

# 2012

## ANNUAL REPORT



MARTIN O'MALLEY  
GOVERNOR



ANTHONY G. BROWN  
LT. GOVERNOR

**GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM**





Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one's ideals, work with people, solve problems, see benefits, and know one had a hand in them.

- HARRIET NAYLOR



**STATE OF MARYLAND**  
OFFICE OF THE GOVERNOR



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## A MESSAGE FROM THE GOVERNOR

Dear Friends:

We are pleased to present the 2012 Governor's Office on Service and Volunteerism (GOSV) Annual Report. Volunteering is a Maryland tradition, reaching as far back as 1633 when the Maryland Charter established its first militia. From that point in history, Marylanders have continued to dedicate their time and effort to serving our State.

In the past year, more than one million Maryland citizens served to meet critical community needs by tutoring children, cleaning up waterways, participating in food drives, and by providing assistance to families affected by Superstorm Sandy.

The GOSV strives to recognize the generous efforts of our people by celebrating community service in Maryland. As in previous years, the GOSV recognized exceptional citizens and organizations at the Governor's Service Awards, and celebrated youth volunteerism with M&T Bank and the Baltimore Ravens through the Honor Rows Program.

The Office continues to invest in and create opportunities for service. Over the past 12 months, the GOSV funded AmeriCorps programs that provided solutions to Maryland's most pressing needs and served over 96,000 Marylanders. The GOSV also worked to make the inaugural multi-state, interfaith Day to Serve a success.

We invite you to learn more about the accomplishments and diverse work of the GOSV. Thank you for your continued commitment to service in 2013.

Sincerely,

Martin O'Malley  
Governor



## A MESSAGE FROM THE EXECUTIVE DIRECTOR



As the Executive Director of the Governor's Office of Community Initiative (GOCI), it is my honor to present the 2012 Annual Report for the Governor's Office on Service and Volunteerism (GOSV).

Maryland is home to millions of dedicated individuals who work together to improve their diverse communities for the collective good. GOCI recognizes Maryland's diversity and aims to create a collaborative state through established cultural and ethnic commissions including the Governor's commission on African Affairs, the Governor's Commission on Asian Pacific Affairs, the Governor's Commission on Caribbean Affairs, the Governor's Commission on Hispanic Affairs, the Governor's Commission on Middle Eastern Affairs, the Governor's Commission on South Asian American Affairs, the Maryland Commission on American Indian Affairs, and the Maryland Commission on African American History and Culture. Additionally, the GOCI oversees the Governor's Commission on Service and Volunteerism, a Governor appointed bi-partisan group of volunteers that helps oversee AmeriCorps State funding in Maryland.

Under the GOCI, the Governor's Office of Service and Volunteerism continues to flourish in its efforts to promote and support service in Maryland. Barbara Ellen Reynolds, Director, and Mac Nachlas, Commission Chair, lead the GOSV in funding AmeriCorps programs and celebrating volunteer programs that meet the critical needs of Maryland citizens and the State. Their guidance emphasizes Maryland's commitment to enriching communities through service.

I hope that as you read through this report, you will see how the accomplishments of the GOSV and the Governor's Commission on Service and Volunteerism promote civic engagement across Maryland.

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



## A MESSAGE FROM THE CHAIR

On behalf of the Governor's Commission on Service and Volunteerism, I am pleased to present the 2012 Annual Report, highlighting the accomplishments of the Commission and the Governor's Office on Service and Volunteerism (GOSV).

Volunteerism and service play a large role in every Commissioner's personal and professional lives. We believe in the impact each citizen can make and we act upon this belief through service – whether by volunteering with community associations, sitting on nonprofit boards, or participating in national service events. As Commission members, we are honored by the opportunity to celebrate all forms of service and recognize the citizens who give so much of themselves in order to strengthen Maryland communities. Further, we have made a commitment to expanding our volunteer recognition efforts, and will begin supporting and celebrating service-learning in the coming year.

Our charge as Commissioners also includes investing in state-wide service opportunities. As funders of AmeriCorps State grants, we support programs that meet the critical needs in the areas of disaster services, economic opportunity, education, and environmental stewardship. Through AmeriCorps, we are able to provide a one-year service opportunity to 1,000 citizens; an opportunity which increases the visibility of civic engagement and extends the reach of Maryland's nonprofits.

In our 2012 Annual Report, we highlight many of the major activities over the past year and provide you with some insight into the complex world of the Commission and the GOSV. We thank Governor Martin O'Malley and Lieutenant Governor Anthony Brown whose leadership, vision, and support have reinforced the work of the GOSV and the Commission on Service and Volunteerism.

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



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# EXECUTIVE SUMMARY

The GOSV funds and supports volunteer and 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.

In addition, staff of the GOSV work with the Governor's Commission on Service and Volunteerism to review and approve all AmeriCorps State funding requests 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 schools and other education programs, preserve and protect the environment, improve public safety, and help meet basic human needs (food, shelter, employment, and more). AmeriCorps is a resource for both organizations and individual citizens who want to make a visible difference in our State.



