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Executive Summary

HandsOn Network's HandsOn Corps AmeriCorps program engages National Direct members in service to mobilize local communities around critical issues and challenges in the areas of Education, Economy, Emergency Preparedness and the Environment. AmeriCorps members identify, train, and manage service leaders who will then develop and manage impact-driven projects, engaging others and further enabling the critical work of grassroots nonprofit organizations. The HandsOn Corps model creates a vital infrastructure and brings more skilled leaders into service of our communities.

Rationale and Approach

Points of Light Institute was created by the merger of the Points of Light Foundation and Hands On Network in August 2007. The result is a powerful, integrated national organization with a global focus to redefine volunteerism and civic engagement for the 21st century, putting people at the center of community problem solving. Our vision is that one day every person will discover their power to make a difference, creating healthy communities in vibrant democracies around the world. To realize this vision, Points of Light Institute operates three dynamic business units that share a mission to equip, mobilize and inspire people to take action that changes the world: HandsOn Network, MissionFish and the Civic Incubator.

HandsOn Network is the leading business unit within the Points of Light Institute portfolio. It is the largest volunteer and citizen action network in the nation. HandsOn Network inspires, equips, and mobilizes people to take action that changes the world. At the center of the network are more than 250 affiliates, called HandsOn Action Centers that serve 83% of the American population and 112 international communities.

The vast majority of Points Of Light Institute's work and activity happens through HandsOn Network's Action Centers and its expanded network of thousands of nonprofit, community, faith-based and

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government organizations.

The Need:

At a time of historic economic pressures and unprecedented cross-sector support for national service, the position of America's volunteer sector has never been stronger. Corporations are expanding social responsibility programs, schools and colleges are adopting service-learning strategies and requirements, and political leaders from both parties are embracing citizen service. HandsOn Network believes it can and must address critical social needs by mobilizing the enormous energy and talent of Americans through civic engagement and community service.

HandsOn Network and its affiliates are poised to support the Corporation's strategic objective of engaging more Americans in volunteer service by helping to redefine volunteerism through accessible engagement models and pathways to deepen individuals' participation in community life. The use of AmeriCorps members to support the HandsOn model of volunteer leadership demonstrates the power of National Service to mobilize tens of thousands of new volunteers. Through the HandsOn Corps program, AmeriCorps members will engage and train leaders to develop quality opportunities that deepen community commitment and build the capacity of organizations to strengthen communities.

The 2004 Urban Institute Report on Volunteer Management Capacity in American Nonprofits shows deep and systemic problems that grassroots agencies face in finding, managing and retaining quality volunteers. Most agencies lack staff, money and resources to retain paid staff that activate and support volunteers. In this challenging economic climate, is unrealistic to believe that most agencies will find the dollars necessary to engage volunteer managers. Therefore, we must put forward a mechanism for finding volunteers, coordinating volunteer projects and activating citizen service that balances the limited resources of agencies, faith groups and schools. HandsOn Network believes that the

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identification, training and support of Volunteer Leaders fills this critical gap.

The HandsOn Corps program will place members in the role of identifying, training, and managing volunteer leaders who will then develop and manage high quality, impact-driven projects. These volunteer leaders will recruit others and further enable the critical work of grassroots nonprofits. The HandsOn Corps model provides vital infrastructure and brings more skilled leaders into service. This year, we will focus this volunteer leader creation program around 3 critical national issues:

* Education - Two critical factors strongly linked to student success can be addressed by mobilizing volunteers: first is bringing more adult volunteers into a school to effectively and efficiently support student success (mentoring, tutoring, facility enhancement, etc.), the second is providing quality youth leadership and service learning experiences that create relevance in the curriculum. Both of these strategies require coordination, leadership, recruitment and training, all of which can be accomplished with national service members. Every member will train community volunteer leaders who in turn will engage others in service to the students and school.

* Economic Recovery - The HandsOn Neighboring model mobilizes local resident leaders from under-resourced communities to develop and lead projects that address both basic needs (housing, hunger) and economic stability (VITA, EITC, asset development, retention, job retraining, etc.). By mobilizing residents, the Neighboring model addresses economic recovery in two important ways, first by bringing critical programming and resources to under-resourced communities in accessible ways, second by directly providing job readiness skills through the volunteer leader training and experience.

* Environment - citizens across the country are motivated to help address climate change and improve the environment. What they lack are effective and accessible service opportunities that have measurable impact. Members will work with local non-profit and education agencies to identify greening and conservation efforts, assist in the development of effective projects and programs, and recruit and train

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effective volunteer leaders, who in turn will generate community wide efforts to address climate change, green communities and conservation.

