



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

Danny TK Avula MD, MPH
Commissioner

June 27, 2023

MEMORANDUM

TO: The Honorable Glenn Youngkin
Governor of Virginia

Members, Virginia General Assembly

FROM: Danny TK Avula MD, MPH

A handwritten signature in black ink, appearing to read "DTK", written over the printed name of the sender.

SUBJECT: Annual Report on the Governor's Advisory Board on Service and Volunteerism

This report is submitted in compliance with § 2.2-2481 (5) of the Code of Virginia, regarding the activities of the Governor's Advisory Board on Service and Volunteerism, which states:

5. Submit an annual report to the Governor and the General Assembly for publication as a report document as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents and reports. The chairman of the Board shall submit to the Governor and the General Assembly an annual executive summary of the interim activity and work of the Board no later than the first day of each regular session of the General Assembly. The executive summary shall be submitted for publication as a report document as provided in the procedures of the Division of Legislative Automated Systems for the processing of legislative documents and reports and shall be posted on the General Assembly's website.

Please contact me should you have questions at (804) 726-7011.

DA:kc
Attachment

cc: The Honorable John Littel, Secretary of Health and Human Resources

**Virginia Department of Social Services
Annual Report on the Governor's Advisory
Board Service and Volunteerism**

July 1, 2021-June 30, 2022

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Executive Summary

Section 2.2-2478-2.2-2482 of the Code of Virginia charges the Governor's Advisory Board on Service and Volunteerism with advising on matters related to promotion and development of national service in the Commonwealth and meeting the provisions of the federal National and Community Service Trust Act of 1993. The Governor's Advisory Board on Service and Volunteerism was established in compliance with the provisions of the National and Communities Trust Act of 1993 under which Virginia receives AmeriCorps State grant funds. The following report documents the efforts and results achieved through the collaboration of DSS staff and the Governor's Advisory Board on Service and Volunteerism for July, 2021 - June, 2022 to meet the power and duties of the Governor's Advisory Board on Service and Volunteerism as established in 2.2-2481:

- Advise the Governor, the Secretaries of Health and Human Resources, Education, and Natural Resources, the Assistant to the Governor for Commonwealth Preparedness, the State Board of Social Services, and other appropriate officials on national and community service programs in Virginia in order to (i) fulfill the responsibilities and duties prescribed by the federal Corporation for National and Community Service and (ii) develop, implement, and evaluate the Virginia State Service Plan, which outlines strategies for supporting and expanding national and community service throughout the Commonwealth.
- Promote the use of AmeriCorps programs to meet Virginia's most pressing human, educational, environmental, and public safety needs.
- Collaborate with the Department of Social Services and other public and private entities to recognize and call attention to the significant community service contributions of Virginia citizens and organizations.
- Assist the Department of Social Services to promote the involvement of faith-based organizations in community and national service efforts.
- Submit an annual report to the Governor and the General Assembly.

Major activities and outcomes achieved during this report period include:

- In 2021, the Corporation for National and Community Service (AmeriCorps) provided more than \$11.9 million in federal funding to support Virginia communities through national service initiatives. These initiatives were carried out by national service members and volunteers participating in AmeriCorps, VISTA, the Foster Grandparent Program, the Retired Senior Volunteer Program, and Senior Companions.
- Due to COVID-19 restrictions, training opportunities were conducted for AmeriCorps members and program staff virtually by industry experts. Members attended a virtual opening day event on October 4, 2021, with training on a variety of topics including the following: The Science of Stress, Trauma & Resilience and Building a Personal Resilience Plan; Cross Cultural Conflict: Are You Ready for Impact; and #HEARTWORK: A Recipe for Social Intelligence. Members also attended Life after AmeriCorps training in May, 2022 to provide transitional support at the close of their service year. Program topics included the following: Braving the Challenges of Life & Leadership: Your Curiosity, Courage, Connection & Contribution; Resume Crash Course; Making a Great Virtual Impression; What's the Latest on Student Loans in Virginia; Building & Managing Relationships in the Workplace; and the Keynote Address- Get the Interview!