## SELECTED STRATEGIES AND ACCOMPLISHMENTS IN 2012

### Volunteer Recognition:

Through a combination of individual recognition and regional and state-wide events, the GOSV partnered with a variety of agencies to recognize over 38,000 Maryland youth, adults, and groups in 2012.

### Funding:

The GOSV awarded \$4.8 million in AmeriCorps grants for 13 programs across the State. These programs raised \$4.7 million to match the federal grants and engaged 1,021 AmeriCorps members. The GOSV also awarded one organization a \$25,000 AmeriCorps planning grant. The GOSV provided \$150,000 to six volunteer centers to support the Maryland Volunteer Generation Fund, and the volunteer centers contributed \$83,000 to match the awards.

### Partnerships:

This year, the GOSV continued long-standing partnerships with the Maryland Council of Directors of Volunteer Services and Maryland Nonprofits and continued to strengthen the connection with the Maryland Humanities Council.

### Results:

In 2012, the government agencies, nonprofits, and AmeriCorps members supported by the GOSV mobilized more than 56,336 volunteers who served 123,977 Maryland citizens.



# COMMISSION AND STAFF

The Governor's Commission on Service and Volunteerism was created and appointed by the Governor in 1994 to review and approve all AmeriCorps State funding in Maryland and to serve as a body of ambassadors for service and volunteerism in local communities. With the Governor's approval, the Commission may apply to the Corporation for National and Community Service, the federal agency that manages AmeriCorps, and other public and private sources for additional funding. This year, the GOSV welcomed Beverly Landis as the newest member to the Governor's Commission on Service and Volunteerism.



## 2012 EXECUTIVE COMMITTEE

### **Maurice “Mac” Nachlas, Chair** (Baltimore City)

- President of the Mount Washington Swim Club
- Member of the WYPR Community Advisory Board

### **Betsy W. Lafferty, Vice Chair** (Baltimore County)

- Pastoral Associate at the Corpus Christi Catholic Church
- Volunteer Administrator for the Maryland Department of Human Resources and Catholic Charities

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

- Director of Community Relations for the Ascend One Corporation
- Board Member of The Columbia Foundation at the Volunteer Center Serving Howard County



## MEMBERS

### **Crystal Biles, ex officio** (Federal Government)

- State Program Director for Maryland and Delaware State Office of the Corporation for National and Community Service
- AmeriCorps VISTA alumna

### **Griff Garwood** (Frederick County)

- Attorney (retired)
- Board member of Historical Society and United Way

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

- State Superintendent of Schools
- Represented by Julie Ayers and Vanessa Diggs

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

- Principal at Marks, Thomas Architects Inc.
- Member of the AIA Urban Land Institute and Congress of New Urbanism

### **Melvin Hotz, ex officio** (Baltimore County)

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

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

- Executive Director of the Garrett College Foundation at Garrett College
- Board Member of the United Way of Allegany County



**Beverly Landis** (Baltimore County)

- Senior Vice President, Y Family Centers and the Member Experience at the Y of Central Maryland
- United States Air Force (retired)

**Alan Lyons** (Carroll County)

- Student at McDaniel College
- Volunteer with The Arts Coming Together In Carroll County and the Timber Ridge Residences

**Fay Mauro** (Anne Arundel County)

- Founding Executive Director of the Volunteer Center for Anne Arundel County
- Vice President of the Maryland Volunteer Centers Association

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

- Deputy Director of the Maryland Multicultural Youth Centers

**Theresa Testoni** (Montgomery County)

- Vice President of Membership for the Corporate Volunteer Council of Montgomery
- Member of the Montgomery County Public Schools Superintendent's Advisory Board on Student Service Learning

**GOSV STAFF**

**Barbara Ellen Reynolds**  
Director

**Jennifer Bernhard Kerner**  
Program Officer

**Julie Mendez**  
Outreach Coordinator

**Melissa Techentin**  
Grants Coordinator



# MARYLAND STATE SERVICE PLAN PROGRESS

The State Service Plan is the current work plan for the GOSV and the Governor's Commission on Service and Volunteerism. It was developed by the GOSV with public input and includes areas of development and strategies for January 2013 – December 2015. During this period, the GOSV and the Commission will focus, in broad strokes, on: resource development and grants management; sustainability of staff and operations; Commission training and development; and promoting and marketing national service and volunteerism across Maryland.



