



## Governor's Office on Service and Volunteerism



ANNUAL REPORT  
2010



“In every community,  
there is work to be done.  
In every nation,  
there are wounds to heal.  
In every heart,  
there is the power to do it.”



GRAPHIC DESIGN  
In Young Shin

COVER QUOTE  
Marianne Williamson

## TABLE OF CONTENTS

- 4** Message from the Governor
- 5** Message from the Executive Director, Governor’s Office of Community Initiatives
- 6** Message from the Chair, Governor’s Commission on Service and Volunteerism
- 7** Executive Summary
- 8-9** Commissioners and Staff
- 10** Maryland State Service Plan Progress
- 11** Volunteer Recognition
- 12** AmeriCorps in Maryland
- 12-14** 2009-2010 AmeriCorps Programs
- 15** Appendix A: Maryland Volunteer Center Network Map
- 16** Appendix B: AmeriCorps\*State Programs in Maryland Map





**STATE OF MARYLAND**  
OFFICE OF THE GOVERNOR



**MARTIN O'MALLEY**  
GOVERNOR

STATE HOUSE  
100 STATE CIRCLE  
ANNAPOLIS, MARYLAND 21401-1925  
(410)974-3901  
(TOLL FREE) 1-800-811-8336

TTY USERS CALL VIA MD RELAY



## A MESSAGE FROM THE GOVERNOR

Dear Friends,

I am pleased to present to you the 2010 Annual Report of the Governor's Office on Service and Volunteerism (GOSV).

Each year, over one million Marylanders find ways to give back to their communities. Approximately 1,900 commit to provide intensive results-driven service as AmeriCorps members. Through their service, citizens find ways to connect with their neighbors and their local environment. They take part in food drives, after-school programs, Chesapeake Bay cleanup efforts, and other worthy causes.

The Governor's Office on Service and Volunteerism supports efforts to recognize Marylanders who give of their time to serve. Since 1633, when the Maryland Charter established its first volunteer militia, the need for citizens to give their time and service to their community has yet to cease. Throughout our history, volunteers have protected Maryland's natural treasures, mentored young people, fed the homeless and hungry, served in civic organizations, and donated time and money to nonprofits. Today, through a network of local volunteer centers, Marylanders have the ability to match their interests with opportunities to serve.

Together as One Maryland, we each have the ability to make great improvements for generations to come. Service starts with one step - answering the call and agreeing to volunteer for one hour or one day. I hope that as you read about the accomplishments and diverse work of the GOSV, you will be inspired to step up and volunteer to serve the people of Maryland.

Sincerely,

Martin O'Malley  
Governor



## **A MESSAGE FROM THE EXECUTIVE DIRECTOR OF THE GOVERNOR'S OFFICE OF COMMUNITY INITIATIVES**

As we take time to reflect on the accomplishments of the past 12 months, it is nearly impossible to list a single accomplishment that could have been met without the teamwork and dedication of our partners. The GOCI itself is a combination of various partners working together for the collective good of Maryland's citizens.

The office advises the Governor on policies to improve Maryland's communities and increase outreach in conjunction with the Intergovernmental Affairs Office. We keep open lines of communication to ethnic populations across the state through the Governor's Commission on Asian Pacific American Affairs, the Governor's Commission on Hispanic Affairs, the Governor's Commission on Middle Eastern American Affairs, the Governor's Commission on African Affairs, the Maryland Commission on Indian Affairs, and the Maryland Commission on African American History and Culture. The GOCI oversees the Governor's Office on Service and Volunteerism (GOSV) and Volunteer Maryland, an AmeriCorps program of the Governor's Office.

Since becoming a unit of the Governor's Office of Community Initiatives, the GOSV has continued to gain momentum and increase accessibility of AmeriCorps efforts in Maryland. Under the guidance of Barbara Reynolds, Director, the GOSV has been reenergized and is poised to place Maryland as one of the best states in the nation to serve through AmeriCorps and traditional volunteerism.

I hope that as you read through this report, you will see the commitment of the Governor's Office on Service and Volunteerism, the Governor's Commission on Service and Volunteerism, and its many partners to the future of Maryland's communities.

