

# Arizona Governor's Commission on Service and Volunteerism

Annual Report



# 2021



The Governor's Office  
of Youth, Faith  
and Family

Arizona  
Governor's  
Commission  
on **Service** and  
**Volunteerism**



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STATE OF ARIZONA  
OFFICE OF THE GOVERNOR

DOUGLAS A. DUCEY  
GOVERNOR

MARIA CRISTINA FUENTES  
DIRECTOR

June 29, 2021

Governor Douglas A. Ducey  
1700 West Washington Street  
Phoenix, Arizona 85007

Dear Governor,

It has been a privilege and honor to serve as Chair of the Governor's Commission on Service and Volunteerism. I would like to acknowledge the work of the Commission and their dedication to elevating the engagement of service and volunteerism in Arizona. By expanding awareness of volunteerism as a solution to Arizona's most pressing challenges, we have worked to strengthen cooperation, coordination, and collaboration between all national service programs funded through the Corporation for National and Community Service (CNCS), including AmeriCorps networks, AmeriCorps Volunteers In Service To America (VISTA), AmeriCorps National Civilian Community Corps (NCCC), and Senior Corps programs.

This year, through funding from the Commission, **21 AmeriCorps State programs** were able to support **844 AmeriCorps members** serving over **250,000 hours**, and earning approximately **\$1.8 million** in Segal Education awards. AmeriCorps members also recruited and managed an additional **7,300 volunteers** serving nearly **15,000 hours** to meet critical needs in Arizona. In addition, and for the first time in Arizona, **five community organizations** and **three state agencies** were awarded **\$450,000** in AmeriCorps Planning Grants for the purpose of developing the systems necessary to integrate AmeriCorps members into their service delivery.

AmeriCorps members and the volunteers that they recruited and made significant impacts in local communities. Over **26,500 children and youth** received much needed educational and social support. More than **330 individuals** received **job training and placement services** and an additional **1,200** received **independent living support**. Lastly, AmeriCorps members served over **1,000 veterans, active duty military, and their family members**.

We look forward to next year and all that AmeriCorps can do to support communities throughout the State of Arizona.

Sincerely,

A handwritten signature in black ink that reads "Donna J. Davis".

Donna J. Davis, Chair  
Commission on Service and Volunteerism

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## **COMMISSION PURPOSE AND STRUCTURE**

The Governor's Commission on Service and Volunteerism was established under Executive Order 2014-07 to advise and assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation. The Commission also serves as the state's liaison for national and state organizations that support the mission of the Commission.

The Commission consists of 15 members appointed by the Governor. The membership of the Commission consists of individuals who guide and support state service plan activities and Commission initiatives.

This report summarizes key accomplishments and activities over the course of the 2020-2021 program year, including Commission activities and AmeriCorps state programs.

### **Vision**

The vision of the Commission is to build a better Arizona through service and volunteerism.

### **Mission**

The mission of the Commission is to create opportunities to strengthen Arizona communities through service and volunteerism.

## COMMISSION MEMBERSHIP

**Donna Davis, Chair**

Expect More Arizona

**Robert Ashcraft**

Arizona State University Lodestar Center for  
Philanthropy and Nonprofit Innovation