## MARYLAND STATE SERVICE PLAN PROGRESS

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

- Partnered with M&T Bank and the Baltimore Ravens to honor outstanding youth volunteers and youth-serving organizations as part of the Honor Rows Program
- Recognized 19 individuals and groups with Governor's Service Awards
- Honored 4,525 local citizens with Governor's Volunteer Certificates

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

- Completed the second year of Maryland's Volunteer Generation Fund
- Convened a volunteer management conference in partnership with the Maryland Council of Directors of Volunteer Services for 180 nonprofit staff in May 2012
- Expanded resource section of GOSV website to include volunteer management and the Volunteering in Maryland interactive map

### Strategy #3 Expand awareness of national service opportunities and programs

- Supported an annual AmeriCorps member networking event in partnership with Volunteer Maryland in May 2012
- Expanded the GOSV's website to provide a full range of AmeriCorps service opportunities through the AmeriCorps in Maryland interactive map
- Launched a new Facebook page and grew the GOSV's Twitter following by 530%



# VOLUNTEER RECOGNITION

The 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 2012, the GOSV highlighted the importance of volunteerism by thanking local volunteers in a variety of ways. From providing individual certificates to honoring businesses and other community leaders at an annual awards ceremony, the GOSV, on behalf of the Governor's Office, honored Maryland's volunteers of all ages, from all backgrounds, and from all parts of the State. Through its partnership with the State Fair and the activities below, the GOSV honored over 39,000 volunteers in 2012.



## THE GOVERNOR'S SERVICE AWARDS

The Governor's Service Awards is an annual recognition event for extraordinary volunteers across Maryland. Nominations were received on March 16. The GOSV staff worked with a team of volunteer leaders to review the nominations. The 2012 awards were presented in Timonium on May 9. Each recipient received a service medal of honor from Izzy Patoka, Executive Director of the Governor's Office of Community Initiatives, and Mac Nachlas, Chair of the Governor's Commission on Service and Volunteerism. During the awards luncheon, the Governor's Office honored 19 individuals and volunteer groups for their dedication to Maryland.



## GOVERNOR'S VOLUNTEER RECOGNITION EVENTS AND TOOLS

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

In partnership with the Maryland State Fair, the GOSV and Governor Martin O'Malley honor Maryland's volunteers during the Governor's Volunteer Appreciation Day at the State Fair. The GOSV distributed 33,800 state fair passes that provided discounts on admission, concessions, and rides on September 2, 2012.

### Governor's Volunteer Certificates

Each year, the GOSV disseminates volunteer certificates for individuals or groups to be presented during volunteer recognition ceremonies. The certificates are a symbol of the high esteem with which the Governor's Office and the State of Maryland hold the citizens who serve in every community. The certificates may be requested via the GOSV's website, and they are signed by the Governor, Lt. Governor, and Secretary of State. The GOSV distributed 4,525 certificates to 149 local groups in every region of Maryland in 2012.



## VOLUNTEER CERTIFICATE REQUESTS BY REGION



## HONOR ROWS PROGRAM

The GOSV partnered with M&T Bank and the Baltimore Ravens to honor the service of school and youth-based groups and programs that serve youth. Nominations were received and reviewed in August, and honorees were selected by a panel of service leaders with the assistance of the Baltimore Ravens, M&T Bank, and the GOSV. At each Baltimore Ravens home game during the 2012 regular season, honorees received game tickets for volunteers, special in-game seating and gear, official in-game recognition on the M&T RavensVision screen, and pre-game recognition on WBAL. This year, 15 groups and 800 volunteers were recognized for their vital service as part of the Honor Rows program.



# SUPPORTING PROFESSIONAL VOLUNTEER MANAGEMENT AND STRONG SERVICE PROGRAMS

As part of its State Service Plan, the GOSV also provides resources and engages local and state organizations in a variety of service and professional development activities. In 2012, the GOSV directed resources to support local volunteers and the professionals who manage them, promote a variety of service opportunities, and strengthen the engagement of AmeriCorps members in nonprofit agencies.



## GOSV PARTNERSHIPS

### Partnership with Maryland Council of Directors of Volunteer Services

A key player in every volunteer and national service program is the professional manager who designs and manages volunteer projects. Maryland has a strong network of professional volunteer managers led by the Maryland Council of Directors of Volunteer Services (MCDVS). Founded in 1955, MCDVS is an association of professional volunteer managers in nonprofit and government agencies across Maryland. This year, the GOSV partnered with MCDVS to provide a state-wide conference on volunteer management for 180 nonprofit leaders and to support the membership of 50 staff and AmeriCorps members in the association.

### Partnership with Maryland Nonprofits

The GOSV partnered with Maryland Nonprofits, the state association of nonprofit organizations, to build the professional skills and effectiveness of nonprofit staff and AmeriCorps members. Through the Strengthening AmeriCorps Member Impact partnership, the GOSV supported memberships for 150 AmeriCorps program staff and members in Maryland Nonprofits over the last year. As a result of this partnership, AmeriCorps program staff and members engaged in a variety of training and professional development opportunities throughout the year, including strategic planning, evaluation, and marketing.