Leadership is a force multiplier and service leads to other forms of civic action. Each HandsOn AmeriCorps member will recruit, train, support and manage at least 25 volunteer leaders. Each Volunteer Leader will be expected to lead 10-15 volunteers in effective service experiences each month. Each HandsOn Corp team can generate and support over 1000 volunteers each month and more than 13,000 over the course of the year.

Leaders are the key to creating a tipping point for change. Volunteers stepping up to be leaders expand the playing field of opportunity for service, bring new innovation and creativity to the community-based problem solving process, and sustain and engage Americans through civic opportunities in our communities.

Over the past five years, HandsOn Network's Annual Affiliate Survey has documented the non-profit sector's need for more resources around volunteer leader training, project development and management and volunteer recruitment. The HandsOn Corps will assist local affiliates in extending their reach and supporting more local partner agencies with volunteer activation and management.

The new focus on volunteer leaders in Education, Environment, and the Economy tracks with demonstrated need, both in our affiliates and other community based partners. We know that by focusing our resources we can deepen the engagement of volunteers activated through our HandsOn Corps and measure the outcomes achieved.

The new HandsOn Corps will learn and evolve through continuous self-improvement. This will be

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accomplished by:

1. Formal program review currently underway by 3rd party consultant;
2. Process evaluation to occur throughout the 09-10 program year that will identify key factors that support member recruitment and retention as well as achieve maximum community impact;
3. Creation of a cross-functional National Service team, moving the ownership of the program beyond the National Service staff to a broad spectrum of organizational stakeholders. This would include individuals from Network Advancement, Programs, External Relations, Development and Evaluation;
4. Creation of bi-annual member and site feedback/surveys addressing program design, administration and development;
5. Development of internal performance management measures to monitor program implementation and administration; and,
6. Annual National Service program improvement meeting--the convening of stakeholder team of staff, supervisors, alumni and members to discuss member and site feedback, survey results and develop a program improvement plan to address any identified challenges in program operation.

Member Roles & Activities:

HandsOn Corps members will provide the infrastructure for meaningful service opportunities that create measurable impact on critical social issues. Members will recruit, train, and manage volunteer leaders who will design and execute high quality service experiences. The design and implementation will follow a national framework with local execution strategies. All members and their sponsoring affiliate agencies will be responsible for tracking a nationally determined set of metrics for output and impact data. To fulfill these objectives, host sites will engage AmeriCorps members in activities through in the following program design.

Members will be deployed to affiliate agencies in teams of 3 MSY. The team will be assigned to focus on

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a single, locally determined impact area (limited to Education, Environment or Economic Recovery). Each team will operate out of the affiliate office and will have 2 primary goals: to recruit, train and deploy volunteer leaders who create meaningful and impactful programs and projects, and 2) to deploy the volunteer leaders effectively as evidenced by the increased capacity of the community to address the identified social issue.

The effective activation of volunteer leaders might include:

1. Support to community and faith-based agencies to build their capacity in volunteer engagement. Corps members will be the principal liaison with community and faith based partner agencies and will recruit, train and manage volunteer leaders who will identify, develop and manage projects, recruit and guide volunteers, and build an organizational plan for ongoing project development and volunteer engagement.
2. Support affiliate organizational goals and community wide goals for mobilization of volunteers on designated days of service (MLK, NVW, MAD, community day of service, etc.) Corps members would liaison with community, government and faith-based organizations, recruit, train and manage volunteer leaders who in turn would recruit and lead other volunteers in service. HandsOn Corps members will develop and implement strategies to create sustained service among special event / serv-a-thon volunteers. They would work to diversify service opportunities so that some may require a longer term commitment and enable the group participating to grow their understanding of their issues and make a deeper impact through their service.
3. Finally, AmeriCorps members will play a key role in collecting data and feedback on projects from both volunteers and community-based agency partners, through project reports, facilitating project debriefs and reflections with volunteers, and interviews with agencies.

Training

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The revised model of member deployment and impact will be supported through an intensive and intentional member development plan. HandsOn Network will invest in the member experience by completely redesigning our overall member development plan with an emphasis on personal leadership, site support and, issue-based training.

Prior to on-boarding, site supervisors will attend a 3-day Leadership Institute that is designed to address best practices for managing the HandsOn Corps program, understanding and leveraging the team-based model of service, and information, skills and resources in their identified impact area. Supervisors will receive training in areas such as AmeriCorps provisions; evaluation and reporting; and member training and development.

HandsOn Corps Members will participate in a 3-day National Service Training Institute which will provide information on the national program, Corps regulations, and specific knowledge development around our key issues of Education, Environment and Economic Empowerment. All Members will then spend two weeks in pre-service site-level orientation and training. There, Members will hone facilitation skills while they learn to engage diverse communities, manage partnerships, and recruit and train volunteer leaders. Training efforts will be supported with the expertise of HandsOn University and collective knowledge of field based Leadership Faculty.