Israel C. "Izzy" Patoka  
Executive Director  
Governor's Office of Community Initiatives



## A MESSAGE FROM THE CHAIR

The members of the Governor's Commission on Service and Volunteerism are pleased to present this 2010 Annual Report highlighting our accomplishments in promoting volunteerism and supporting AmeriCorps in Maryland. We also offer a progress report on the 2010-2013 State Service Plan.

Under the Administration's leadership, Maryland continues to lead the nation in helping our citizens realize the many benefits of volunteerism, and to provide programs and opportunities for neighbors to help neighbors. We are proud to be part of that effort.

We Commissioners are volunteers, not just in our work for the State, but in our own lives. We come from all parts of the State, from business, academia and public service, and we individually volunteer for a wide range of community and faith-based organizations. As representatives of the Governor, we use our personal and professional networks to promote the work of GOSV and to offer encouragement and recognition to the great volunteers we meet throughout Maryland.

As funders of the AmeriCorps\*State programs, we are dedicated to upholding the highest standards of public stewardship. Our mission is to insure that each program we fund is working efficiently to provide real value to those it serves, and a transformative experience for those who participate. While we rely on measurable results, we never forget to heed the stories of how lives are changed through service and volunteering.

We thank Governor Martin O'Malley and Lieutenant Governor Anthony Brown for their leadership and commitment to the Commission on Service and Volunteerism and look forward to moving Maryland forward in the coming year.

Maurice "Mac" Nachlas, Chair  
Governor's Commission on Service and Volunteerism



## EXECUTIVE SUMMARY

The Governor's Office on Service and Volunteerism (GOSV) funds and supports volunteer service efforts that engage all Marylanders to strengthen our communities. Each year, the GOSV recognizes the individual contributions of volunteers and leads state-wide events to shine the spotlight on the importance of volunteerism to the State, in communities, and to individuals. This recognition is provided by the Governor, the Governor's Commission on Service and Volunteerism, and in partnership with M&T Bank, the Baltimore Ravens, and the Maryland State Fair Board.

In addition, staff of the GOSV work with the Governor's Commission on Service and Volunteerism to review and approve all AmeriCorps\*State funding in Maryland. AmeriCorps is a national program that provides human and financial resources to help tackle some of our country's toughest problems. AmeriCorps projects improve our schools and other education programs, preserve and protect the environment, improve public safety, and help meet our basic human needs (food, shelter, employment, etc.). AmeriCorps is a resource for both organizations and individual citizens who want to make a visible difference in our State.

In 2009 - 2010, the GOSV and Commission approved and managed \$5.2 million worth of AmeriCorps grants for 18 programs across the State. These programs engaged 2,136 citizens in AmeriCorps service and mobilized more than 20,000 local community volunteers. The GOSV and Commission also awarded \$175,000 in AmeriCorps planning grants to seven local organizations.

- The American Reinvestment and Recovery Act (ARRA) brought \$1.1 million in AmeriCorps funding for 10 local and state organizations. The Maryland ARRA grants provided AmeriCorps service opportunities for 182 Maryland citizens. These AmeriCorps members, in turn, mobilized 5,425 local volunteers who served more than 39,000 hours in their communities. These volunteers served nearly 25,000 Marylanders – most of whom were children under 18 years old.
- The Corporation for National and Community Service released new findings on national volunteerism trends. Based on data gathered from 2007 - 2009, 1.3 million Marylanders volunteer across the State. These volunteers contribute 199 million hours of service, and the dollar value of this service is over \$4 billion. Top volunteer activities in Maryland included fundraising, collecting and distributing food, and contributing in a professional or managerial way.
- The GOSV expanded its partnership with Maryland Nonprofits. In May, the GOSV and Maryland Nonprofits co-sponsored a state-wide conference on volunteer management called *Sowing the Seeds of Sustainability*. The event was held during National AmeriCorps Week; 150 participants attended, and the event included an afternoon networking event for Maryland AmeriCorps members and alumni. In September, Maryland Nonprofits launched a special membership program exclusively for Maryland AmeriCorps program staff and national service participants.
- The GOSV was one of 19 states awarded a national grant to expand volunteer opportunities in every region of Maryland. This program, called the Maryland Volunteer Generation Fund, will provide grants to mobilize more citizens in local service projects and build the internal capacities of volunteer centers across the State.





