Education awards earned by AmeriCorps members are generally available for seven years from the end of service.

In fiscal year 2001 and 2000, Congress rescinded \$30 million and \$81 million, respectively, of amounts previously appropriated under the NCSA and transferred to the Trust. The rescissions permanently reduced the amount available for the disbursement of education awards. In its fiscal year 2002 budget submission to Congress, the Corporation indicated that no new authority was required in fiscal year 2002 for the Trust Fund costs associated with new AmeriCorps members, as it had determined that sufficient funds were available in the Trust to support the estimated education

The results of our tests of compliance with the NCSA Subsection 129(f) disclosed that the Corporation approved national service positions (i.e., estimated new members to be enrolled) during fiscal year 2002 in excess of the estimated number of national service positions that could be supported by the Trust. The actual number of AmeriCorps members enrolled in the Trust for program years 2000 and 2001 (approximately 53,000 and 59,000, respectively, some of whom were enrolled in fiscal year 2002), were significantly higher than the number of enrollments that had been estimated for these program years. However, the number of national service positions approved in fiscal year 2002, for program year 2002,

**Corporation for National and Community Service  
Reportable Condition  
September 30, 2002**

was not adjusted to ensure the total number of positions approved did not exceed the estimated number of positions that could be supported by the Trust as of September 30, 2002. Consequently, in November 2002, the Corporation had to suspend the ability of its grantees to enroll members into national service positions that had already been authorized.

We believe that some of the reasons for the Corporation's approval of enrollments in excess of its estimate of what the Trust Fund could reasonably support were as follows:

- The Corporation did not have effective internal controls to assess the impact of enrollments on the Trust prior to authorizing new national service positions.
- Corporation staff focused exclusively on available appropriations for AmeriCorps grants, and did not adequately consider the impact of education awards when making grant decisions to support new national service positions.
- There was a lack of coordination between the AmeriCorps Program Office, Grants Management Office (GMO), Trust Office, and Budget Office for annual approval of new national service positions to be allocated to programs.

Under the grant award process in place during fiscal 2002, the Corporation published Notices of Funds Availability based on its approved priorities and guidelines and the enacted appropriations level. The AmeriCorps Program Office, in consultation with senior staff, decided the funding level and numbers of positions awarded to each program without regard to the number of positions available in the Trust. Instead, the AmeriCorps Program Office prepared a certification form that specified the grant budget and the number of positions allocated to the program. Based on that certification, the GMO issued a Notice of Grant Award (NGA), which included the grant number, project period, award amount, and number of approved national service positions. The GMO sent the number of approved national service positions to the Trust Office to download into SPAN and WBRS. The number of approved national service positions downloaded into SPAN and WBRS for program years 2000, 2001 and 2002 were approximately 59,000, 61,000 and 67,000, respectively, exceeding the number used for budget purposes in each program year. We were informed that the Corporation approved more positions than originally budgeted to take into consideration the number of AmeriCorps members who historically do not complete their term of service or use their education award.

In addition, we noted that enrollments in excess of the originally approved national service positions downloaded into SPAN and WBRS are permitted by the Corporation, and that both the program officers and grant officers have access in WBRS to approve additional enrollments by programs. Access controls have not been established to prevent program officers from approving additional enrollments in WBRS. Based on our review of the AmeriCorps Program Director's Handbook, requests for additional enrollments should be approved by the Grants Officer. However, WBRS procedures contradict this and permit Grant Officers or AmeriCorps Program Officers to approve additional enrollment requests.

Finally, Corporation grants are funded for specified budget periods and approved national service positions are documented on the NGA. The budget period represents the time frame for which the grantee has received funding. Each program has one year from the beginning date of the respective program to recruit and enroll members. For example, the program begin date may start anytime during the grantee's budget period, therefore if the program begin date was the last month of the grantee's budget period, they would have one year from that date to enroll all their members for that particular program year. However, there

**Corporation for National and Community Service  
Reportable Condition  
September 30, 2002**

were no controls in WBRS to prevent grantees from enrolling members after the program year enrollment period ended. During fiscal year 2002, we noted that the Corporation enrolled 10 and 1,685 members for program years 1999 and 2000, respectively, subsequent to the end of the programs' enrollment period (two years from the beginning of the budget period).

*Recommendations:*

- Policies and procedures should be revised to ensure that the AmeriCorps Program Office, GMO, and Trust Office staff are involved in the budgeting process, national service position approval and amendment process. The Trust Office staff should ensure that funds are available in the Trust to meet the estimated liability to be incurred prior to approval.
- Reports should be generated on a monthly basis to compare the number of approved national service positions to the actual members enrolled. Senior management should review these reports on a timely basis to ensure that enrollments do not exceed the Corporation's estimates.
- Automated controls should be implemented in WBRS to limit approval for additional enrollments to authorized Grants Officers, and to prevent grantees from enrolling members after the program year enrollment period ends.