Measurable Outputs & Outcomes:

Our pathway to success is to recruit, equip and activate volunteer leaders in communities across the country who will serve as the engine of this volunteer mobilization effort. The placement of 43 full-time and 4 half-time AmeriCorps members will provide the necessary support to build the capacity of local communities to create and sustain volunteer efforts (affiliates would be given the option of applying for

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5 minimum time members in-lieu of 1 full time member if they can demonstrate significant impact as a result of this model). Our affiliates work in partnership with community-based agencies to create meaningful service projects that improve quality of life, are well managed and achieve tangible impact in communities.

Through the HandsOn Corps , 43 full-time AmeriCorps members and 4 part time Corps members, will recruit, train and mobilize 1,000 Volunteer Leaders who in turn will engage lead over 100,000 volunteers in projects or ongoing service programs in their communities. AmeriCorps members will cultivate community leaders by training and instructing volunteers to become volunteer leaders and will provide 10,000 hours of training and instruction to volunteers through a training curriculum, service-learning activities and other leadership development opportunities. AmeriCorps members will build the capacity of community-based nonprofit organizations and school partners through the deployment of volunteer leaders and the engagement of volunteers. Finally, through participation in at least 100 hours of training and leading signature projects with other volunteers, AmeriCorps members will increase their individual leadership ability by developing the knowledge and skills that support volunteer mobilization and civic engagement.

Organizational Capability

Site selection, monitoring and Management

In order to host AmeriCorps members, each affiliate must apply to HandsOn through an RFP process. Sites must have staffing resources and a well defined member supervision structure; show evidence of cost sharing ability, and demonstrate space and resources allocated for AmeriCorps members and training sessions. Affiliates that are awarded AmeriCorps members will sign a memorandum of agreement with HandsOn that details participation in the program in order to ensure compliance with policies and procedures.

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All host sites for the HandsOn Corps program must be members of HandsOn Network in good standing with the requirements of membership including up-to-date impact and output data reporting, high-quality delivery on their mission and other requirements.

HandsOn Network proposes significant allocation of resources to a site-monitoring budget for each year of the program, including financial resources to visit each of the host sites at least once per program year. From past experience, we have developed an effective strategy for site-monitoring including a standard site visit checklist to audit compliance with provisions and agendas for meetings with key local stakeholders such as members, supervisors, volunteers, and partner agencies in which service takes place.

Site Technical Assistance and Training

HandsOn Network's expertise in training and technical assistance is recognized via our cooperative agreement with the Corporation for National and Community Service to provide training and technical assistance services to all CNCS grantees, including those operating and/or providing training for AmeriCorps, Senior Corps, and Learn and Serve programs.

In order to ensure that all aspects of program implementation are of the highest quality, HandsOn Network uses several types of monitoring tools and practices including: 1. Host Site Development Plan (Q1): We have developed and a three-part process for ensuring that the values of Hands On Network AmeriCorps Programs are exemplified across all program sites. The purpose of this process is to guide and support AmeriCorps programs in every stage of development. 2. Progress Reports (calendar based): AmeriCorps Program Host Sites are required to submit periodic reports designed to track progress towards achieving performance measures. 3. Compliance Review (Q2/Q3): HandsOn Network conducts a compliance review bi-annually of all organizations. This review will assess performance of host

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affiliates related to the seven core functions of effective AmeriCorps Programs. In conducting the compliance review, one or more site visits may be required. 4. Site Visits (Q2/Q3): The annual site monitoring visit will have three main goals; A. ensuring program compliance, B. providing support to host site staff and C. providing members an opportunity to inform programming. 5. In Person Training: Each year, HandsOn member Host Site Supervisors convene in Atlanta in August for 2.5 days for Site Supervisor training. This training covers topics such as National Service Overview; AmeriCorps Guidance (Provisions, Regulations); Operational Policy and Procedure; Program Evaluation; and Training and Leadership Development and 6. Other Training & Technical Assistance: regular email correspondence to Site Supervisors and members; Monthly training calls for AmeriCorps members; monthly conference calls for site supervisors.

Staff Support:

To support the program, HandsOn Network has a strong cadre of leadership that includes a talented, dedicated team with backgrounds in national service leadership. Staff from our Training and Leadership Development program will also be utilized to support members focused on building the volunteer leadership base throughout our network and HandsOn Network will also provide additional staff resources not included in the program budget to support the fulfillment of our program objectives. Our national staff is defined by a strong and vibrant leadership team guided by Michelle Nunn (Co-Founder & CEO) an original founder of Hands On Atlanta, one of HandsOn Network's oldest and largest affiliate organizations now partnering with 400 community-based organizations and leading an active volunteer base of 25,000. For more than 20 years, Michelle has been a groundbreaking leader in the development of the service movement.