### Partnership with Maryland Humanities Council

In 2012, the GOSV partnered with the Maryland Humanities Council to provide the 'Meaning of Service' (MoS), a reflective discussion program for service-minded professionals. During the course of the year, three AmeriCorps programs utilized the MoS discussion model with their members and the GOSV launched a successful reflection series with 14 nonprofit professionals. The MoS program resulted in helping participants dialogue across differences, creating and sustaining committed leaders, and deepening participants' civic engagement.



## VOLUNTEER GENERATION FUND

In January 2012, the GOSV awarded six Volunteer Generation Fund (VGF) sub-grants of \$25,000 to volunteer centers in Maryland. This was the second year of the awards for Maryland's VGF program, and the funding was provided by the Corporation for National and Community Service. Maryland was one of 19 states to receive VGF funding in order to engage more local citizens to solve community problems. By the end of the second grant year, VGF recipients had secured \$158,000 in matching funds and in-kind donations, mobilized 43,000 volunteers, and served 32,000 community members across the state. Of the total served, 22,000 were youth.

The volunteer centers serve various areas in Maryland including Baltimore City and Anne Arundel, Baltimore, Calvert, Charles, Howard, Montgomery, Somerset, St. Mary's, Wicomico, and Worcester Counties. Recipients and examples of 2012 VGF grant activities are provided below:

**Business Volunteers Unlimited Maryland**, in Baltimore City, had a very successful second year of Service Ambassadors, a program in which volunteer leaders organize service projects at area nonprofits and recruit volunteers to participate. Over the past year, Business Volunteers Unlimited trained 68 Service Ambassadors who completed 29 projects and engaged 910 volunteers.

**Montgomery County Volunteer Center** continued to increase the scale of Days of Service events for Martin Luther King, Jr. Day, Earth Day, and Montgomery County's Community Service Day. In the last year, the events provided 6,100 volunteers from 82 different organizations and 67 service project sites. Additional accomplishments include the addition of volunteer center staff, office relocation, and the new Montgomery Serves Awards event. By the end of the initiative during Community Service Week, over 25,000 volunteers had served across the county.

In 2012, **ShoreCAN Volunteer Center**, on Maryland's Eastern Shore, established an academy to offer professional development and grant funding to local volunteers. As a result, the volunteer center trained 12 community leaders who led 100 volunteers in eight projects that served 400 community members. The center also played a key role in Hurricane Sandy recovery in Somerset County. In partnership with local agencies, the center helped target donations and volunteers to needed areas.



This year, **The Volunteer Center for Anne Arundel County** was named Nonprofit of the Year by the Annapolis and Anne Arundel County Chamber of Commerce. The center continued Flexible Volunteer Leadership Program (FLEX). As a result, 37 leaders led 48 FLEX projects at seven community agencies in the county. The center also strengthened the nonprofit community by consulting through the Skilled Leader program and led a very successful Volunteer Fair during April's National Volunteer Month.

**Volunteer Center Serving Howard County** connected 1,264 new volunteers to service in 2012 and offered 272 new volunteer positions around the county. In addition, the volunteer center significantly increased community partnerships, expanded youth initiatives, developed and implemented a variety of complementary trainings, and provided critical assistance to the Long Island Volunteer Center after Hurricane Sandy.

**Volunteer Southern Maryland** implemented a new HandsOn Connect website, attended the National Conference on Service and Volunteerism, and increased social media awareness among the center's key stakeholders and target audiences. The center also hired a part-time youth leader for the summer Teen Camp program, expanded the camp to two week-long sessions in the summer, and acquired a variety of marketing tools to promote the center and community volunteerism.



# SUPPORTING AMERICORPS IN MARYLAND

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The GOSV is the state agency that administers Maryland's AmeriCorps State grants. AmeriCorps is a federal program funded by the Corporation for National and Community Service. The GOSV's roles in AmeriCorps grant-making are three-fold: the GOSV promotes the availability of AmeriCorps State grants, manages grant selection, and monitors grantees.



## SUPPORTING AMERICORPS IN MARYLAND

### Promoting AmeriCorps Grants

To cultivate high quality grant applications, the GOSV issued two calls for Concept Papers in the spring and fall of 2012. The Concept Paper notices were distributed electronically through multiple sources to reach a state-wide audience, including the Maryland Volunteer Center Network, the Maryland Association of Nonprofit Organizations, and 5,000 contacts of the Maryland Governor's Grants Office and the ethnic and cultural commissions of the Governor's Office of Community Initiatives. Of the Concept Papers received, 50% were new applicants to the GOSV.

In an effort to support new grant applicants the GOSV provided in-depth conference calls that reviewed the application requirements and offered tips on developing a strong proposal. Further, the GOSV provided a two-hour webinar for new applicants. The webinar included a tour of eGrants, and a question and answer period. This assistance paid off with new applicants submitting strong proposals by the grant deadline.

