We can work together for a better world with men and women of goodwill, those who radiate the intrinsic goodness of humankind.
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Dear Friends,

I am pleased to present to you the 2011 Annual Report of the Governor’s Office on Service and Volunteerism (GOSV).

In Maryland, we are compassionate, generous people, and we share the belief that one person can make a difference and all of us must try. Last year, over one million Marylanders gave their time and talents to serve our State, working side by side with neighbors to improve our communities - at afterschool programs, food drives, hurricane cleanup efforts, and other worthy causes. The Governor’s Office on Service and Volunteerism responded to these efforts by investing and celebrating our community services.

As in previous years, the GOSV recognized outstanding citizens at the Governor’s Service Awards, and celebrated youth volunteerism with M&T Bank and the Baltimore Ravens through the Honor Rows Program. We also launched the Maryland: Stronger Together campaign to increase volunteerism efforts during the holiday season.

Over the past 12 months, the Governor’s Office on Service and Volunteerism funded AmeriCorps programs that supported 1,040 AmeriCorps members committed to providing intensive results-driven service. The programs provided solutions to Maryland’s most pressing needs and served over 167,000 Marylanders last year.

As you read about the diverse work of the Office, I hope you will be inspired to find new ways to give back to Maryland through service in 2012.

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 2011 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 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 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 directs 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 of Service and Volunteerism, I am delighted to present the 2011 Annual Report for the GOSV.

As volunteers ourselves, the members of the Commission continue to be impressed by the strong commitment to volunteerism we encounter everyday among our fellow citizens throughout Maryland. Through both our personal networks and our work with the Commission, we regularly meet citizens who tell us that what they do for others is the most important thing they do for themselves.

In our role as Commissioners, we are charged with awarding AmeriCorps*State grants in Maryland. We are passionate about finding and funding programs that can achieve measurable results for the people of Maryland while providing transformative experiences that will help build a stronger, more engaged citizenry. We look for ways to make connections between people from all walks of life so that those with the skills and desire may be equipped with the tools and guidance to help meet the needs of their fellow citizens. When this is done well, those who volunteer benefit as much as those they serve, and Maryland is a better place.

In our 2011 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. As Commission Chair, I want to thank Governor Martin O’Malley and Lieutenant Governor Anthony Brown for their continued leadership and commitment to the Commission and the Office on Service and Volunteerism, and all the Marylanders who give of themselves as volunteers.

Maurice “Mac” Nachlas
Chair
Governor’s Commission on Service and Volunteerism
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 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, and more). AmeriCorps is a resource for both organizations and individual citizens who want to make a visible difference in our State.

These are a few of the GOSV’s 2011 highlights:

- **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 30,000 Maryland youth, adults, and groups in 2011.

- **Funding:** The GOSV awarded $4.9 million in AmeriCorps grants for 17 programs across the State. These programs raised $4.7 million to match the federal grants and engaged 1,040 AmeriCorps members. The GOSV also awarded $50,000 in AmeriCorps planning grants to two organizations. The GOSV provided $150,000 to six volunteer centers to support the Maryland Volunteer Generation Fund, and the volunteer centers contributed $76,000 to match the awards. Finally, the GOSV provided $27,000 in community service and professional development grants to support 17 local projects and 8,223 staff, AmeriCorps members, and volunteers.

- **Partnerships:** This year, the GOSV expanded long-standing partnerships with the Maryland Council of Directors of Volunteer Services and Maryland Nonprofits and created forged new connections with the Maryland State Arts Council, the 9/11 Memorial of Maryland, and ServiceNation.

- **Progress:** With support from the Governor’s Office, members of the Governor’s Commission on Service and Volunteerism, and a wide variety of community leaders, the GOSV completed a progressive marketing plan in 2011; launched new web-based resources to promote volunteerism; expanded outreach to new grant applicants; redesigned the grant application and grant selection process, and the Governor’s Service Awards; and designed and delivered an intensive training program.