**Victoria Carlson-Foszcz**

Interfaith Community Services

**Wynn “Chris” Gibbs**

Retired, United States Air Force

**Michael Hammett**

City of Phoenix

**Donna Martin**

Boys and Girls Club of the Valley

**Kiran Pendyala**

Charles Schwab

**Thomas Winkel**

Arizona Coalition for Military Families

**Alex Gabaldon, Vice Chair**

Northern Arizona Council of Governments

**Tyler Butler**

11 Eleven Consulting

**Helain Day**

School Connect

**Zanquetta Gray**

AmeriCorps Mountain Region Office

**Lillian James**

Masters Student, Arizona State University

**Donna McBride**

Pinal County Superior Court

**Kimberly Rice**

Arizona Department of Education

## COMMISSION ACTIVITIES

### **Arizona Summit on Volunteerism and Civic Engagement**

***March 15-18, 2021***

Since 2010, the Arizona Summit on Volunteerism and Civic Engagement has provided the opportunity for individuals, groups, leaders, and representatives of Arizona's volunteer, civic engagement, and service-learning communities to further develop and foster their skills to better serve Arizona communities. In March 2021, over 440 individuals convened for the 11<sup>th</sup> Annual Summit on Volunteerism and Civic Engagement. Due to the COVID-19 Pandemic, and to ensure the safety of participants, the Summit was held virtually - bringing together community members and stakeholders for a free, four-day event. The remote platform allowed for increased participation from stakeholders across the United States, broadening the Commission's reach nationwide. The Summit offered twelve virtual workshops over the course of four days. Three workshop tracks - National Service, Community Volunteerism, and Innovative Community Solutions - addressed topics such as inclusivity in volunteer programs, leadership development, and understanding volunteer motivations.

Post-Summit survey results indicated that attendees were very satisfied with the workshops offered and noted that the virtual platform provided them with the ability to attend all workshops. While some survey participants indicated a desire for an in-person Summit in 2022, others felt the virtual format was much more accessible, particularly for rural communities and smaller nonprofits since there was no cost to attend and no travel required.

Find out more about the Summit and watch workshop videos [here](#).

### **Service Enterprise Initiative**

In partnership with [Points of Light](#) and the Governor's Office of Youth, Faith and Family, the Commission supported the Arizona Service Enterprise Initiative (SEI) for the fifth consecutive year. A Service Enterprise Certified organization leverages the skills of their volunteers in order to achieve its social mission, placing organizations into one of the top eleven-percent of nonprofits in volunteer management, and organizational performance.

Since the introduction of SEI to Arizona in late 2015, over 90 organizations have participated in organizational assessments and training to enhance the efficiency and effectiveness of their volunteer programs. 50 of these organizations have gone on to become certified as a Service Enterprise organization.

The Volunteer Generation Fund grant, which supported the SEI efforts, sunsetted in September 2020. This led the Commission to focus on sustainability planning for this initiative. With support from the [Arizona State University Lodestar Center for Philanthropy and Nonprofit Innovation](#) and funding from [Tucson Foundations](#), the Commission partnered with a consultant to interview partners, stakeholders, and other states implementing SEI. The findings of this research were presented to the Commission in March 2021. A plan is being finalized to reintroduce SEI with a new administering agency in late 2021.

Find out more about the Service Enterprise Initiative [here](#).