### Managing Grant Selection

Each year, the GOSV works with the Governor's Commission on Service and Volunteerism to review, approve, and monitor all AmeriCorps State activities. To select grant recipients, the GOSV and Commission are also supported by a panel of external grant reviewers. In 2012, 11 nonprofit, government, and business leaders served as grant reviewers in the AmeriCorps State Formula grant review.

In 2011 – 2012, the GOSV and Commission approved \$4.8 million in AmeriCorps State funding. This funding supported 13 AmeriCorps programs and one local planning grant, and provided national service opportunities for 1,021 Maryland citizens. These AmeriCorps State grantees raised more than \$4.7 million in matching resources (cash and in-kind) to support service programs across Maryland.

### Monitoring Grantees

This year, the GOSV continued its extensive monitoring and support plan for current AmeriCorps grantees. Through in-person and online training, desk audits, phone coaching, and multiple site visits, the GOSV continued to focus on improving grantees' reporting and performance measurement. As a result, 100% of the grantees showed improvement in their online reporting in the GOSV's Salesforce-based system.

Together, GOSV staff and grantees tackled a number of challenges – chief among these was the continued evolution of new national performance measures.



## MARYLAND AMERICORPS STATE PROGRAMS 2011-2012

Funding for these programs is provided by the Corporation for National and Community Service.

**AIM for Excellence** (Achievement, Investment in Communities, Mobilization of Volunteers) AmeriCorps members, sponsored by Civic Works, tutored and mentored Baltimore City and County students, grew and distributed food, provided nutrition education, led computer classes, completed community improvement projects, and recruited volunteers. They served 5,050 students; 100% of 12th grade students served in the AVID (Advancement Via Individual Determination) program graduated from high school and were accepted into college. Members also grew 16,300 pounds of food at Real Food Farm which supplies fresh fruits and vegetables to low-income Baltimore residents. (Baltimore City, Baltimore County)

**AmeriCorps Roadmap Program**, led by the Latin American Youth Center, served 109 students in the Langley Park area of Maryland. AmeriCorps members provided tutoring, homework assistance, life skills lessons, gang prevention workshops, and enrichment activities as part of in-school, after-school, and summer programming components. At the end of the 2011-2012 program year, 72 students had increased their Math or English grade by one letter; 97% percent of the eighth graders in the program successfully transitioned to High School. In addition, the youth participated in three major community service-learning projects; 231 volunteers contributed to these projects. (Prince George's County)



**A STAR! In Western Maryland** (Appalachian Service through Action and Resources), managed by Frostburg State University, placed AmeriCorps members with local organizations in western Maryland. Through the members' interventions, direct services were provided to 7,695 individuals. Furthermore, 70 of 75 adjudicated youth increased their reading scores by 1.42 grade levels per month; 43 acres of streams/wetlands were restored; 14,450 pounds of paper were recycled; 819 clients received independent living services; 3,000 Sunfish and 1,500 Small Mouth Bass were raised and released in Maryland; and 3,861 volunteers were recruited, providing 59,460 hours of service. (Allegany, Garrett, Frederick, and Washington Counties)

**Citizenship Maryland** (formerly New Americans Citizenship Project of MD) is an AmeriCorps citizenship program that, under the leadership of CASA de Maryland, coordinated the efforts of existing community-based organizations to more effectively assist eligible residents in the naturalization process. AmeriCorps members conducted public education, coordinated and enrolled Legal Permanent Residents (LPRs) in citizenship and financial literacy workshops, assisted candidates in filling out the citizenship application, and leveraged volunteers. As a result of AmeriCorps member efforts, Citizenship Maryland enrolled 2,790 LPRs in citizenship classes and 1,946 LPRs completed the citizenship application process. (State-wide)

**Civic Works Service Corps** AmeriCorps members tutored and mentored 820 students, transformed 10 vacant lots into community green spaces and gardens, helped rehabilitate five houses for low and moderate income families, and assisted 853 people in accessing social services. Members retrofitted 633 low and moderate income households with energy efficient fixtures; these efforts are expected to save 360,612 kWh in one year. Additionally, the program recruited 1,493 volunteers to serve 6,480 hours. (Baltimore City; Baltimore, Montgomery, and Prince George's Counties)



**Community Art Collaborative (CAC)**, housed at the Maryland Institute College of Art, places AmeriCorps members at nonprofits administering K-12 grade after-school arts-based programs that improve students skills and achievement in under-resourced communities throughout Baltimore. 24 CAC AmeriCorps members were placed at 19 different service sites to provide quality arts based programming and classes that served over 1770 youths in arts based projects. At the end of the 2011-2012 program year, CAC AmeriCorps members offered 164 art based events and 205 community engagement activities for the communities that they served.