- **Results:** In 2011, the government agencies, nonprofits, and AmeriCorps members supported by the GOSV mobilized more than 25,160 volunteers who served 167,688 Maryland citizens. In addition, the GOSV doubled the number of new AmeriCorps grant applications received. AmeriCorps grantees also exhibited a significant increase in their program-level results, use of technology to track and report on AmeriCorps members and outcomes, and in their writing and reporting skills.
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. This year, the GOSV welcomed two new members to the Governor’s Commission on Service and Volunteerism: Griff Garwood and Alan Lyons. Both bring a wealth of experience and jumped into their new roles with great enthusiasm. The GOSV also bid a reluctant farewell to three members of the Commission: LuAnn Blackman, Catherine Chen Hester, and Tonja Lark. All three are long-time and energetic champions for service, and the GOSV is very grateful for their hard work, passion, and great leadership.

The following Commissioners served full or partial terms:

2011 Executive Committee:

*Maurice “Mac” Nachias, 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 for Faith and Justic Ministries with the Corpus Christi Catholic Church
- Volunteer Administrator for the Maryland Department of Human Resources and Catholic Charities

*Lucille Ann Blackman, Secretary (Baltimore City)*
- Teacher at the St. Paul’s School for Girls
- Founder of the Common Senses Foundation

Members:

*Crystal Biles, ex officio (Federal Government)*
- Director for Maryland and Delaware State Office of the Corporation for National and Community Service
- AmeriCorps*VISTA alumna

*Griff Garwood (Frederick County), partial term*
- Attorney (retired)
- Board member of Historical Society, United Way, and Mental Health Association of Frederick County

*Nancy Grasmick (State of Maryland Department of Education)*
- State Superintendent of Schools
- Represented by Julie Ayers and Vanessa Diggs

*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), partial term*
- Former District Court Commissioner, District 10
- AmeriCorps*State (Volunteer Maryland) alumna

*Melvin Hotz, ex officio (Baltimore County)*
- Licensed Professional Engineer (retired)
- Medicare Counselor, SHIP Division, Baltimore County Department of Aging
Cherie 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

Tonja Lark (Prince George’s County), partial term
• Grants Officer for the United States Department of Education
• Founder and President/CEO of Daughter for the Day, Inc.

Alan Lyons (Carroll County), partial term
• Student at McDaniel College
• Volunteer with the New Windsor Volunteer Fire Company 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

Joseph V. Murray, Sr., (Howard County)
• Director of Community Relations for the Ascend One Corporation
• Board Member of Neighbor Ride and the Volunteer Center Serving Howard County

Lupi Quinteros-Grady (Prince George’s County)
• Deputy Director of the Maryland Multicultural Youth Centers

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

GOSV STAFF
Barbara Ellen Reynolds
Director

Jennifer Bernhard Kerner
Program Officer

Sarah Martin
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 2010 – December 2012. 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.

Selected strategies and accomplishments in 2011 included:

**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 16 individuals and groups with Governor’s Service Awards
- Honored 3,300 local citizens with Governor’s Volunteer Certificates

**Strategy #2 Build the capacity of Maryland service organizations to effectively mobilize and manage volunteers**
- Completed the first year of Maryland’s Volunteer Generation Fund
- Convened a volunteer management conference in partnership with the Maryland Council of Directors of Volunteer Services for 150 nonprofit staff and AmeriCorps members in May 2011
- Provided special membership opportunities in professional associations for 210 nonprofit staff and AmeriCorps members

**Strategy #3 Market available AmeriCorps funding resources in Maryland**
- Completed the GOSV marketing plan with specific image and action goals
- Doubled the number of new applicants for AmeriCorps funding in 2011
- Provided online and in-person presentations on funding opportunities for 180 participants

**Strategy #4 Expand awareness of national service opportunities and programs**
- Supported an annual AmeriCorps member networking event in partnership with Volunteer Maryland
- Expanded the website to include videos, stories, program results, and more
- Built a Twitter following and expanded the GOSV’s electronic newsletter distribution list

**Strategy #5 Expand service opportunities for Marylanders age 55 and older**
- Provided extensive support to Experience Corps in Baltimore City and Baltimore County
- Participated on the advisory board for Neighbors in Deed
WHAT’S NEW AT THE GOSV?

As part of Maryland’s State Service Plan, the GOSV created and launched a marketing plan in 2011. One key element of the plan included a “What’s New at the GOSV?” campaign to update the office’s outdated image among stakeholders and partners. Through a variety of techniques, including in-person presentations, targeted mailings, personal outreach, and email campaigns, the GOSV updated all stakeholders on the office’s current staff, systems, and available resources.