- There was a strong presence of the National Civilian Community Corps (NCCC) in Virginia. Teams of AmeriCorps members traveled to Virginia and served more than 8,610 total hours from 37 members. This translates to an economic benefit in Virginia of nearly \$94,710.
- With the help of the Governor’s Advisory Board on Service and Volunteerism, Governor Northam selected winners of the 2021 Governor's Volunteerism and Community Service Awards. Winners, selected from 130 nominations, provided significant contributions in far reaching areas of the Commonwealth -- from Southwest Virginia to Hampton Roads. Winners were recognized during the September 30, 2021 Governor’s Advisory Board on Service and Volunteerism meeting with a special virtual award presentation.
- The Governor’s Advisory Board on Service and Volunteerism initiated the implementation of the three-year State Service Plan process. The State Service Plan prioritized strategies to increase participation among Virginians in service and volunteer activities as well as recommended strategies to improve the capacity and quality of the volunteer and service ecosystem statewide.
- The accomplishments and activities of the Governor’s Advisory Board on Service and Volunteerism helped the citizens of the Commonwealth improve the lives of their fellow Virginians through service. Working hand in hand with local partners, the Governor’s Advisory Board on Service and Volunteerism tapped the ingenuity of Virginians to tackle some of the most pressing challenges facing the Commonwealth.

Virginia Department of Social Services
Annual Report on the Governor’s Advisory Board on Service and Volunteerism
July 1, 2021-June 30, 2022

Report Mandate

Section 2.2-2481 of the Code of Virginia directs the Governor’s Advisory Board on Service and Volunteerism to carry out the following responsibilities:

§ 2.2-2481. Powers and duties of the Governor’s Advisory Board on Service and Volunteerism.

- 1. Advise the Governor the Secretaries of Health and Human Resources Education and Natural Resources the Assistant to the Governor for Commonwealth Preparedness the State Board of Social Services and other appropriate officials on national and community service programs in Virginia in order to (i) fulfill the responsibilities and duties prescribed by the federal Corporation for National and Community Service and (ii) develop, implement, and evaluate the Virginia State Service Plan which outlines strategies for supporting and expanding national and community service throughout the Commonwealth.*
- 2. Promote the use of AmeriCorps programs to meet Virginia's most pressing human, educational, environmental, and public safety needs.*
- 3. Collaborate with the Department of Social Services and other public and private entities to recognize and call attention to the significant community service contributions of Virginia citizens and organizations.*
- 4. Assist the Department of Social Services to promote the involvement of faith-based organizations in community and national service efforts.*
- 5. Submit an annual report to the Governor and the General*

§ 2.2-2482. Staffing.

The Department of Social Services and any other executive branch agencies as the Governor may designate shall serve as staff to the Governor’s Advisory Board on Service and Volunteerism. All agencies of the Commonwealth shall assist the Governor’s Advisory Board on Service and Volunteerism upon request.

Background

Section 2.2-2478-2.2-2482 of the Code of Virginia charges the Governor’s Advisory Board on Service and Volunteerism with advising on matters related to promotion and development of national service in the Commonwealth and meeting the provisions of the federal National and Community Service Trust Act of 1993. The Governor’s Advisory Board on Service and Volunteerism was established in compliance with the provisions of the National and Communities Trust Act of 1993 under which Virginia receives AmeriCorps State grant funds. The following report documents the efforts and results achieved through the collaborative efforts of DSS staff and the Governor's Advisory Board on Service and Volunteerism for July 2021-June 2022 to meet the power and duties of the Governor’s Advisory Board on Service and Volunteerism as established in 2.2-2481.

The Governor's Advisory Board on Service and Volunteerism

The Governor's Advisory Board on Service and Volunteerism is strategically placed within the Department of Social Services Division of Community and Volunteer Services. This organizational placement allows staff to integrate service and volunteerism priorities with ongoing statewide programs and projects.

In accordance to § 2.2-2478 The Governor’s Advisory Board on Service and Volunteerism is established as an advisory board, within the meaning of§ 2.2-2100, in the executive branch of state government to

advise the Governor and Cabinet Secretaries on matters related to promotion and development of national service in the Commonwealth and to meet the provisions of the federal National and Community Service Trust Act of 1993.

Activities and Outcomes

The following section of this report details the activities and outcomes for each of the mandates of the Governor's Advisory Board on Service and Volunteerism.