## COMMISSIONERS

### **Maurice "Mac" Nachlas, Chair (Baltimore City)**

- Business Development Manager for VirtualAgility
  - President of the Mount Washington Improvement Association
- 

### **Lucille Ann Blackman, Secretary (Baltimore City)**

- Teacher at the St. Paul's School for Girls
  - Founder of the Common Senses Foundation
- 

### **Crystal Biles (Federal Government)**

- Director for Maryland and Delaware State Office of the Corporation for National and Community Service
  - AmeriCorps\*Volunteers In Service To America/VISTA alumna
- 

### **Lisa Bishop (Baltimore City)**

- Director of Programs for the Fund for Educational Excellence
  - AmeriCorps\*Volunteers In Service To America/VISTA alumna
- 

### **Nancy Grasmick (State of Maryland)**

- State Superintendent of Schools
- 

### **Mark Heckman (Baltimore City)**

- Principal at Marks, Thomas Architects since 1996
  - Member of the Urban Land Institute and Congress of New Urbanism
- 

### **Catherine Chen Hester (Howard County)**

- Director Court Commissioner, District 10
  - AmeriCorps alumna
- 

### **Melvin Hotz (Baltimore County)**

- Licensed Professional Engineer (retired)
  - Medicare Counselor, SHIP Division, Baltimore County, Department of Aging
- 

### **Margaret Kim, ex officio (Howard County)**

- President and Chief Operating Officer of AllCare of Maryland, LLC
  - Vice President of the Korean American Community Association of Howard County, Inc.
- 

### **Cherie A. Krug (Allegany County)**

- Director of Major Gifts for the Department of University Advancement at Frostburg State University
  - Board Member of the United Way of Allegany County
- 

### **Betsy W. Lafferty (Baltimore County)**

- Pastoral Associate for Faith and Justice Ministries with the Corpus Christi Catholic Church
  - Volunteer Administrator for the Maryland Department of Human Resources and Catholic Charities
- 

### **Tonja Lark (Prince George's County)**

- Grants Officer for the United States Department of Education
  - Founder and President/CEO of Daughter for the Day, Inc.
- 

### **Fay Mauro (Anne Arundel County)**

- Founding Executive Director of the Volunteer Center for Anne Arundel County
  - Chair of the Coordinators of Volunteers of Anne Arundel County
-

**Joseph V. Murray, Sr. (Howard County)**

- Director of Community Relations for the Ascend One Corporation
- President Emeritus of the Board of Directors for the ARC of Howard County

**Lupi Quinteros-Grady (Prince George's County)**

- Deputy Director of the Maryland Multicultural Youth Centers
- Member of the Prince George's County Board of Education Task Force on Suspension and Expulsion Reduction

**Theresa Testoni (Montgomery County)**

- Chair of the Board for the Menare Foundation, Inc.
- Member of the Montgomery County Public Schools Superintendent's Advisory Board on Student Service Learning

## Members Serving Partial 2010 Term:

**Frank Johnson (Carroll County)**

- Legislative Director and Senior Assistant County Attorney for Carroll County
- Secretary of the Carroll County Council of Governments
- President of the Carroll County Chapter of the Maryland Municipal League

**James Rapp (Wicomico County)**

- Executive Director of Delmarva Low-Impact Tourism Experiences
- President of Assateague Coastal Trust



## STAFF

**Jennifer Bernhard Kerner**  
Program Officer

**Sarah Martin**  
Grants Coordinator

**Deborah McClung**  
Program Officer

**Barbara Ellen Reynolds**  
Director

**Kara Turner**  
Outreach Coordinator



# MARYLAND STATE SERVICE PLAN PROGRESS

The State Service Plan is the current work plan for the Governor's Office on Service and Volunteerism (GOSV) and the Governor's Commission on Service and Volunteerism. It was developed by the GOSV with public input via a survey of Maryland citizens conducted in 2009. The State Service Plan includes areas of development and strategies for 2010 – 2013. The GOSV and the Commission will focus, in broad strokes, on these areas of development: resource development and grants management; sustainability of staff and operations; Commission training and development; and promoting and marketing national service and volunteerism across Maryland. Selected strategies and key 2009 – 2010 accomplishments include:

## Strategy #1 Recognize extraordinary service of Maryland volunteers in all communities

- Created and led volunteerism celebration in partnership with Maryland Nonprofits in November 2009
- Partnered with M&T Bank and the Baltimore Ravens to honor 800 outstanding student volunteers as part of the Honor Rows Program in 2010
- Partnered with the Maryland State Fair Board and the Reznick Group to host a volunteer appreciation event for over 8,000 citizens in August 2010

## Strategy #2 Build the capacity of Maryland service organizations to effectively mobilize and manage volunteers

- Convened volunteer management conference in partnership with Maryland Nonprofits for 150 nonprofit staff and AmeriCorps members in May 2010
- Provided \$55,000 in local project and staff development funds to help community-based agencies mobilize and manage volunteers

## Strategy #3 Market available AmeriCorps funding resources in Maryland

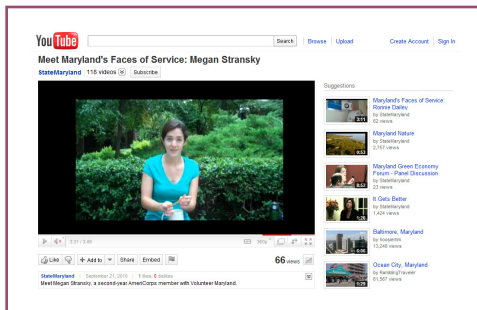
- Built new website
- Provided AmeriCorps funding presentations to over 100 organizations (via in person meetings and monthly webinars)

## Strategy #4 Expand awareness of national service opportunities and programs

- Launched GOSV News, a bi-monthly e-newsletter
- Launched GOSV twitter account: *MarylandServVol*

## Strategy #5 Expand service opportunities for Marylanders age 55 and older

- Partnered with the Maryland Department of Aging and the AARP to convene a Summit on Civic Engagement for Older Marylanders in September 2010



## VOLUNTEER RECOGNITION

The Governor's Office on Service and Volunteerism (GOSV) works with a number of partners to provide opportunities for nonprofits, businesses, government agencies, and schools to honor the contributions of local volunteers. Throughout 2010, the GOSV shone a spotlight on the importance of volunteerism and diversity of volunteers through state-wide events and individual service certificates.



### ***Governor's Service Awards***

The Governor's Service Awards is an annual recognition event for extraordinary volunteers across Maryland. Nominations are accepted in March, and a selection panel of nonprofit and business professionals, volunteers, and AmeriCorps members and alumni convene to review all nominations. The 2010 Awards Ceremony occurred during National Volunteer Week in Annapolis; all nominees and nominators were invited, and each winner was presented with an award by Lt. Governor Anthony Brown. On April 19, the Governor's Office honored 34 individuals and volunteer groups for their dedication and service to Maryland.



### ***Governor's Volunteer Appreciation Day at the Maryland State Fair***

This year, as in years past, the Governor honored Maryland's 1.3 million volunteers with a special invitation to enjoy the Maryland State Fair. The event included a discounted entrance fee for up to five volunteers (per invitation) and discount coupons for rides and attractions. On August 29, over 8,600 Marylanders came out to enjoy the Fair and celebrate the importance of volunteerism in local communities. The event would not have been possible without the generous support of the Reznick Group. Thirty Reznick volunteers helped staff the event, as in previous years.



### ***Honor Rows Program***

The Governor's Office on Service and Volunteerism once again partnered with M&T Bank and the Baltimore Ravens to honor the service of school and youth-based groups, units from military installations, and first-responders. Honorees were selected by a panel of service leaders with the assistance of the Baltimore Ravens, M&T Bank staff, and the Governor's Office on Service and Volunteerism. At each Baltimore Ravens home game during the 2010 regular season, honorees received: 100 game tickets for volunteers, special in-game seating and gear, official in-game recognition of honorees on the SMARTVISION screen, and recognition on WBFF-Fox 45 and The CW Baltimore. In 2010, 15 groups and over 800 volunteers were recognized for their vital service as part of the Honor Rows program.