Additional developments included:

**New Ways of Promoting Service and Volunteerism**

The GOSV partnered with the Maryland State Arts Council to promote volunteerism as part of the unveiling of Maryland’s September 11 memorial. As part of the website for the new memorial, the GOSV incorporated a call to action to honor the lives of the 68 Marylanders lost in the attacks through positive service and civic engagement. The 9/11 Memorial of Maryland was unveiled at Baltimore’s World Trade Center on September 11, 2011.

The GOSV also worked with ServiceNation, a national organization that promotes community and national service, to lead the Maryland Serve America Express. Held on the second anniversary of the Edward M. Kennedy Serve America Act on April 21, the event was part of a national event and included a bus tour of service projects in Baltimore. Projects included an AmeriCorps*State service site (Paul’s Place Outreach Center) and an AmeriCorps*NCCC project site in west Baltimore. While on the bus tour, representatives from the Corporation for National and Community Service, Governor’s Office, Experience Corps, Civic Works, Volunteer Maryland, Parks and People Foundation, and Neighbors in Deed discussed how volunteers of all ages and abilities work with AmeriCorps members to tackle Maryland’s toughest human and environmental problems.

**Expanding Partnerships**

To serve more citizens in Maryland, the GOSV created or expanded partnerships with a number of organizations. The office partnered with the Department of Disabilities and Division of Rehabilitative Services to promote volunteer and service opportunities for all Marylanders at the May 12 Service Shines Through Conference; generated resources to expand local volunteer projects through the new Volunteer Generation Fund; sponsored the annual conference of the Governor’s Grants Office; and expanded membership in the Maryland Council of Directors of Volunteer Services and Maryland Nonprofits for nonprofit staff and AmeriCorps members.

**Using Technology**

Since 2010, the GOSV has built a new website, used social media to promote volunteerism and service across the state, designed and delivered a variety of web-based trainings, and designed, tested, and launched an online database. The database, based on the Salesforce platform, is used to manage current AmeriCorps program grantees and requests for Governor’s Volunteer Certificates and Volunteer Passes for the Governor’s Volunteer Appreciation Day at the Maryland State Fair.
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 2011, the GOSV shone a spotlight on 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 30,000 volunteers in 2011.

Governor’s Volunteer Certificates
Each year, the GOSV produces volunteer certificates for individuals or groups for presentation 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 3,300 certificates to 150 local groups in every region of Maryland.

Governor’s Service Awards
The Governor’s Service Awards is an annual recognition event for extraordinary volunteers across Maryland. Nominations were received on March 18, and a selection panel of 30 nonprofit and business professionals, volunteers, and AmeriCorps members and alumni reviewed all nominations. The 2011 awards were presented in Greenbelt on May 12, 2011. 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 16 individuals and volunteer groups for their dedication to Maryland.
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 2011 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, 10 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 2011, 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.

**Community Service and Professional Development Grants**

The GOSV provided funding for local service projects and program staff development at 12 agencies. The office awarded and administered $27,000 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 staff. These funds helped local nonprofits across Maryland promote AmeriCorps service and 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. In all, the recipients of these grants engaged over 8,200 community members in 17 local events. These grants also supported the professional development of 23 AmeriCorps program and volunteer center staff. They helped staff attend the National Conference on Volunteering and Service in June 2011, build their web skills, and develop mentor training to strengthen local programs.

**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 150 nonprofit leaders and to support the membership of 60 staff and AmeriCorps members in the association.

**Partnership with Maryland Nonprofits**

The GOSV also 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.
Volunteer Generation Fund

In January 2011, the GOSV awarded six Volunteer Generation Fund (VGF) sub-grants of $25,000 to volunteer centers in Maryland. These awards were the first in 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 first grant year, VGF recipients had secured $76,000 in matching funds and in-kind donations, mobilized 14,000 volunteers, and served 5,500 youth, and seniors.

The six centers awarded 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 2011 VGF grant activities are provided below:

- **Business Volunteers Unlimited Maryland**, in Baltimore City, launched 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 42 Service Ambassadors who completed 14 projects and engaged 220 volunteers.

- **Montgomery County Volunteer Center** increased volunteerism through the center’s “Pledge 25” initiative. Pledge 25 encouraged Montgomery County residents to volunteer 25 hours between Martin Luther King, Jr. Day in January and Community Service Week in October. By the end of the initiative during Community Service Week, over 25,000 volunteers had served across the county.