Mandate 1: Advise the Governor, the Secretaries of Health and Human Resources, Education, and Natural Resources, the Assistant to the Governor for Commonwealth Preparedness, the State Board of Social Services, and other appropriate officials on national and community service programs in Virginia in order to (i) fulfill the responsibilities and duties prescribed by the federal Corporation for National and Community Service and (ii) develop, implement, and evaluate the Virginia State Service Plan, which outlines strategies for supporting and expanding national and community service throughout the Commonwealth.

- Members of the Governor's Advisory Board on Service and Volunteerism played a significant role in assuring that the Virginia Department of Social Services met the responsibilities and duties of the Corporation for National and Community Service (CNCS). The Governor's Advisory Board on Service and Volunteerism met five times during the fiscal year and received regular reports on sub-grantee progress and new initiatives. Members of the Governor's Advisory Board on Service and Volunteerism participated on grant-review panels, which reviewed, scored, and recommended programs and funding levels for AmeriCorps competitive grant proposals and formula grant proposals. The Governor's Advisory Board on Service and Volunteerism received and concurred with funding recommendations totaling approximately \$6,197,261.
- A State Service Plan encompassing a three year cycle is required by the Corporation for National and Community Service. The most recent State Service Plan concluded at the end of 2019 and an interim plan was adopted for FY 21. The Governor's Advisory Board on Service and Volunteerism completed the development of a new State Service Plan that covers the term 2022 – 2024.
- Governor's Advisory Board on Service and Volunteerism members provided additional assistance in meeting CNCS requirements by participating in required AmeriCorps Days of Service in communities across the State. AmeriCorps programs recognize and support 9/11, MLK Day, and AmeriCorps Opening Day.
- As AmeriCorps members started their formal year of service, a virtual statewide launch ceremony was held with the Governor's Advisory Board on Service and Volunteerism participation. The October 2021 launch ceremony was attended by 210 AmeriCorps members and featured a full day of training from industry experts.
- Four elected officials visits were conducted to visit AmeriCorps programs during FY22 that included Congressman Rob Wittman visiting York River State Park; Senator Monty Mason and Delegate Shelley Simonds visiting Virginia Reading Corps at the Hidenwood Elementary School in Newport News; Senator Creigh Deeds, Delegate Sally Hudson and Charlottesville Councilmember Sima Magill visiting with members serving with the International Rescue Committee; and, Delegate Delores McQuinn visiting Evergreen Cemetery in Richmond.

Mandate 2: Promote the use of AmeriCorps programs to meet Virginia's most pressing human, educational, environmental, and public safety needs.

- The Governor’s Advisory Board on Service and Volunteerism led efforts to increase the use of other CNCS national service programs including The National Civilian Community Corps (NCCC) and FEMA Corps. NCCC projects are generally short term, high impact, and relatively low cost to the communities in which they occur. The Virginia Service Commission executed a memorandum of understanding with NCCC to support critical projects statewide and these projects resulted in additional 2021/22 AmeriCorps engagements in Virginia that otherwise would have not been completed. NCCC teams also included FEMA Corps teams, which contributed more than 8,610 total hours from 37 members. This translates to an economic benefit in Virginia of nearly \$94,710.
 - One NCCC team, Delta 1, spent eight weeks working in the George Washington and Jefferson National Forest, preparing parts of the forest for the burn season. During this time Delta 1 helped prepare 4,043 acres to be burned. This was accomplished by assisting US Forest Service employees in the felling of snags (dead trees) that were close to the fire line, and swamping (removing cut brush from fire line) for sawyers. Fire line was created around burn blocks to prevent controlled burns from spreading to other parts of the forest that were not ready to be burned. Delta 1 also assisted in a controlled burn of 36 acres on Brush Mountain. This burn reduced fuels near houses thus mitigating the risk of wildfires impacting those homes and made it easier for wildlife to traverse the topography.
 - Another NCCC team, Bayou 1, served in order to strengthen the community by providing volunteers dedicated to serving the Shenandoah National Park for a month. Shenandoah National Park is a popular place among the local community and brings in many visitors each season, so having the team help support the park rangers made an impact. Many of the Roads & Grounds crew park rangers that the team served with regularly had been in their position for years, so bringing some fresh energy into the mix helped keep up motivation. Many of the tasks the Bayou 1 team completed for the Roads & Grounds crew simply would not have gotten done if the team were not there because the Roads & Grounds crew had other priorities. Additionally, the seasonal park rangers had not started yet, so the Bayou 1 team’s work helped ensure Shenandoah National Park opened on a positive note.
 - Lastly, Wave 1 NCCC team spent Round 3 assisting National Incident Management Assistance Team (N-IMAT) Blue. Over the course of the round, they attended 67 non-public meetings; many of these were with members of N-IMAT Blue to discuss their positions on the team and details of projects that they had assigned to Wave 1. Other meetings included N-IMAT Blue’s weekly All-Hands meetings, N-IMAT Blue Leadership meetings, N-IMAT Blue’s After Action Review for their deployment to Mississippi in response to Hurricane Ida (3569-EM-MS), and external project meetings with the Region 6 Strategic Workforce Augmentation Team (SWAT) and FEMA Headquarters (HQ) External Affairs Department. Wave 1 participated in 30 training sessions on topics such as C3MP software, Registration Intake, Individual Assistance Helpline Calls, Social Listening, Microsoft Power BI, and N-IMAT Blue’s Resource Tracker dashboard.
- Congress appropriated additional funds for FY21 to the CNCS for the American Rescue Plan. This additional funding allows sub-grantees to increase the living allowance of AmeriCorps members; provide for match replacement; and support the expansion of programs across Virginia through 2024. A total amount of \$5,347,384 was awarded to the Virginia Service Commission and \$522,060 was utilized in FY22 to support sub grantees in the areas of increasing living allowance for members, cash match replacement and expansion.