## AMERICORPS IN MARYLAND

The Governor's Office on Service and Volunteerism (GOSV) is the State agency that administers the Maryland AmeriCorps\*State grant program. AmeriCorps is a federal program funded by the Corporation for National and Community Service. AmeriCorps consists of three main programs: AmeriCorps\*State and National, AmeriCorps\*VISTA (Volunteers In Service To America), and AmeriCorps\*NCCC (National Civilian Community Corps).

The GOSV staff work with the Governor's Commission on Service and Volunteerism to review, approve, and monitor all AmeriCorps\*State activities. In 2009 – 2010, the GOSV and Commission approved \$4.1 million in AmeriCorps\*State funding. This funding supported 18 AmeriCorps programs and seven local planning grants and provided national service opportunities for 1,954 Maryland citizens.

Together, these organizations and AmeriCorps members tackled some of our State's toughest problems and engaged more than 20,000 local volunteers in community service. From preserving the Chesapeake Bay to serving meals to homebound seniors, the AmeriCorps network made a big difference in the lives of our citizens and in the health of our communities.

AmeriCorps programs received an additional \$1.1 million as a result of the American Recovery and Reinvestment Act (ARRA). The Maryland ARRA grants provided AmeriCorps service opportunities for 182 Maryland citizens. These AmeriCorps members, in turn, mobilized 5,425 local volunteers who served more than 39,000 hours in their communities. These volunteers assisted nearly 25,000 Marylanders – most of whom were under 18 years old.

In 2010, the GOSV dramatically expanded funding for local service projects and program staff development. The office awarded and administered \$55,000 in federal funds from the Corporation for National and Community Service to support local community service projects and staff development of AmeriCorps program and volunteer center directors. These funds helped local nonprofits across Maryland mobilize community volunteers at a variety of local, state, and national service events, including the Martin Luther King, Jr. Day of Service, Make a Difference Day, and National AmeriCorps Week. They also provided reasonable accommodations to help AmeriCorps members serve their communities, scholarships to local and national professional conferences, and outreach materials for AmeriCorps programs and volunteer centers.

## MARYLAND AMERICORPS\*STATE PROGRAMS 2009 – 2010

**Academy of Success** AmeriCorps members provided structured after-school programming for high-risk youth in southwest Baltimore. (Baltimore City)

**AIM for Excellence** AmeriCorps members provided classroom assistance and after-school enrichment activities in Baltimore City and County Public Schools and Baltimore City Parks and Recreation Centers. (Baltimore City, Baltimore County)

**ASTAR! In Western Maryland** (Appalachian Service Through Action and Resources) AmeriCorps members provided support and assistance to youth, families, and seniors at various service agencies. (Allegany, Garrett, Frederick, Washington, and Carroll Counties)

**Civic Works – Service Corps** AmeriCorps members increased the ability of local nonprofit agencies to serve Baltimore citizens while learning life and citizenship skills. (Baltimore City, Baltimore County)

**Community Art Corps** AmeriCorps members helped communities address social issues and expanded youth activities through art-based programming. (Baltimore City)

**Community Mediation Corps** AmeriCorps members increased community access to free or low-cost mediation services at Maryland Mediation Centers. (State-wide)

**Experience Corps – Baltimore City** older adult AmeriCorps members improved educational and social outcomes for students in Baltimore City Public Elementary Schools while also promoting the health and quality of life of older adults. (Baltimore City)

**Experience Corps – Baltimore County** older adult AmeriCorps members at four Dundalk area schools provided classroom support for elementary students. (Baltimore County)

**House of Ruth Maryland** AmeriCorps members supported services related to the issues of domestic violence. (Baltimore City and Prince George’s County)

**Loyola Counseling Corps** AmeriCorps members provided college preparation courses, resources, and consultation for Baltimore City High School Students. (Baltimore City)

**Maryland CASA** AmeriCorps members provided public awareness of CASA’s program, which supports abused and neglected children through volunteers who are appointed to each child as their advocate in court. (State-wide)

**Maryland Conservation Corps** AmeriCorps members restored, monitored, and enhanced public lands, conducted educational programs, and engaged citizens in conservation projects across the State. (State-wide)

**New Americans Citizenship Project** AmeriCorps members helped 3,000 Legal Permanent Residents learn about the naturalization process, provided assistance referrals, and celebrated the citizenship of 145 new Marylanders. (Montgomery and Prince George’s Counties)