**Improvement Needed In Monitoring Grantee Activities**

The Corporation is responsible for ensuring that grantees comply with applicable laws and regulations related to the administration of the respective grant awards, including those related to enrollment and Federal cash management. The Corporation has established formal grantee monitoring procedures that include periodic site visits to grantees, a process for obtaining, reviewing, and issuing management decisions on audit findings reported by the OIG as well as nonfederal auditors in OMB Circular A-133 single audit reports, training conferences for grantee personnel, open lines of communication between program managers and grantees, and a grant closeout process. For DVSA grants, the Corporation utilizes the Senior Corps Compliance Monitoring Handbook. For NCSA grants, the State Commission Administrative Standards review is the primary tool for monitoring State Commission grantees. The Corporation also has a separate monitoring tool for National Direct grantees. In addition to these standard tools, the Grants Management Office (GMO) uses a financial monitoring tool for selected reviews it deems necessary based on risk analyses.

However, during fiscal year 2002, we noted the Corporation did not effectively employ these monitoring tools. Specifically, we noted the following weaknesses in the Corporation's monitoring of its grantees:

- The GMO prepares a detailed risk assessment plan for NCSA grantees to determine the most efficient and effective means of conducting monitoring visits. At the beginning of the fiscal year, each grantee is assigned a risk assessment rating based on key risk indicators determined by the Corporation. However, there are no documented site visit guidelines to determine which grantees are visited if given the same rating. During fiscal year 2002, we noted that monitoring visits were conducted for only 6 of 15 grantees that were assigned a "high risk" rating and for only 3 of 28 grantees that were assigned a "medium risk" rating.



**Corporation for National and Community Service  
Reportable Condition  
September 30, 2002**

- The Corporation has established new procedures to enable the State Offices to enter monitoring information for the National Senior Service Corps (NSSC) into a new E-grants system. However, the new E-grants system is not fully implemented. Hence, the monitoring compliance information was not entered in any database during fiscal year 2002. Additionally, the NSSC policies require monitoring visits to be performed every three years. During our audit, we noted that the Corporation did not conduct monitoring visits for 6 of 30 NSSC active programs within the last three years and we were unable to determine if monitoring visits were performed for 5 other NSSC programs as no documentation was received as of the date of this report.
- The State Administrative Standards policies require monitoring visits to be performed every three years. The Corporation began performing Standards visits during fiscal year 1999 for 6 grantees. We reviewed the Standards monitoring tracking spreadsheet and noted that no monitoring visits were performed for these 6 grantees during fiscal year 2002. We understand that these grantees will be visited in fiscal year 2003, which is a time lag of more than three years.

Some of the reasons for the reduction in monitoring visits include:

- Lack of resources (travel funds) for visits to be conducted; and
- NSSC monitoring visits are decentralized and performed by 49 State Offices, who are not being monitored closely by management to ensure visits are being performed.

Since the Corporation relies on its grantees to ensure its mission is achieved through properly administered grant programs, monitoring of grantee compliance with laws and regulations is critical. Inadequate monitoring of grantee performance under the terms of grant agreements could result in instances of potential noncompliance with financial or programmatic requirements not being identified and resolved timely.

*Recommendations:*

- Formalize GMO monitoring procedures to include detailed guidance on how the risk assessment plan should be used to determine which grantees should be visited.
- Implement procedures to ensure that State Administrative Standards monitoring visits are performed for applicable grantees at least once every three years.
- Enhance policies and procedures to ensure that a more thorough management review is performed by GMO to ensure that State Offices are following the Corporation's grants management policies.
- Ensure that the NSSC Compliance Monitoring information is documented by the State Offices and is made available for management review as soon as possible. Additionally, the Senior Program staff should review the monitoring database on a regular basis to ensure that monitoring visits are performed at least once every three years.

Corporation for National and Community Service  
 Status of Prior Year Reportable Condition

September 30, 2002

<i>FY2001 Finding</i>	<i>Type</i>	<i>FY2002 Status</i>
<p><b>Monitoring of Grantee Activities –</b>                      Procedures for monitoring grantee activities need to be more effective.</p>	<p>2001 – Reportable Condition                       2002 – Reportable Condition</p>	<p>Monitoring of grantee activities continues to require improvement. Further, as the Corporation expanded the education award program and increased the number of members performing service during fiscal year 2002, the control environment needs to be modified to effectively monitor program activities.</p> <p>This finding has been revised to reflect fiscal year 2002 operations, and is repeated as a continuing reportable condition for 2002.</p>



2001 M Street N.W.  
Washington, D.C. 20036

## Independent Auditors' Report on Compliance with Laws and Regulations

Inspector General and  
Board of Directors  
Corporation for National and Community Service:

We have audited the financial statements of the Corporation for National and Community Service (the Corporation) as of and for the years ended September 30, 2002 and 2001, and have issued our report thereon dated January 24, 2003. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

The management of the Corporation is responsible for complying with laws and regulations applicable to the Corporation. As part of obtaining reasonable assurance about whether the Corporation's 2002 financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws and regulations, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with laws and regulations was not an objective of our audit and, accordingly, we do not express such an opinion.