**Community Mediation Corps** AmeriCorps members, with oversight from Community Mediation Maryland, built capacity in local mediation centers through partnership development and public education about non-violent conflict resolution and mediation. As a result of the members' service, centers throughout the state were supported in providing free or low cost mediation services to resolve interpersonal, family, and community disputes. In total, 1,561 community members attended mediation as a direct result of the services provided by 19 members. (State-wide)

**Experience Corps – Baltimore City** AmeriCorps teams, 8-15 members who are 55 years and older, served as tutors and mentors in kindergarten through third grade classrooms. Eighty-nine members served 2,244 students in eight Title I schools. Students completing this program demonstrated a 9.8% higher achievement rate than students who were not served by Experience Corps members. In addition, the members served beyond their required hours, resulting in an additional 13,250 service hours provided to the community. (Baltimore City)



**Maryland Conservation Corps (MCC)**, housed in the Maryland Department of Natural Resources, is Maryland's Environmental Youth Corps that engaged 77 AmeriCorps members aged 17 to 25. The AmeriCorps members maintained 347 miles of trails; restored 17,443 acres of wildlife habitat; completed 225 park recreation facility improvement projects; partnered with 10 community organizations to improve 195 ecologically degraded Chesapeake Bay locations; treated over 6,000 hemlock trees for the invasive Hemlock Woolly Adelgid insect; planted 46,000 bay grasses; responded to four natural disasters in the State; and taught environmental education curricula to over 46,000 students, youth and park visitors. (State-wide)

**Partnership for Adolescents on the Lower Shore (PALS)** AmeriCorps members, housed at Salisbury University, increased the capacity of 18 agency sites to serve youth; they provided academic assistance and recreational opportunities to under-served youth. Overall, PALS served 14,285 disadvantaged children and youth and leveraged 1,875 volunteers. (Caroline, Dorchester, Somerset, Talbot, Kent, Wicomico, Queen Anne's, and Worcester Counties)

**Project CHANGE** AmeriCorps members addressed compelling issues confronting the communities of Silver Spring, Takoma Park, Wheaton, Rockville, Gaithersburg, and Germantown; they coordinated enrichment programs for students, worked with disabled young adults, and leveraged volunteers for community projects. The program served 2,404 individuals, including 575 children. (Montgomery County)



**Teach For America–Baltimore** AmeriCorps members served as full-time, highly trained teachers in pre-kindergarten through twelfth grade classrooms in Baltimore schools. These AmeriCorps members impacted 9,920 students from low-income communities; 95% of members put their students on track to make at least one year's worth of academic growth. They also provided leadership and energy to the school communities by engaging volunteers, who donated 8,900 hours of assistance, in their classrooms and volunteering their own time for extra-curricular activities. (Baltimore City, Baltimore County)

**Tri-County AmeriCorps Service Project** AmeriCorps members served the residents of southern Maryland by providing direct services in areas such as independent living, homelessness assistance, support to pre-kindergarten students, college access, and financial education. The members served a total of 975 individuals and leveraged 369 volunteers to support their services. In addition, the members' efforts resulted in 493 clients showing an increase in financial knowledge after participating in a housing counseling program. (Charles, St. Mary's, and Calvert Counties)

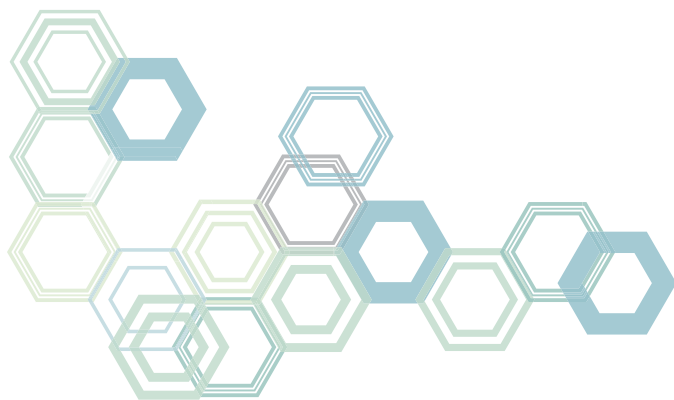
**Volunteer Maryland** AmeriCorps members served as volunteer coordinators at 21 organizations across Maryland; they recruited, trained, and managed volunteers to meet critical community needs. Over the course of the year, the 24 AmeriCorps members mobilized 3,432 direct service volunteers who provided 40,976 hours of service to 31,764 community members. In addition, the members worked to build the capacity of the partnering sites to maintain a sustainable volunteer program after the AmeriCorps year. As a result, all sites reported that they now communicate more effectively with volunteers. (State-wide)



# SPECIAL THANKS

## ORGANIZATIONS

- AmeriCorps NCCC
- AvidonCRM
- Baltimore Ravens
- Chesapeake Exploration Center
- Corporation for National and Community Service
- Greater Homewood AmeriCorps VISTA
- Howard Community College -- Gateway Campus
- Maryland Department of General Services
- Maryland Department of Information Technology
- Maryland State Arts Council
- Maryland Humanities Council
- M&T Bank
- Notre Dame AmeriCorps
- The Center for Civic Reflection
- The CHOICE Program
- The Village Learning Place