**Partnership for Adolescents on the Lower Shore (PALS)** AmeriCorps members provided tutoring, mentoring, conflict resolution, family support services, health education, and counseling services to families. (Caroline, Dorchester, Somerset, Talbot, Kent, Wicomico, Queen Anne’s, and Worcester Counties)



*Civic Works - AmeriCorps members distributed 6,130 plants to community gardeners and transformed 11 vacant lots into green space and parks in Baltimore City.*



**Project CHANGE** AmeriCorps members provided critical human services in communities with a high concentration of poor and/or transient residents. (Montgomery County)

**Teach For America – Baltimore** AmeriCorps members taught at public schools across Baltimore City, impacting the lives of K-12 students in over 150 classrooms. (Baltimore City)

**Tri-County AmeriCorps Service Project** AmeriCorps members served in community-based organizations in southern Maryland to improve the quality of life for children, youth, and families through direct services. (Charles, St. Mary's, and Calvert Counties)

**Volunteer Maryland** AmeriCorps members served as volunteer coordinators at a variety of human and environmental service nonprofits across Maryland. (State-wide)

*House of Ruth - AmeriCorps members mobilized 190 volunteers to support victims of domestic violence. In all, these volunteers contributed 4,714 hours of service across the state.*



*Tri-County AmeriCorps Service Project - AmeriCorps members supported Head Start programs, participated in low-income home construction projects, and helped 1,006 citizens receive housing counseling in southern Maryland.*

## PLANNING GRANTEES

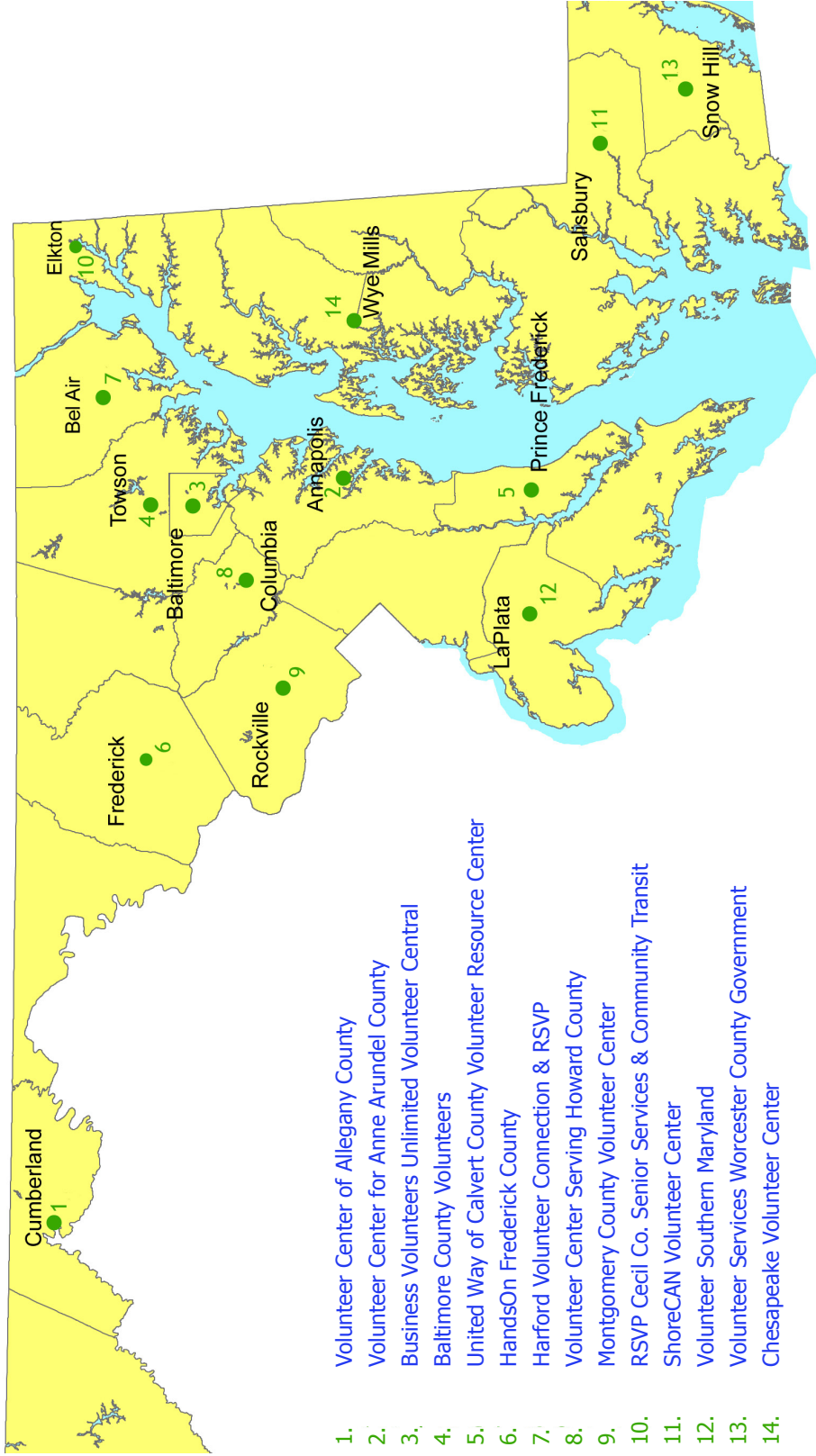
- Baltimore Legal Corps (Baltimore City)
- Latin American Youth Center (Prince George's County)
- Living Beyond Tomorrow (Baltimore County)
- One Church, One Child of Maryland (Baltimore City)
- Parks and People Greening Corps (Baltimore City)
- Pathfinders for Autism Corps (Baltimore City)
- Up to Par Educational Solutions (Prince George's County)