## National Service Recognition Night

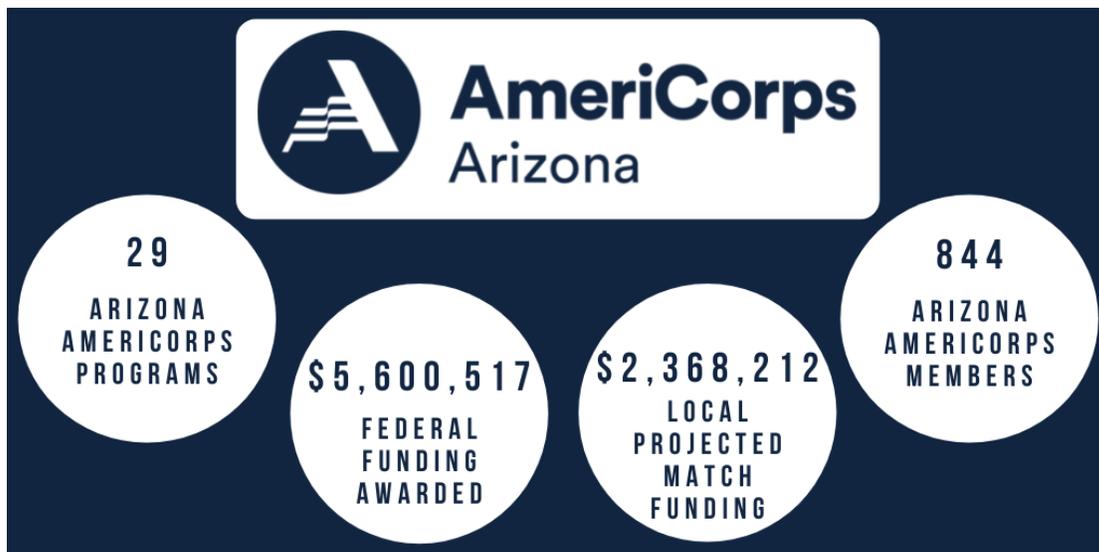
*April 6, 2021*

The second Tuesday of April is observed as AmeriCorps National Service Recognition Day. Historically, this is celebrated with a recognition night at Chase Field during an Arizona Diamondbacks game. Due to challenges presented by the COVID-19 Pandemic, this event was transitioned to a Virtual Social Hour to recognize AmeriCorps members and volunteers across the state.

AmeriCorps State and National grantees collaborated to host the event, which included a reading of the [proclamation](#) issued by Governor Doug Ducey, remarks from Commission members, and opportunities to network in small groups.

## 2020 AMERICORPS STATE PROGRAMMING

**Eight Planning Grantees and 25 AmeriCorps State programs** supported **844 AmeriCorps members**, served over **250,000 hours**, and earned approximately **\$1.8 million** in Segal Education awards. In addition, AmeriCorps members recruited and engaged an additional **7,300 volunteers** to meet critical needs in Arizona. AmeriCorps State Programs had a combined **enrollment rate of 82.35%** and a combined **retention rate of 85.6%**.



## Planning Grantees

In 2020, and for the first time ever in Arizona, the Governor's Office of Youth, Faith and Family awarded Planning Grants to eight community based nonprofits and government agencies. Through the AmeriCorps Planning Grant, funding supported and expanded AmeriCorps service opportunities that address one of six issue areas: disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families. Planning grantees participated in a rigorous 12-month curriculum during which they identified, developed, and implemented interventions through community partnerships that most effectively impacted their chosen issue area.

The following organizations were selected as Planning Grantees:

- Arizona State University, School of Social Work
- Arizona Caregiver Coalition
- Coconino County Juvenile Justice
- GEM Environmental
- Hustle PHX
- Northern Arizona University, Center for Service and Volunteerism
- notMYkid
- Tiger Mountain Foundation

## **AmeriCorps Programs**

### *American Conservation Experience - Environmental Stewardship*

American Conservation Experience AmeriCorps members serve in national and state parks, forests and wilderness areas building trails and removing invasive species while learning conservation and leadership skills. During the program year, these AmeriCorps members were responsible for improving 82.2 acres of public land and 38.82 miles of trails. Members supported Coconino, Yavapai, Navajo, and Apache counties.

Find out more about American Conservation Experience AmeriCorps Program [here](#).

### *Area Agency on Aging, Region One - Healthy Futures*

Encore (adults 55+) AmeriCorps members provide individualized services for homebound seniors and persons with disabilities to support independent living in Maricopa County. Caring Circles AmeriCorps members served over 900 homebound individuals, with approximately half reporting that the increased support improved their capacity for independent living.

Find out more about the Caring Circles AmeriCorps Program [here](#).

### *Arizona Conservation Corps - Environmental Stewardship*

Arizona Conservation Corps partnered with six different agencies to complete projects during this program year. Each project impacts the local community, whether it is through increasing recreational access, improving habitat, or arresting environmental degradation. AmeriCorps members treated 930 acres of public and tribal lands, as well as 125.82 miles of trails. This program engaged AmeriCorps members in Pima, Coconino, Yavapai, Navajo, and Apache counties.

Find out more about the Arizona Conservation Corps AmeriCorps Program [here](#).