- VISTA programs provide capacity building support to address poverty related issues statewide and at the community level. The Virginia Service Commission assumed responsibility for a VISTA capacity building project operating within the Virginia Department of Social Services across six departments. Fourteen VISTA members and one VISTA leader served in the Healthy Futures priority area addressing the opioid epidemic priority area, food insecurity, economic opportunity, supporting the strengthening and expansion of statewide networks for immigrant services and volunteer centers, and expanding the implementation of diversity, equity, and inclusion initiatives across the service sector statewide.
- AmeriCorps is a very performance-based national program. Specific goals are required, and measurement standards are strict. Programs work toward pre-identified client outcomes. The following are just two examples of program results.
 - The impact of AmeriCorps in Virginia has both breadth and depth across the Commonwealth. The emphasis on measurable change and performance measurement leads to constantly evolving and high quality programs and services for Virginians. While the COVID19 pandemic continued to create pervasive challenges for students, particularly those without academic support available at home, AmeriCorps programs showed resiliency and stamina in continuing to provide services to those who need them most. Programs were able to build hybrid models for their delivery of services, to include, but not limited to, virtual tutoring and learning coupled with in-person support at academic resource centers while implementing CDC guidelines to ensure safety for their AmeriCorps members and beneficiaries they served. Over the last year, 174 AmeriCorps Members served 5,195 students through hybrid learning and support as they were able to continue to adapt to the changing ways in which they serve youth in their respective communities.
 - AmeriCorps programs also provided services designed to meet the unique community needs identified across the Commonwealth. Over 100 Members served 4,300 unduplicated adult individuals in identified refugee, low-income, and Latinx communities by providing information, resources, and support over the course of the last program year, 9/2021 – 8/2022. Results from AmeriCorps Member’s service includes increased job readiness, increased knowledge about individual health needs, and secured employment. In addition to serving at local government and nonprofit organizations across Virginia, AmeriCorps Members served at organizations with missions that included being good stewards of the environment. In 2021 – 2022 they were able to improve, by removal of invasive species and the remediation and building of trails, over 1,000 acres of public land.

Mandate 3: Collaborate with the Department of Social Services and other public and private entities to recognize and call attention to the significant community service contributions of Virginia citizens and organizations.

- With the help of his Governor’s Advisory Board on Service and Volunteerism, Governor Glenn Youngkin selected the recipients of the Governor's Volunteerism and Community Service Awards. Winners, selected from 130 nominations, provided significant contributions in far reaching areas of the Commonwealth -- from Southwest Virginia to Hampton Roads. Winners were recognized during the October 25, 2022 Governor’s Advisory Board on Service and Volunteerism awards ceremony at the Executive Mansion.
- Throughout the year, the Virginia Service Commission hosted virtual training programs on a variety of topics including annual events for AmeriCorps program directors and members as well as the larger