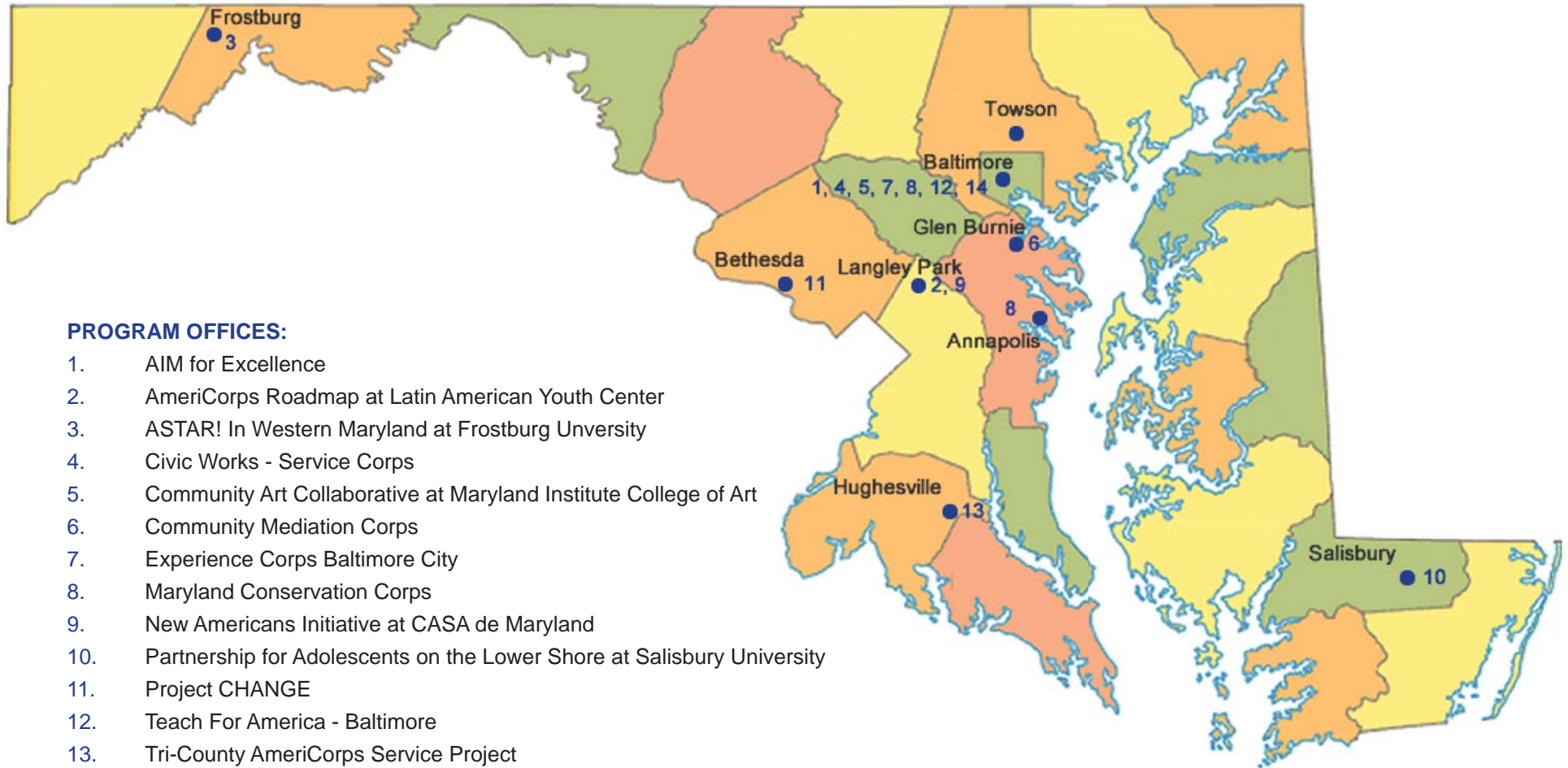


## INDIVIDUALS

- Laura Aceituno
- Allison Anderson
- Michelle Bard
- Patrice Beverly
- Crystal Biles
- Eric Brenner
- Tony Bridges
- Isaac Castillo
- Barbara Cooke
- Kelli Covey
- Heather Darney
- Adam Davis
- Rebecca Davis
- Maureen Eccleston
- John Enny
- Pamela Ferguson
- Elizabeth Gallauresi
- Griff Garwood
- Sandy Giangrande
- Mark Heckman
- Charnette Holland
- Mel Hotz
- Joy Johnson
- Perry Joy
- Terry Lehr
- Alan Lyons
- Sandra Martinez
- Fay Mauro
- Samuel McKenzie
- Joseph Murray
- Mac Nachlas
- Robin Nixon
- Theodore Page
- Andy Pipari
- Carrie Plymire
- Latrice Price
- Mark Procopio
- Luis Quinones
- Dana Slater
- Joseph Taylor
- Kara Turner
- Ashley Valis
- Bernadette Wagner
- Leslie White
- Jean Wortman