At the national headquarters, the HandsOn Corps will have the support of two primary staff persons: 1 Director of National Service and 1 National Service Program Manager. The Cross-functional support for

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the HandsOn Corps will include Mager of Training from HandsOn University, Director of Evaluation, Regional Vice-President for Network Advancement, and the VP of National Impact for HandsOn Network. The team will oversee and support all aspect of the HandsOn Corp. This structure will allow the national office to provide consistent and high-quality support to the field and provide the support needed to compete data gathering and reporting in a timely fashion.

The program manager will continue to support the overall program management and key responsibilities include: training and technical assistance to site supervisors, member training and development, member networking and data collection oversight. Currently, Kiana Sullivan manages the full portfolio host sites. A Director of National Service will be hired to provide overall management of the program, diligent attention and guidance for the continuous quality improvement plan (including member feedback), and will be the chief liaison with Network Advancement and HandsOn University to ensure member development opportunities are both high quality and delivered in a timely and relevant manner. The VP for impact will provide senior leadership of the program including quality control, fiscal oversight, and staff development.

Sound Record of Accomplishment as an organization

since its inception in 1992, HandsOn Network has been bringing people together to tackle tough problems in communities. Across the country, HandsOn affiliates provide volunteer participants a proven model of engagement and an array of service opportunities chosen to meet any interest or skill level and any schedule. The HandsOn experience provides flexibility, builds social capital through teamwork, and achieves impact with "hands on" projects. Each HandsOn volunteer receives a quality experience, a pathway for future service, and an opportunity for leadership.

From our inception as three fledging affiliates in New York, Washington, D.C. and Atlanta, the HandsOn

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model has spread organically from one community to the next. Each year, the Network expands its circle and flourishes in new locations in the US and abroad. Our continuing grassroots success is one of the powerful indications that the HandsOn model works -- in any community. Together, we help people be the change they want to see in their communities.

HandsOn Network's ongoing partnership with the CNCS has significantly enhanced our citizen engagement efforts through a range of successful partnerships that have included the AmeriCorps Promise Fellow program; Citizen Action AmeriCorps program; Partners in Technology program; MLK Day activities; Initiative to Engage Persons with Disabilities in Service; and two Challenge Grant Awards supporting HandsOn Network Expansion and Hurricane Recovery efforts in the Gulf. Through these partnerships, we have mobilized over 100,000 volunteers, created sustainable social capital by training hundreds of volunteer leaders, and brought together citizens to tackle problems and revitalize the civic life of their communities.

All of these programs successfully demonstrate impact, effective fundraising and sustainability that represent our continued capacity to effectively steward and leverage investments from the Corporation. As detailed earlier in this grant application, HandsOn Network pioneered the use of AmeriCorps members in supporting our model of service and demonstrating the power of stipended service to leverage thousands of new volunteers. Through AmeriCorps Promise Fellows and the Citizen Action AmeriCorps program, HandsOn Network has utilized AmeriCorps members to recruit and place more than 90,000 volunteers in more than 35,000 one-time and ongoing projects. These volunteer leaders bring scale and sustainability to the program by multiplying the effect of AmeriCorps members and leaving behind an infrastructure for ongoing volunteer engagement beyond the term of the AmeriCorps program.

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Most recently, HandsOn was awarded a 3-year \$5 million per year Cooperative Agreement by the Corporation to expand volunteerism, increase volunteer retention in America, co-convene the National Conference on Volunteerism and Service, and re-imagine TTA for the sector.

Cost Effectiveness and Budget Adequacy

The overall budget for the HandsOn Corps AmeriCorps program is \$994,808. Hands On Network is requesting \$560,520 from the Corporation for National and Community Service. The remaining \$434,290 will come from private sources, representing a match of 44%. The budget reflects the support of a cross-functional team of organizational experts who will enable significant programmatic development efforts, impact-driven evaluation efforts, and highly effective member and supervisor training.

Each affiliate agency that is awarded a team of HandsOn Corps members will share the cost of member living expenses and all related costs. We expect the level of investment in these members will support higher quality recruitment and retention efforts at the local level.

The volunteer leader model of service will serve as a significant force multiplier and we anticipate greater and more measurable impact of the HandsOn Corps over previous, larger HON CAAC programs. This new model will be both more efficient and more effective at creating community change.

The Points of Light and HandsOn Network continues to work closely with diverse funders that include Nike, Delta, the Home Depot, Quaker and Target who will support national match requirements. Local business, corporate and foundation funds will help to offset the cost of increased capacity for volunteer mobilization at the local level.