### *Arizona Department of Corrections, Rehabilitation and Reentry - Prisoner Reentry*

AmeriCorps members serve at the Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR) with the goal of increasing successful prisoner reentry. The program supported over 750 individuals with General Educational Development (GED) attainment, financial literacy classes, and substance use prevention in Maricopa, Pima, and Pinal counties during this program year.

Find out more about the ADCRR AmeriCorps Program [here](#).

*Arizona State University, Mary Lou Fulton Teachers College - Education*

Through this program AmeriCorps Peer Mentors take a multifaceted approach to engage and support the college's student population, supporting freshmen and first-year students in the Teachers College, with a focus on student success and retention. During the last program year, AmeriCorps members supported 306 students enrolled at the Teachers College and achieved a 95% retention rate of those students.

Find out more about the AmeriCorps Peer Mentors Program [here](#).

*Arizona State University, School of Social Work - Healthy Futures*

The Arizona State University (ASU) School of Social Work Survivor Link Program placed AmeriCorps members with 75 partner organizations to provide direct client services, including healthy relationship education, safety planning, support groups for survivors of domestic violence, and individual counseling for survivors of domestic violence. Recently, the School of Social Work has been successful in expanding their reach to Southern Arizona by enrolling six members in the Tucson area. Members implemented the risk-informed and evidence-based intervention known as Safety Decision Aid, which enhances safety planning for survivors of domestic violence in partnership with the [Arizona Coalition to End Sexual and Domestic Violence](#). AmeriCorps members served approximately 600 individuals.

Find out more about the Survivor Link AmeriCorps Program [here](#).

*Arizona Superior Court - Maricopa County - Economic Opportunity*

Providing Access to Court Services (PACS) AmeriCorps Members assist self-represented litigants as they navigate the court process and court complex. PACS members create a supportive environment for individuals with questions about forms, processes, and directions. PACS members ask those that utilize their services to complete a short survey sharing their knowledge before assistance and their knowledge after receiving assistance. AmeriCorps members assisted 40,865 individuals in accessing court services through the [Law Library](#).

Find out more about the PACS AmeriCorps Program [here](#).

*Arizona Supreme Court - Economic Opportunity*

Arizona Supreme Court AmeriCorps members assist Arizona probationers that suffer from a lack of adequate access to resources with referral services, access to soft-skills, and workforce development. Members also aid in providing increased access to other probation services. These AmeriCorps members were able to support nearly 250 individuals in five Arizona counties: Coconino, Maricopa, Pima, Pinal, and Yavapai.

Find out more about the Adult Probation AmeriCorps Program [here](#).

*City of Phoenix - City Manager's Office - Education*

AmeriCorps members support Title I schools by providing tutoring and mentoring services as

well as supporting GED attainment for high school age students in Phoenix. AmeriCorps members are placed in targeted schools to provide site-based management and recruitment of volunteer tutors to provide one-on-one tutoring services. The program's primary goal was to increase academic achievement and increase GED attainment. AmeriCorps members served nearly 500 students in this program year.

Find out more about the Youth and Education AmeriCorps Program [here](#).

#### *Earn to Learn - Education*

Earn to Learn AdviseAZ AmeriCorps members serve students across Arizona by assisting them in navigating the complex college going process. AmeriCorps members supported approximately 1,300 students, 350 of those students enrolling in post-secondary or vocational education programs. Members supported students and families from Coconino, Gila, Maricopa, Mohave, Pinal, Pima, Santa Cruz, and Yuma counties.

Find out more about the AdviseAZ AmeriCorps Program [here](#).

#### *Experience Matters - Education*

Experience Matters AmeriCorps program partnered with three agencies with the goal of improving students' academic engagement and enrolling students in post-secondary education/training. AmeriCorps members served as mentors in Title I schools within Maricopa County, serving over 970 individuals, using tools that encourage self-assessment, exploration, research, goal setting and decision-making.

Find out more about the Experience Matters' AmeriCorps Program [here](#).