- In 2011, **ShoreCAN Volunteer Center**, on Maryland’s Eastern Shore, hired a program assistant to increase outreach efforts and transition to the new HandsOn Connect volunteer matching database. ShoreCAN also put an Advisory Board in place to oversee the volunteer center and held its first volunteer recognition event.

- **Volunteer Center for Anne Arundel County** hired a program manager to jumpstart a new Flexible Volunteer Leadership Program (FLEX). The volunteer program worked with 14 partner organizations to engage volunteers across the county.

- **Volunteer Center Serving Howard County** hired a program manager to transition the center’s website and volunteer matching database to HandsOn Connect.

- **Volunteer Southern Maryland** worked with a consultant to conduct a needs assessment and lead meetings with stakeholders in Charles, St. Mary’s, and Calvert Counties over the course of the first VGF grant year.
SUPPORTING AMERICORPS IN MARYLAND

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 threefold: the GOSV promotes the availability of AmeriCorps*State grants, manages grant selection, and monitors grantees.

Promoting AmeriCorps Grants
To cultivate new grant applicants in 2011, the GOSV refined its AmeriCorps funding overview webinar series (one-hour sessions held most months of the year) and created and delivered a series of grant development webinars in March and April (five two-hour sessions focused on budget development, a tour of eGrants, performance measures, community need, and program evaluation). The staff also provided extensive written feedback to grant applicants and created and posted a sample AmeriCorps program director job description and program budget on the GOSV website. These efforts paid off; in 2011, the number of new applicants for AmeriCorps funding more than doubled.

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 2011, 30 nonprofit, government, and business leaders served as grant reviewers in the AmeriCorps*State Formula grant review.

In 2011, AmeriCorps*State Formula grant applicants were able to submit three-year grant applications for funding. This new process, which mirrors the national AmeriCorps*State Competitive process, was designed to allow all grantees to have more time to build their evaluation systems and continuously improve their program operations and delivery.

In 2010 – 2011, the GOSV and Commission approved $4.9 million in AmeriCorps*State funding. This funding supported 17 AmeriCorps programs and two local planning grants and provided national service opportunities for 1,040 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 also expanded its monitoring and support of current AmeriCorps grantees. Through in-person and online training, desk audits, phone coaching, and multiple site visits, the GOSV focused on improving grantees’ reporting and performance measurement. As a result, more than half of the grantees doubled their accomplishment rates for program performance, and 100% of the grantees showed improvement in their online reporting (via the federal Portal and the GOSV’s Salesforce-based system).

Together, GOSV staff and grantees tackled a number of challenges – chief among these was the launch of new national performance measures. In the face of this, Maryland grantees have shown great professionalism and teamwork, and, as this report indicates, they have had a very positive impact on their AmeriCorps members and in their communities.
MARYLAND AMERICORPS STATE PROGRAMS 2010 – 2011

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, provided classroom assistance and after-school enrichment activities in Baltimore County Public Schools through AVID (Achievement Via Individual Determination), a college preparatory program. They served 5,300 students; 100% of 12th grade AVID students graduated from high school and were accepted into college. Members also grew 7,000 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***

AmeriCorps members served at Buck Lodge Middle School, providing homework assistance and recreational activities in the classroom, after-school, and summer programs. Members implemented Roadmap to Graduation Workshops for 8th grade students aimed at easing the transition to high school. Eighteen members served 101 disadvantaged youths.

(Prince George’s County)

**A STAR! In Western Maryland (Appalachian Service through Action and Resources)***

placed AmeriCorps members at various service agencies to provide support and assistance to children, families, seniors, and the environment through a partnership with Frostburg State University and the Department of Juvenile Services. In all, 159 members served 7,957 individuals and restored 77 acres of park land.

(Allegany, Garrett, Frederick, and Washington Counties)

**CASA Capacity Building Project***

AmeriCorps members provided public awareness and volunteer recruitment for the local offices of Maryland’s Court Appointed Special Advocate (CASA) Programs, which provide specially trained volunteers to serve as court advocates for abused and neglected children. Eleven AmeriCorps members served at 10 local programs and increased the CASA program’s impact by providing 150 additional children with advocates.