Evaluation Summary or Plan

During the 2009-2010 program years, HandsOn Network will build upon the foundation currently being

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led by Amy Thompson, National Service Consultant. Through this year-long evaluation, HON will take a three-pronged approach, focusing on Process, Measurable Outcomes and Organizational Capacity and Performance.

Additionally, HandsOn Network will utilize a call for evaluators. Through this process, a non-biased evaluator will be selected to engage in a full-year evaluation of the overall program model and plan.

Key Indicators will include:

1. Impact of the capacity building infrastructures introduced to communities by the CAAC program
2. Participation and retention of volunteer leaders trained and engaged
3. Depth and breadth of the implementation of the three program designs

Amendment Justification

n/a

Clarification Summary

2. Section 1.A. Personnel Expense- Please provide a brief description of the roles and responsibilities of each staff person listed on the budget in the budget narrative.

¿ Program Manager: Provides fiscal and program management and oversight for the National Direct program. The Program Manager provides training to On Site in matters of compliance, member management and project development.

¿ VP of National Impact: Sets overall civic engagement strategy for HandsOn Network programs including days of service, national service, and service leadership development.

¿ Director of National Service: Manages the implementation of the National Service elements within the civic engagement strategy for National Direct and VISTA program as well fiscal oversight for the department.

¿ Evaluation Manager: Aids in the creation of quantitative and qualitative data collection tools to track

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and measure impact of the National Direct program.

¿ Manager of Member Development: Responsible for developing training and member development tools in areas of leadership, volunteer management, and post service benefits.

¿ On-Site Supervisor: Provides daily supervision of National Direct Members and aggregates service hour and impact reports for their organization. Supervisors are the main point of contact between host organization and the National Service Office.

3. Section 1.F. Contractual and Consultant Services:

a. Explain the role of the In-Kind Internal Trainer: what is this position responsible for?

Internal trainers work in HandsOn University, the training and technical arm of HandsOn Network. HandsOn University trainers will facilitate the train the trainer sessions in our volunteer and project management Take Root curriculum as well as supplemental lessons via webinar during the program year.

b. Explain the role of the External Trainer: what is this position responsible for?

HandsOn Network has engaged select partners to assist in building expertise within the four focus areas of HandsOn Corps. The external trainers will provide in-depth sessions related to the environment, emergency preparedness, economic opportunity and education. This will aid in preparing and informing members of barriers and common interventions to implement with the host organization.

4. Section 1.G. Staff and Member Training:

a. Please provide an itemized breakdown of the costs included in the Member Training Institute line item.

If the total of 750 each FT is remaining constant

1. Air transportation at \$400/ FT member

2. 2 nights lodging at \$135/ FT member

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3. Facility Rental w/ Meals at \$125/ FT member

4. Ground transportation at \$90/ FT member

b. The Member Training Institute line item includes meals. The Cost Circulars allows meals under very narrowly defined circumstances. Please review the Cost Circulars and verify that training, or other official information dispersement, will occur during any mealtimes included on this budget.

The HandsOn Corps Member Training Institute is a 2.5 - 4 day training event focused on preparing National Service Members for their role as Service Coaches and Volunteer Leaders. The retreat is our opportunity to strengthen the idea of one Corps in many in locations. Due to the time constraints, we incorporate team-building activities, as well as issue area forums during meal times. This time management tactic enables the program to be in compliance with the OMB Circulars as well as an effective learning environment.

5. Section 1.H

The external evaluator would investigate our service to the field and do a better job of identifying trends and needs to better support the host sites. He/ she would examine and suggest systems that enable improve efficiency and productivity of the NSO as well as customer service.

6. Section 1.I

As reflected on the revised budget, we have removed the direct line items per instruction from the HON/POLI CFO. HON/POLI is in the process of negotiating a fixed ICR and are expecting that the ICR will continue to drop.

7. FFR and timely submission: Our egrants information has been updated and all reporting has been

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marked on organizational calendars.

B. Programmatic Clarification Items

1. Executive Summary:

HandsOn Network's HandsOn Corps AmeriCorps program engages National Direct members in service to mobilize local communities around critical issues and challenges in the areas of Education, Economy, Emergency Preparedness and the Environment. AmeriCorps members identify, train, and manage service leaders who will then develop and manage impact-driven projects, engaging others and further enabling the critical work of grassroots nonprofit organizations. The HandsOn Corps model creates a vital infrastructure and brings more skilled leaders into service of our communities.