#### *Helen's Hope Chest - Healthy Futures*

Helen's Angels AmeriCorps members served in Mesa, where children in foster and kinship care from across the state come to 'shop' for new clothes, toys, shoes, and personal care items twice a year at Helen's Hope Chest. Members also supported special initiatives during the back-to-school, holiday, and prom seasons. Members served 250 families through this year's program and distributed over 85,000 school supplies, clothing, and hygiene items.

Find out more about the Helen's Angels AmeriCorps Program [here](#).

#### *Maggie's Place - Healthy Futures*

AmeriCorps members at Maggie's Place serve as Mobility Mentors. They model the skills and capabilities that enable economically disadvantaged women experiencing homelessness, abuse, and opioid addiction to adaptively respond to adversity and develop resiliency. Members provided one-on-one coaching to address risk factors common to addiction by increasing parenting, self-improvement, and self-sustaining skills. AmeriCorps members served over 350 women this program year.

Find out more about the Maggie's Place AmeriCorps Program [here](#).

#### *Mesa United Way - Economic Opportunity*

AmeriCorps members engaged through Mesa United Way provided a wide range of services to

the community. These services ranged from emergency needs, child welfare, homelessness, at-risk seniors, substance abuse, financial insecurity, medical assistance, or those needing educational assistance throughout the East Valley. This program year, AmeriCorps members served over 1,100 individuals.

Find out more about the Mesa United Way AmeriCorps Program [here](#).

#### *Northern Arizona University - Healthy Futures*

The Alternatives to Managing Pain (AMP) AmeriCorps members educate homebound and disabled older adults, their caregivers, and family members regarding the dangers of prescription medication misuse, overdose, and sharing medications with others. Members provided transportation assistance to access pain management alternatives such as physical therapy, acupuncture, and massage to nearly 120 individuals. This program operates in Coconino, Maricopa, Mohave, Navajo, Pima, Pinal, and Yavapai counties.

Find out more about the AMP AmeriCorps Program [here](#).

#### *Northern Arizona University - Education*

Northern Arizona University (NAU) Arizona Ready for College and Career (ARCC) AmeriCorps program assists with increasing on-time high school graduation rates, post-secondary enrollment rates, and career exploration options across Arizona. AmeriCorps members served more than 6,500 students this year in Coconino, Maricopa, Mohave, and Yavapai counties.

Find out more about the ARCC AmeriCorps Program [here](#).

#### *Pima Prevention Partnership - Education*

Pima Prevention Partnership (PPP) AmeriCorps members provide targeted training, mentoring, and academic support to vulnerable and economically disadvantaged youth, between the ages of 12-18 years, at two school sites and at the community-based Pima County Teen Court. AmeriCorps members supported 130 students during the program year.

Find out more about the PPP AmeriCorps Program [here](#).

#### *Prescott College, Arizona Serve - Education*

Members support education initiatives within their communities by providing tutoring, coaching, and support to low-income students and families. AmeriCorps members served to enhance educational attainment for approximately 800 students in Pima and Yavapai counties.

Find out more about the Arizona Serve AmeriCorps Program [here](#).

#### *Prescott College, Arizona Serve - Economic Opportunity*

AmeriCorps Members connect low-income youth with employment opportunities, promote financial literacy, and support access to safe and affordable housing in Yavapai and Pima County. Members engage volunteers to support employment workshops and workplace training targeting Opportunity Youth, individuals ages 16-24 who have been disconnected from school and/or work

for 12 months or longer, within their communities. Over 3,300 individuals were served by AmeriCorps members and the volunteers that were leveraged.

Find out more about the Arizona Serve AmeriCorps Program [here](#).

#### *University of Arizona Cooperative Extension - Education*

The University of Arizona Cooperative Extension (UACE) Wildcat Corps AmeriCorps Members increase access to underserved communities with quality out-of-school Science, Technology, Engineering, and Math (STEM) programming. Programs use a variety of curriculum and program models across Arizona to provide STEM activities and programs to youth. Additionally, many of the programs encourage families to participate, fostering a greater understanding of STEM and its applications. Wildcat Corps AmeriCorps Members provided programs in all 15 counties of Arizona, including nutrition education, healthy living choices, early childhood, youth development, and STEM programs to over 9,800 students throughout this program year.