service and volunteerism sector. Training sessions were conducted by industry experts for AmeriCorps members on safety in the time of COVID, communications skills, trauma-informed care, and diversity/equity/inclusion. Members also attended professional development training at the close of their service year. Training opportunities were conducted virtually for AmeriCorps program staff to highlight best practices in AmeriCorps and grants management, and prepare sub-grantees with tools and knowledge to support members in active service to the community. Nonprofit organizations and stakeholders in the service sector participated in the 2022 Virginia Volunteerism Summit, providing two days of big ideas and tactical skill building sessions for attendees to engage with the State Service Plan, learn new skills, and build relationships with other stakeholders from across the Commonwealth. Over 300 individuals representing more than 53 Virginia counties and cities participated in the Summit. Attendees reported feeling engaged, challenged, and inspired in their work. The Summit's unique emphasis on volunteerism was highlighted by many attendees as an important resource for the field.

Mandate 4: Assist the Department of Social Services to promote the involvement of faith-based organizations in community and national service efforts.

- The Governor's Advisory Board on Service and Volunteerism promoted the involvement of faith-based organizations in community and national service efforts through the various national service days; annual conference; and special outreach participation in the State Service Plan stakeholder survey.
- Resources continued to be available through the virginiashservice.virginia.gov for community services, volunteer resources, and partnerships. Faith-based organizations were engaged through the Virginia Volunteerism Summit as well, benefitting from recorded sessions and presenter materials to build strategic volunteer management skills.
- Partnering organizations were also engaged through monthly e-newsletters to share resources, connections, and opportunities.

Conclusion

The accomplishments and activities of the Governor's Advisory Board on Service and Volunteerism helped the citizens of the Commonwealth improve the lives of their fellow Virginians through service. The work of the Governor's Advisory Board on Service and Volunteerism goes well beyond the federally mandated role of overseeing the work of Virginia's AmeriCorps program. The Governor's Advisory Board on Service and Volunteerism promotes service among the citizens of the State and works closely with the Governor and local mayors and county supervisors to recognize those volunteer efforts. The Governor's Advisory Board on Service and Volunteerism and its support staff at the Virginia Service Commission/Office on Volunteerism and Community Service work closely with the volunteer centers and faith-based groups across Virginia, offering information and training to those organizations. Working hand in hand with local partners, the Governor's Advisory Board on Service and Volunteerism tapped the can-do spirit of Virginians to tackle some of the most pressing challenges facing the Commonwealth.

**Governor's Advisory Board on Service and Volunteerism
Members for 2021/22**

Naila Alam, Councilmember, Town of Herndon; Herndon

Lily Beres, Student, University of Virginia; Fairfax Co.; Falls Church

Jessica Bowser, Host, Virginia Outdoor Adventures; Fairfax Co.; Alexandria

Lorna Campbell Clarke, Director of Communications, Fairfax County; Fairfax Co.

Elizabeth Childress Burneson, Attorney, Hirschler Fleischer; Richmond

Vanessa Diamond, Sr. Vice President, Civic Innovations, The Community Foundation for a Greater Richmond; Richmond

Cynthia Downs-Taylor, Senior Advisor, Office of U.S. Senator Mark R. Warner; Chester

Mark Fero, Director of Programs and Outreach, Office of the Attorney General; Ruther Glen

Zachary Leonsis, President, Media & New Enterprises, Monumental Sports and Entertainment; Washington, DC

Peppy Linden, Volunteer; Charlottesville

Priscilla Martinez, Senior Projects Director, Loudoun Literacy Council; Hamilton

Adria Merritt, Director of Culturally Responsive and Inclusive Practice, Department of Education; Richmond

NaQuetta Mitchell, President, Hopewell Youth Services; Hopewell

Enid Mpumwire Machayo, Founder and CEO, Global Inheritance Inc.; Leesburg

Bryan Pearce-Gonzales, Professor of Hispanic Studies, Shenandoah University; Winchester

Jamie Seagraves, Grants Manager, Community Impact and Investment; Capitol One; Richmond

Julie Strandlie, Public Affairs Consultant, Strandlie Advocacy, LLC; Alexandria

Sheila Williamson-Branch, Treasurer, City of Danville; Danville

Clifford Yee, Executive Vice President and CFO, Northern Virginia Family Service; Fairfax Co.

Lora Grady, ex-officio member; Senior Portfolio Manager; AmeriCorps Mid-Atlantic Region