2. All required member paperwork must be received by the National Service Office (NSO) at least 5 business days hours prior to member's first day of service. No start date may occur before the paperwork is received. The NSO has a designated email address (handsoncorps@handsonnetwork.org) for member and host file documentation. If the host sites request a particular start date, the site must ensure the paperwork is received by the NSO within the proper window of time to allow NSO staff to officially enroll the member.

To reinforce the importance to complete and submit the exit paperwork, all members and their designated supervisors will receive an email reminder to complete the online CNCS exit form and begin the process of final evaluations. This notification will be sent to members and supervisors thirty days prior to exit. If the properly completed exit documents are not received by the following business day the following process will occur:

• Documents late more than one business day: Reminder sent to the Site Supervisor and Member and copied to the Member Development Manager

• Documents one business week late: Inquire is made with both Member and Site Supervisor via phone

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and/ or email. A written warning of a compliance hold is sent to the Host Site on behalf of the Director of National Service.

Documents more than one week late: If no further action is taken by the host site, a compliance hold is enacted by HandsOn Network Advancement and National Service Department. Compliance holds will freeze all services, reimbursements and/ or payments designate for the host site organization from HandsOn Network. This includes, but limited to AmeriCorps member cost reimbursements, pass-through grants for other HandsOn Network initiatives, disabling the use of the HandsOn Network volunteer management software. The VP of Network Advancement will contact the Executive Director of the host site organization to reinforce the compliance hold and its remedies.

3. Criminal history checks must be conducted on all members, employees or other individuals who receive a salary, education award, living allowance, stipend or similar payment from the grant, regardless of whether these costs are coming from federal or non-federal share. Criminal history background checks include a search of statewide criminal history repositories and the National Sex Offender Public Website for all members and employees as described above. An FBI check is also required for members, employees or other individuals with recurring access to vulnerable populations.

A detailed description of the requirements can be found at:

<http://www.nationalservicerresources.org/criminal-history>.

a. The budget includes costs for criminal history checks for members and site supervisors, but does not include costs for checks from National office staff. Please verify that National Office staff on the AmeriCorps grant will receive the necessary criminal history checks, and please explain how these costs will be covered. You may revise the budget to include these costs, if necessary but may not exceed the level of funding for which you are under consideration.

There is no staff turnover within the National Service Department of HandsOn Network. There has

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been no lapse in employment from any HandsOn Network Staff Members listed on the grant. The proper National Service Criminal Background Checks, including the state of residence, state of employment and the sex offender registry via NSOPR.gov, was conducted during the 2010-2011 program year. A FBI fingerprint check is not required for National Service Office staff members do not have recurring or unsupervised contact with vulnerable populations.

b. Please verify that the criminal history checks conducted for members and staff will include an FBI fingerprint check in addition to the state registry check and the NSOPR for anyone with recurring access to vulnerable populations.

All criminal history checks for members and other covered positions with recurring access to vulnerable populations shall include a FBI fingerprint check in addition to the checking the proper state repositories as well as the NSOPR registry in accordance to the regulations.

Continuation Changes

III. Continuation Request Changes to Narrative - Year 3

Year 3 Expansion Justification

HandsOn Network (HON) is the national leader in the field of volunteer management, project development and execution, and volunteer leadership development. HON has 240 affiliated HandsOn Action Centers and a powerful network of more than 70,000 nonprofit, faith and corporate partners answering the call to serve and creating scaled impact across the globe. HandsOn Network inspires, equips, and mobilizes people to take action that changes the world. At the center of the network are the HandsOn Action Centers that reach 83% of the American population. At a time of historic economic pressures and unprecedented support for national service, the position of America's volunteer sector has

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never been stronger. Corporations are expanding social responsibility programs, schools and colleges are adopting service-learning strategies and requirements, and political leaders from both parties are embracing citizen service. HandsOn Network believes it can and must address critical social needs by mobilizing the enormous energy and talent of Americans through civic engagement and community service.

With this strong national platform, HandsOn Network will leverage volunteer leadership and non-profit capacity building with a longtime history of successful and effective AmeriCorps programs to develop a cutting edge city and municipality strategy in partnership with mayor's offices in select Cities of Service (COS). Using the HandsOn Corps model in select cities, these members will address community challenges and mayoral priorities identified through extensive local assessments.

HandsOn Network and its affiliates are poised to support both the Cities of Service mission and the Corporation's strategic objective of engaging more Americans in volunteer strategies that not only target specific community needs but also set clear outcome measures to gauge progress. The use of the HandsOn Corps members and the HandsOn model of volunteer leadership demonstrate the power of National Service to mobilize thousands of new volunteers as evidenced by the 2009 program year where 48 HandsOn Corps members and their trained team of 1,335 Volunteer Leaders, developed and executed over 3,000 projects during the service term. These service projects resulted in 45,909 new volunteer positions filled during the 2009-2010 program year, with 166,075 hours of service to local communities. Through the expansion of the HandsOn Corps program, AmeriCorps members will engage and train leaders to develop opportunities that address mayoral priorities creating measurable impact in the targeted cities. As of May 2010, approximately 100 mayors across the United States representing more than 47 million Americans have joined the Cities of Service coalition.