Applicants new to AmeriCorps funding may apply for a planning grant of up to \$25,000 in order to explore the need for and feasibility of creating an AmeriCorps program to address a particular community need.

**APPENDIX A**

# 2010 Maryland Volunteer Center Network

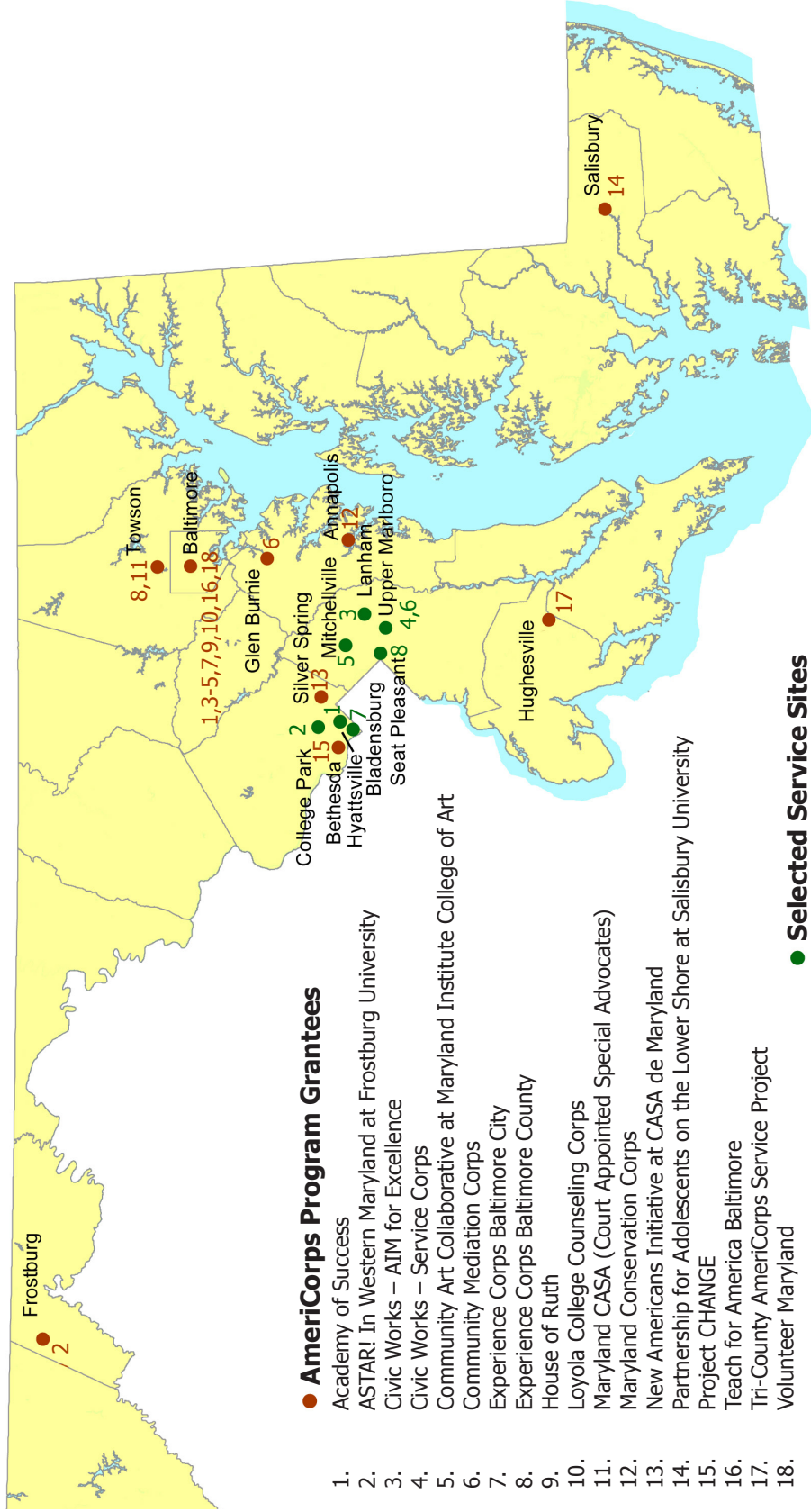


1. Volunteer Center of Allegany County
2. Volunteer Center for Anne Arundel County
3. Business Volunteers Unlimited Volunteer Central
4. Baltimore County Volunteers
5. United Way of Calvert County Volunteer Resource Center
6. HandsOn Frederick County
7. Harford Volunteer Connection & RSVP
8. Volunteer Center Serving Howard County
9. Montgomery County Volunteer Center
10. RSVP Cecil Co. Senior Services & Community Transit
11. ShoreCAN Volunteer Center
12. Volunteer Southern Maryland
13. Volunteer Services Worcester County Government
14. Chesapeake Volunteer Center



# APPENDIX B

## 2010 GOSV AmeriCorps Grantees and Selected Service Sites



### AmeriCorps Program Grantees

- 1. Academy of Success
- 2. ASTAR! In Western Maryland at Frostburg University
- 3. Civic Works – AIM for Excellence
- 4. Civic Works – Service Corps
- 5. Community Art Collaborative at Maryland Institute College of Art
- 6. Community Mediation Corps