Find out more about the UACE Wildcat Corps AmeriCorps Program [here](#).

#### *University of Arizona Math - STEMM*

The University of Arizona AmeriCorps Student Thinking Enrichment through Mathematics Mentors (STEMM) program enlists members to serve in classrooms with students from economically disadvantaged communities. The AmeriCorps members tutor in small groups to improve the students' math dispositions and overall understanding of mathematics. AmeriCorps members serve students that would traditionally be unsuccessful in mathematics through mentorship and support. Over 500 students in Pima County received the mentoring support of AmeriCorps members during the program year.

Find out more about the STEMM AmeriCorps Program [here](#).

### **2020 AMERICORPS STATE COVID-19 RESPONSE**

While the COVID-19 Pandemic presented many unique challenges for AmeriCorps programs, it also enabled programs to be creative and flexible in response to immediate community needs. In addition to their originally proposed scope of work, AmeriCorps State Programs adapted and expanded activities or redirected members to address critical needs throughout Arizona communities over the past year.

#### **Earn to Learn - Education**

AmeriCorps members assisting students with access to post-secondary and vocational education, noted that the calls they made to high school students shifted from education-based calls to well-being checks during the pandemic. Members shared resources with students including tip sheets on how to be successful while attending school online, staying organized and practicing self-care.

#### **Experience Matters - Education**

In addition to adapting all program activities to a virtual delivery model, Experience Matters

expanded their services from middle and high schools to include elementary school children. AmeriCorps members tutored individuals and small groups to help combat learning loss.

### **Northern Arizona University - AMP and ARCC Programs**

The Alternatives to Managing Pain (AMP) and Arizona Ready for College and Career (ARCC) programs at Northern Arizona University (NAU) shifted members to virtual service opportunities, and expanded the scope of work on their projects to meet the needs of the clients being served. For example, AMP AmeriCorps members began addressing basic needs such as food insecurity. AmeriCorps members in the two NAU programs provided food services to over 5,500 individuals, harvested 360 pounds of fruit, and provided items such as food, water, propane and diapers to 120 families.

AmeriCorps members from these programs also addressed the COVID-19 Pandemic directly with six members serving as contact tracers. Additionally, they were able to secure a grant for \$1,000 to build hand washing stations on Navajo and Hopi tribal lands.

### **University of Arizona Math - STEMM**

Originally, the University of Arizona (UofA) STEMM program served only students in the Tucson area, engaging undergraduate student members, and providing services Monday through Friday. To respond to the needs of the community during the pandemic, they expanded to serve school children across Arizona, adding evening and weekend service hours, as well as summer puzzling sessions, to support children that might experience isolation or the lack of connection. Additionally, they began to engage high school students as AmeriCorps members to serve as peer support in their own schools. The original target was 16 schools in one county, but the program now serves over 40 schools in ten counties. The program has served more than double the target number of students with one full quarter remaining in the program year.

### **University of Arizona Cooperative Extension - Wildcat Corps**

Wildcat Corps AmeriCorps members served in ten Arizona counties and three tribal communities. As with all AmeriCorps Programs, it was necessary to adapt programming due to the pandemic and AmeriCorps members took this challenge head on. Members quickly developed online content that captured the interest of the youth they were serving while addressing the original programming goals of STEM, nutrition, and health education. Some of the programmatic highlights included: AmeriCorps members being involved in scripting, acting in, and hosting a virtual field trip that was attended by more than 2,000 students; tackling critical needs associated with food insecurity; addressing the need for medical/Personal Protective Equipment (PPE) supplies; addressing physical and mental health issues; and serving as medical scribes at the UofA Vaccine Point of Distribution.