(State-wide)

**Civic Works Service Corps***

AmeriCorps members, ages 17 – 25, increased the ability of local nonprofit agencies to serve Baltimore citizens while learning life and citizenship skills. The corps of 65 members recruited 1,223 volunteers, tutored and mentored 919 students, visited 987 households to install energy efficient fixtures, transformed 10 vacant lots into community green spaces, rehabilitated 10 homes for low and moderate income families, and helped 244 low and moderate income families access social services.

(Baltimore City, Baltimore County)

**Community Art Collaborative***

AmeriCorps members facilitated arts-based after-school programs for K-12 students in Baltimore City through a partnership with the Maryland Institute College of Art. Twenty-four members served 2,720 students, organized 250 community activities, and leveraged 960 volunteers who served 6,900 hours.

(Baltimore City)

**PROJECT CHANGE SPOTLIGHT:** 100% of disabled adults served by AmeriCorps members successfully completed the Meaningful Opportunities for Successful Transitions program and transitioned to jobs or other programs for people with disabilities. In April, Project CHANGE received the Outstanding Community Partner Award from Jewish Foundation for Group Homes.
Community Mediation Corps AmeriCorps members served at local mediation centers that provided free or low cost mediation services. They conducted public education about non-violent conflict resolution and mediation, recruited and coordinated volunteer mediators, and developed agency partnerships. The service of 25 AmeriCorps members resulted in 3,485 volunteer hours, 1,235 inmates received education on re-entry, and 1,028 veterans were served.
(State-wide)

Experience Corps – Baltimore City AmeriCorps members helped students in 14 Baltimore City Public Schools. The corps of 80 older adults, ages 55 years and older, provided in-school assistance to 1,923 children in grades K-3.
(Baltimore City)

Experience Corps – Baltimore County AmeriCorps members provided classroom assistance for elementary students in 10 schools in Dundalk and Woodlawn. In addition to positively impacting students, 95 Experience Corps members, ages 55 years and older, reported mental and physical health benefits due to their service experiences.
(Baltimore County)

House of Ruth Maryland AmeriCorps members provided individual, group and family counseling, teen dating violence prevention education, volunteer coordination, and enrichment activities for children. Through the efforts of 10 AmeriCorps members, 936 victims of domestic violence were served.
(Baltimore City, Prince George’s County)
Maryland Conservation Corps AmeriCorps members, serving in partnership with the Maryland Department of Natural Resources, restored, monitored, and enhanced public lands, conducted educational programs, and engaged citizens in conservation projects. Fifty full-time members led outdoor service projects, provided job skills training, and served as role models for 300 Conservation Job Corps youths from low-income families. MCC maintained 234 miles of trail, planted and maintained 136 acres of forest buffer, restored 18,500 acres of wildlife habitat, completed 15 disabled access improvement projects, and delivered environmental education to 45,000 students and adults. (State-wide)

New Americans Initiative for Maryland AmeriCorps members, sponsored by CASA de Maryland, coordinated the efforts of community-based organizations to effectively aid Legal Permanent Residents (LPRs) in the process of becoming United States citizens. Twelve AmeriCorps members taught or coordinated workshops on citizenship and financial literacy, helped LPRs complete the citizenship application, and leveraged volunteers. Members informed 3,107 LPRs about the naturalization process, resulting in 658 completed applications for citizenship. (State-wide)

Partnership for Adolescents on the Lower Shore (PALS) AmeriCorps members, sponsored by Salisbury University, served at 13 local organizations including mentoring programs, public schools, county health departments, faith-based organizations, and environmental groups. PALS served 8,540 children and leveraged 1,916 volunteers. (Caroline, Dorchester, Somerset, Talbot, Kent, Wicomico, Queen Anne’s, and Worcester Counties)

Project CHANGE AmeriCorps members provided human services in communities with a high concentration of poor and/or transient residents. In all, 32 members served disabled adults, led discussions on race and ethnicity, provided after-school activities to disadvantaged students, or recruited volunteers. As a result, the program engaged 7,373 volunteers and served 564 disadvantaged children and youth. (Montgomery County)

Teach For America – Baltimore AmeriCorps members taught full-time at public schools in Baltimore City and Baltimore County, impacting the lives of over 10,000 disadvantaged K-12 students. This year, 159 members achieved the highest student achievement outcomes in the program’s history. (Baltimore City, Baltimore County)

COMMUNITY ARTS COLLABORATIVE SPOTLIGHT: In 2010 – 2011, AmeriCorps members were placed at 17 different service sites to provide quality arts-based programming and classes that served 2,720 students.
MARYLAND CONSERVATION CORPS SPOTLIGHT: MCC members treated over 3,000 Hemlock trees to prevent the spread of the Hemlock Woolly Adelgid, an invasive insect threatening to destroy old growth forests.