- 7. Experience Corps Baltimore City
- 8. Experience Corps Baltimore County
- 9. House of Ruth
- 10. Loyola College Counseling Corps
- 11. Maryland CASA (Court Appointed Special Advocates)
- 12. Maryland Conservation Corps
- 13. New Americans Initiative at CASA de Maryland
- 14. Partnership for Adolescents on the Lower Shore at Salisbury University
- 15. Project CHANGE
- 16. Teach for America Baltimore
- 17. Tri-County AmeriCorps Service Project
- 18. Volunteer Maryland

### Selected Service Sites

- 1. CASA of Prince George's County
- 2. Chesapeake Natives
- 3. Maryland Umbrella Group
- 4. Melwood Training Center
- 5. Mentoring to Manhood
- 6. Merkle Wildlife Sanctuary
- 7. Port Towns Community Development Corporation
- 8. Seat Pleasant Community Development Corporation



**Governor's Office on  
Service and Volunteerism**

301 W. Preston Street, 15th Floor  
Baltimore, MD 21201  
410-767-1216 (Phone)  
410-333-5957 (Fax)  
1-800-735-2258 (Maryland Relay)  
[www.GOSV.maryland.gov](http://www.GOSV.maryland.gov)

Martin O'Malley, Governor  
Anthony G. Brown, Lt. Governor  
Israel C. "Izzy" Patoka, Executive Director,  
Governor's Office of Community Initiatives  
Barbara Ellen Reynolds, Director,  
Governor's Office on Service and Volunteerism