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HandsOn Network, our affiliates, and nonprofit partners were integral in the design and development of comprehensive local City of Service plans. Building on the successful model of the NY Civic Corps, HandsOn Network will launch a Civic Corps model in cities across the nation. Through on-the-ground affiliate leadership, this expanded HandsOn Corps will generate measureable impact aligned with each mayor's strategic initiatives, while simultaneously building and strengthening the infrastructure for effective and efficient volunteer contributions to each city's most pressing issues.

In a cross section review of 10 City Service plans, deep and systemic challenges emerged in finding, managing and retaining quality volunteers. In this challenging economic climate, it is unrealistic to believe that these agencies will find the dollars necessary to employ volunteer managers. Therefore, we must put forward a mechanism for activating citizen service that balances the limited resources of agencies, faith groups and schools with the remarkable energy and talent of the American Public. HandsOn Network believes that the identification, training and support of Volunteer Leaders fill this critical gap.

Cities would represent a mix of large, mid-size and smaller urban regions. Each City would have a HandsOn Corps team with members placed at the HON affiliate, as well as potentially directly in the mayor's office, and at a lead partnering agency focused on the mayor's strategic initiatives. Corps members will strategically leverage the power of volunteers and volunteer leaders to accomplish key priorities of the City Service Plan. All members and their sponsoring affiliate agencies will be responsible for tracking the CNCS determined set of metrics for output and impact data, though we will not opt into the fixed measures in this third year.

A team of 3 or more be assigned to focus on a locally determined impact area (limited to Education, Environment, Opportunity, Healthy Focus, Disaster, or Veterans). Each team will operate out of the

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designated office and will have the following primary goals: 1) to expand or develop new projects that align with the mayoral priorities, 2) to increase the capacity of local non-profits to effectively and efficiently engage volunteers, and 3) to deploy the volunteer leaders who support and sustain evidence-based programs that effect social change.

Enrollment and Retention - Year 3

The 2009 HandsOn Corps program had one hundred percent (100%) enrollment with eighty-three percent (83.3%) of the members either successfully completing the program or on track to do so. This is an improvement from 2008 in which we enrolled only eighty-seven percent (87%) of the slots awarded. Our 2010 HandsOn Corps program has 100% slots allocated with 1 member exiting early at the time of application.

Over the last two years, HandsOn Network has embarked on a deep and independent process evaluation of our National Service program in order to better understand the structure and support that is necessary to execute a highly productive program that enrolls and retains highly effective AmeriCorps members. We have sought honest and unfiltered feedback from site supervisors, agency executives, current and former members. All of this information has helped to shape our approach and it is our belief that we will have highly effective and highly functioning programs.

Our experience administering National Service programs allows us to screen for past affiliate performance in recruitment and retention (if applicable) and focus member placements in locations that have demonstrated a high level of success in member development and impact. HON works closely with host sites to ensure the success of all our AmeriCorps members. We are confident that our investment in training and support at the national as well as the operating site levels will continue to generate

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recruitment and retention rates that meet or exceed national standards.

State Commission Consultation - Year 3

In December of 2010, HandsOn Network National Service Department released an "intent to apply" survey to our affiliate network. 60 affiliates responded with an ask of 145 members. We used that survey to contact the correlating State Commission liaisons for National Direct programs. These states include Alabama, Arizona, California, Delaware, Florida, Georgia, Illinois, Indiana, Louisiana, Massachusetts, Maryland, Michigan, Minnesota, Montana, North Carolina, Nebraska, New Hampshire, New Jersey, Nevada, New York, Ohio, Oregon, Pennsylvania, Utah, Virginia, Washington, and Wisconsin. Consultation forms were sent as well as follow up calls. We received limited response from the state commissions but will continue to consult by: providing each commission with affiliate contact information after grants are awarded, participate in all annual state needs assessments and training plans and other events as requested. HON will include all state commission liaisons on our distribution lists and will invite liaisons and/or state members to all appropriate trainings and other events.

Budget Adjustments - Year 3

The overall budget for the 3rd year of HandsOn Corps AmeriCorps program is \$1,644,263. HandsOn Network is requesting \$793,285 from the Corporation for National and Community Service. The remaining \$850,978 will come from unrestricted sources, representing a match of 52%. The budget reflects the support of a cross-functional team of organizational experts who will enable significant programmatic development efforts, impact-driven evaluation efforts, and highly effective member and supervisor training. We are requesting an increase in our cost per MSY due to the mandated increase in living allowance.