PLANNING GRANTEES
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.

The GOSV awarded two planning grants in 2010 – 2011:

LIFE & Discovery works to promote Asian culture, improve access to health, human, and education services to Asian communities, and to provide education resources to Asians and others interested in learning about Asian languages and culture. (Frederick County)

Genesee Valley Outdoor Learning Center’s mission is to provide quality learning experiences that promote growth and nourish the development of individuals of all ages and backgrounds. (Baltimore County)
SPECIAL THANKS

The following organizations and individuals provided specific support for many of the activities listed in this report. They sponsored Honor Rows, donated meeting space, volunteered their time reviewers and presenters, helped out on the Serve America Express, and more. On behalf of the Governor’s Office on Service and Volunteerism, thank you!

Organizations:
AmeriCorps*NCCC
Anne Arundel Public Library (Crofton)
AvideonCRM
Baltimore Ravens
CASA de Maryland
Chesapeake Exploration Center
Corporation for National and Community Service
Maryland Department of General Services
Maryland Department of Information Technology
Maryland State Arts Council
M&T Bank
Merkle Wildlife Sanctuary and the MCC
Mid-Atlantic Federal Credit Union (Gaithersburg)
ServiceNation
Paul’s Place Outreach Center
Woods Memorial Presbyterian Church

Individuals:
Laura Aceituno
Richard Adams
Anna Anderson
Natalie Arteen
Michelle Bard
Thea Becton
Patrice Beverly
Karene Boyd
Sandy Brewer
Tony Bridges
Valerie Brooks
Brittany Burnett
Melba Calderon
Rose Carey
Jackie Carrera
Isaac Castillo
Elizabeth Chung
Lisa Clark
Theresa Colvin
George Comfort
Vu Dang
Lindsey Davis
Adam Donaldson
Maureen Eccleston
Christine Franklin
Michael Franklin
Frankie Gamber
Glenda Beatriz Garcia
Griff Garwood
Krista Gilmore
Mickey Gomez
Deirdre Gonsalves
Corrine Handy
Mark Heckman
Catherine Chen Hester
William Howard
Cyndy Howell
Don Jewell
Susan Kern
Kyle Kerner
Sherry Kolbe
Megan Kowalik
Christi Kramer
Tonja Lark
Melanie LeGrande
Terry Lehr
Mindi Levin
Lynn Lieberman
Fay Mauro
Lynda McClary
Sylvia McGill
Samuel McKenzie
Bill Miller
Max Mosner
Peggy Murphy
Joseph Murray
Mac Nachlas
Tamara Neuhaus
Jean Norris
Roxanne Ober
Patricia Owens
Kathleen Plitt
Pauletta Riley
Gladriel Rosen
Beverly Schulterbrandt
Jason Sharp
Peter Shay
Grace Shinn
Muhammed Shodeinde
Lindsey Shroyer
Dana Stein
Carrie Stockwell
Megan Stransky
Barbra Swann
Michelle Sweet
Alex Tanton
Heather Towers
Kara Turner
Ashley Valis
Peggy Vick
Bernadette Wagner
Barbara Wilt
Heather Zeolla
Samantha Zipp-Dowd
APPENDIX A

2010 - 2011 GOSV 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. Experience Corps Baltimore County
9. House of Ruth
10. Maryland CASA (Court Appointed Special Advocates)
11. Maryland Conservation Corps
12. New Americans Initiative at CASA de Maryland
13. Partnership for Adolescents on the Lower Shore at Salisbury University
14. Project CHANGE
15. Teach For America - Baltimore
16. Tri-County AmeriCorps Service Project
17. Volunteer Maryland
APPENDIX B

2011 Maryland Volunteer Center Network*

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

*As of December 31, 2011
Governor’s Office on Service and Volunteerism

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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