Our tests of compliance with certain laws and regulations, as described in the preceding paragraph, disclosed an instance of noncompliance with the National and Community Service Act (NCSA) that is required to be reported under *Government Auditing Standards*. Specifically, the Corporation's approval of AmeriCorps national service positions in excess of the number of positions it budgeted for violated Subsection 129(f) of the NCSA (42 U.S.C. 12581(f)), which requires the Corporation to ensure that there are sufficient funds in the National Service Trust to support the projected number of enrollments in the Trust before approving national service positions. As a result, in November 2002 the Corporation temporarily suspended the ability of its grantees to enroll members into national service positions that had already been authorized. This matter is discussed in more detail in Exhibit I to our separate *Independent Auditors' Report on Internal Control over Financial Reporting*.

Additionally, the Corporation's Office of Inspector General and the General Accounting Office (GAO) are performing ongoing reviews to determine whether a violation of the Anti-Deficiency Act (Title 31, U.S. Code, section 1341, as amended) has occurred as a result of the Corporation's noncompliance with the NCSA. These investigations have not been completed as of the date of this report. The Anti-Deficiency Act provides, in part, that an officer or employee of the United States Government may not (1) make or authorize an expenditure or obligation exceeding an amount available in an appropriation or fund for the expenditure or obligation, and; (2) involve the government in a contract or obligation for the payment of money before an appropriation is made unless authorized by law. Whether the Corporation violated the Anti-Deficiency Act is a legal determination. The Corporation should request a written legal opinion on whether a violation of the Anti-Deficiency Act has occurred.



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As required by the Government Corporation Control Act, this report is intended solely for the information and use of the United States Congress, the President, the Director of the Office of Management and Budget, the Comptroller General of the United States, and the Corporation for National and Community Service and its Inspector General, and is not intended to be and should not be used by anyone other than these specified parties.

January 24, 2003

**APPENDIX A**

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**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE'S  
RESPONSE**



February 4, 2003

The Honorable J. Russell George  
Inspector General  
Corporation for National and  
Community Service  
1201 New York Ave., NW  
Suite 830  
Washington, D.C. 20525

Dear Mr. George:

Thank you for the opportunity to comment on the draft report on the audit of the Corporation's fiscal 2002 financial statements. Developing and maintaining sound financial practices at the Corporation is one of my key objectives. That is why I am pleased that the Corporation continues to receive an unqualified opinion on its financial statements. These audit opinions demonstrate the Corporation's commitment to strong management controls and financial systems. However, while the Corporation has made significant improvements over the past several years, I recognize that more needs to be done and I am committed to establishing a work environment that strives for continuous improvement in the Corporation's operations.

The fiscal 2002 financial audit identifies grants management as an area of the Corporation's operations that needs improvement and makes several recommendations to improve grant approval policies and procedures and grantee compliance monitoring. Over the past year, the Corporation continued to make improvements in its grants processes including those for monitoring grantees. In addition, I have requested our Board of Directors to review the Corporation's grant award policies and procedures. Recommendations from that review should be available this spring.

Regarding the recommendations to improve grant approval policies and procedures, I have recently established new procedures to ensure that Corporation staff takes Trust funding needs into account and does not exceed the projected number of positions in making grants for AmeriCorps programs. These procedures include requirements for AmeriCorps to include an estimate of the number of positions that would result from a grant award and to track and report enrollment information to the Chief Financial Officer and me on a bi-weekly basis. In addition, procedures were established to ensure that the Corporation's financial staff has timely and accurate information about AmeriCorps enrollments to use in updating forecasts of Trust liabilities and recording Trust fund obligations.

Regarding the recommendation to request a written legal opinion on whether a violation of the Antideficiency Act occurred, the facts surrounding the need to pause enrollment of AmeriCorps



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The Honorable J. Russell George  
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members into the National Service Trust are under review. As part of that review, I have sought, and will continue to seek, legal determinations on the Corporation's compliance with the Antideficiency Act. To date, those determinations have concluded that the Corporation complied with the Antideficiency Act.

The Corporation would also like to express its appreciation for the effort that your staff and the staff of KPMG made on the fiscal 2002 audit.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Lenkowsky". The signature is written in black ink and is positioned above the printed name and title.

Leslie Lenkowsky,  
Chief Executive Officer