Narratives

Performance Measures - Year 3

We have adjusted our performance measures to indicate the focus areas and priorities for this year.

Performance Measures

SAA Characteristics

- AmeriCorps Member Population - None
 Geographic Focus - Urban
 Geographic Focus - Rural
 Encore Program

Priority Areas

- | | |
|--|--|
| <input checked="" type="checkbox"/> Education
<i>Selected for National Measure</i> <input type="checkbox"/> | <input type="checkbox"/> Healthy Futures
<i>Selected for National Measure</i> <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Environmental Stewardship
<i>Selected for National Measure</i> <input type="checkbox"/> | <input type="checkbox"/> Veterans and Military Families
<i>Selected for National Measure</i> <input type="checkbox"/> |
| <input checked="" type="checkbox"/> Economic Opportunity
<i>Selected for National Measure</i> <input type="checkbox"/> | <input type="checkbox"/> Other
<i>Selected for National Measure</i> <input type="checkbox"/> |

Grand Total of all MSYs entered for all Priority Areas 63.81

Service Categories

Community-Based Volunteer Programs Primary Secondary

Volunteer Mobilization

Service Category: Community-Based Volunteer Programs

Measure Category: Needs and Service Activities

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

HandsOn Corps members will be placed at affiliates and other community based partner agencies. These members will recruit volunteers to become engaged in one-time and ongoing service projects. AmeriCorps members will also develop leaders in their communities by providing training and instruction to volunteers, and moving episodic volunteers into more sustained volunteerism and volunteer leadership

Results

Result: Output

65,000 volunteer slots will be created, filled and supported (i.e. recruited, oriented, registered, trained, mobilized) by AmeriCorps members and Volunteer Leaders providing 225,000 hours of community service

Indicator: hours of community volunteer service

Target: We anticipate a yield 225,500 hours of service

Target Value: 225000

Instruments: Site program reports (data collected by AmeriCorps members)

Result: Output

PM Statement: HandsOn Corps members will organize and/or support multitude of acts of service to create 65,000 volunteer opportunities or filled slots, providing 225,000 verified hours of community service.

Prev. Yrs. Data

Result: Output

HandsOn Corps members will recruit community volunteers to train and activate as volunteer leaders who in turn engage additional volunteers in service projects.

Indicator: Volunteer Leaders recruited, supported, mobilized

Target: Corps members will create and/or support acts of service resulting in targeted recruitment of 1200 Volunteer Leaders.

Target Value: 1200

Instruments: Site program reports (data collected by AmeriCorps members)

PM Statement: Corps members will create and/or support acts of service resulting in targeted recruitment of 1200 Volunteer Leaders.

Prev. Yrs. Data

Result: Intermediate Outcome

AmeriCorps members will provide leadership training to recruited community volunteers equipping and activating them to engage and lead additional volunteers in service projects.

Indicator: percentage of individuals trained feel equipped to take on the role of a Service and/or

Target: Of the individuals trained surveyed, at least 90% of the individuals feel equipped to take on the role of a Service and/or Volunteer Leader

Target Value: 90%

Instruments: Post training session evaluations, Site program reports

PM Statement: HandsOn Corps AmeriCorps members will develop volunteers and volunteer leaders for their communities through Volunteer Leader training curriculum; service learning activities and other leadership development opportunities. 90% of volunteer leaders trained will report they are more knowledgeable and equipped to serve as a leader in their community.

Prev. Yrs. Data

Result: Intermediate Outcome

Volunteer Leader

Result: Output

AmeriCorps members and Volunteer Leaders will recruit, support, and fill volunteer slots for various acts of service within local communities.

Indicator: community volunteers recruited

Target: 65,000 volunteer slots for various acts of service within local communities.

Target Value: 65000

Instruments: Site program reports (data collected by AmeriCorps members and host site via HandsOn Technology and project sign-in sheets)

PM Statement: Teams of AmeriCorps Members and Volunteer Leaders will recruit, support, and fill 65,000 volunteer slots for various acts of service within local communities.

Prev. Yrs. Data

For Official Use Only

Subapplicants

<u>ID</u>	<u>Organization</u>	<u>Amount Requested</u>	<u>Amount Approved</u>	<u># FTEs Requested</u>	<u># FTEs Approved</u>	<u>Status</u>
Totals:		\$0	\$0	0.00	0.00	

Required Documents

Document Name

Status

Evaluation

Already on File at CNCS

Federally Approved Indirect Cost Agreement

Already on File at CNCS

Labor Union Concurrence

Already on File at CNCS