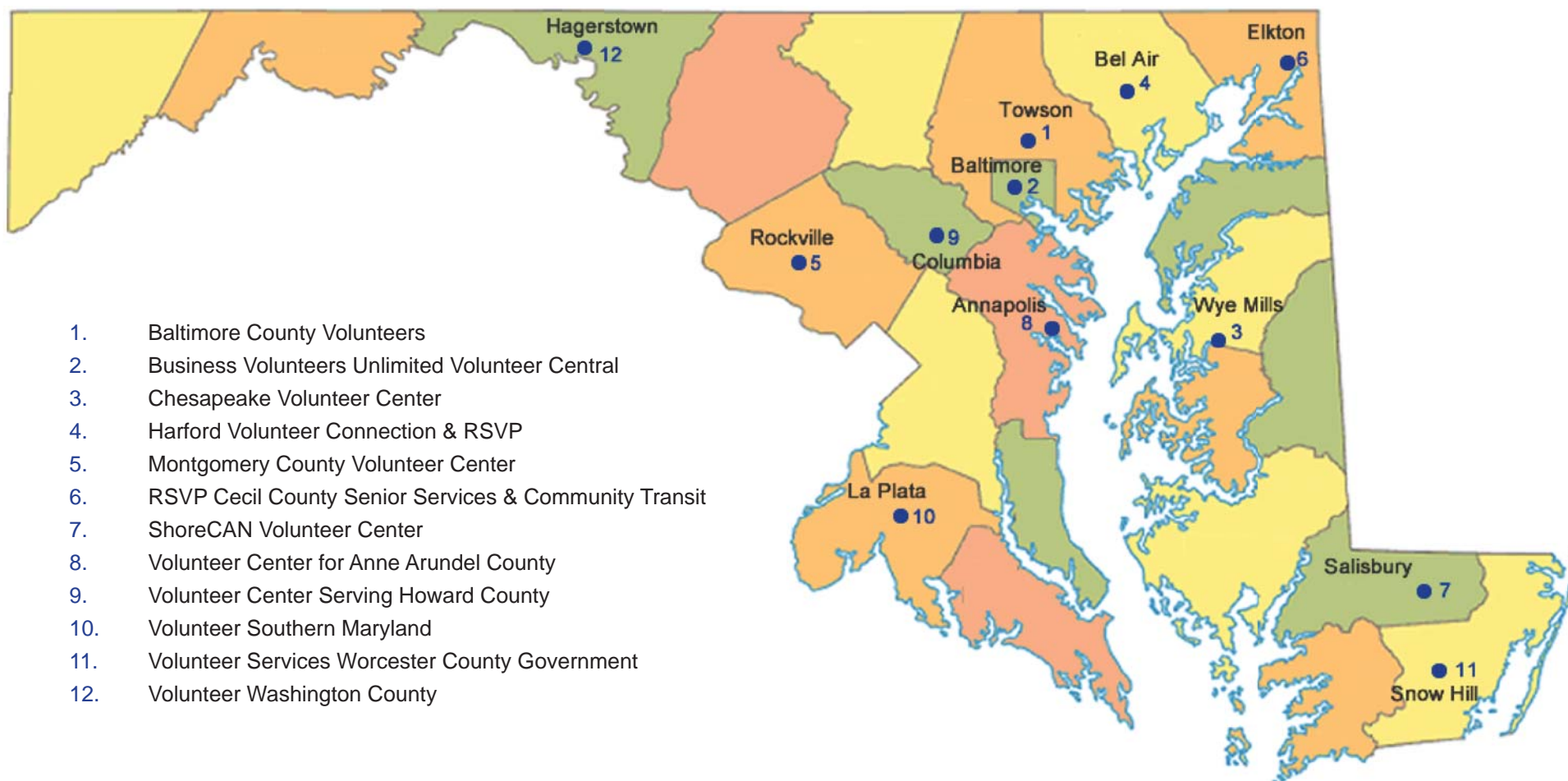
# 2011-2012 MARYLAND AMERICORPS STATE PROGRAM GRANTEES



## PROGRAM OFFICES:

1. AIM for Excellence
2. AmeriCorps Roadmap at Latin American Youth Center
3. ASTAR! In Western Maryland at Frostburg University
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. Maryland Conservation Corps
9. New Americans Initiative at CASA de Maryland
10. Partnership for Adolescents on the Lower Shore at Salisbury University
11. Project CHANGE
12. Teach For America - Baltimore
13. Tri-County AmeriCorps Service Project
14. Volunteer Maryland

# 2012 MARYLAND VOLUNTEER CENTER NETWORK



## GOVERNOR'S OFFICE ON SERVICE AND VOLUNTEERISM

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COMMUNITY INITIATIVES  
*"reaching out to all of Maryland's communities"*

**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