

# NEW MEXICO COMMISSION FOR COMMUNITY VOLUNTEERISM

STATE SERVICE PLAN 2016-2018



# New Mexico Commission for Community Volunteerism

## 2016-2018 State Service Plan



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NEW MEXICO COMMISSION FOR  
**COMMUNITY  
VOLUNTEERISM**

The New Mexico Commission for Community Volunteerism’s 2016-2018 State Service Plan is a three-year plan outlining the Commission’s priorities, goals, and objectives. This plan is effective January 1st, 2016, and will guide the work of the Commission through December 31st, 2018.

## MISSION

The New Mexico Commission for Community Volunteerism’s mission is to engage citizens of New Mexico of all ages and backgrounds in community-based service; such service will address New Mexico’s human, educational, environmental, public safety, health, housing, and other needs to achieve direct beneficial results.

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**Hannah Skandera**

Head of State Education Agency  
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## EX-OFFICIO/ NON-VOTING MEMBERS

**Joy Forehand**

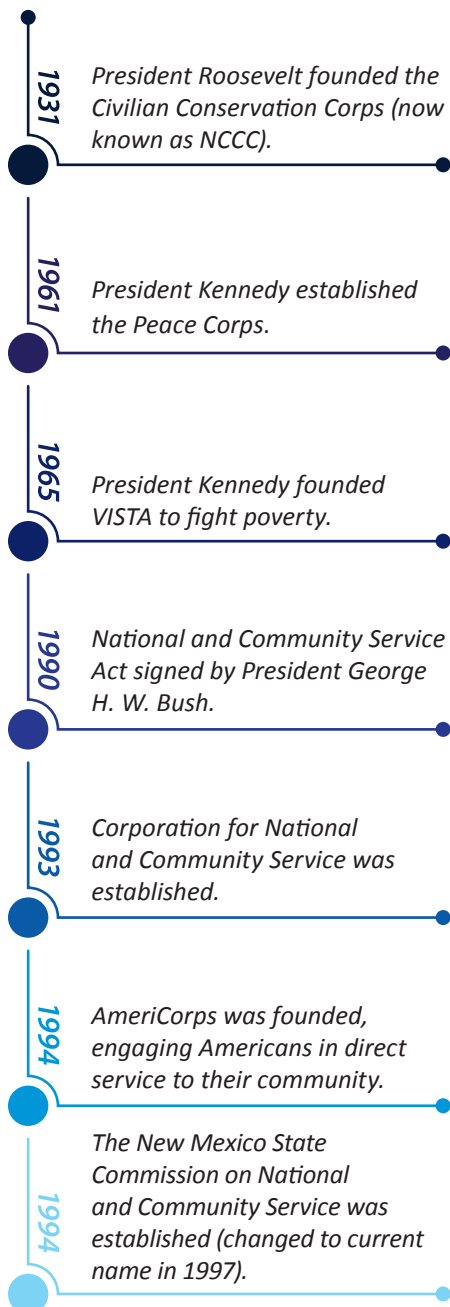
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# INTRODUCTION

## HISTORY OF NATIONAL SERVICE

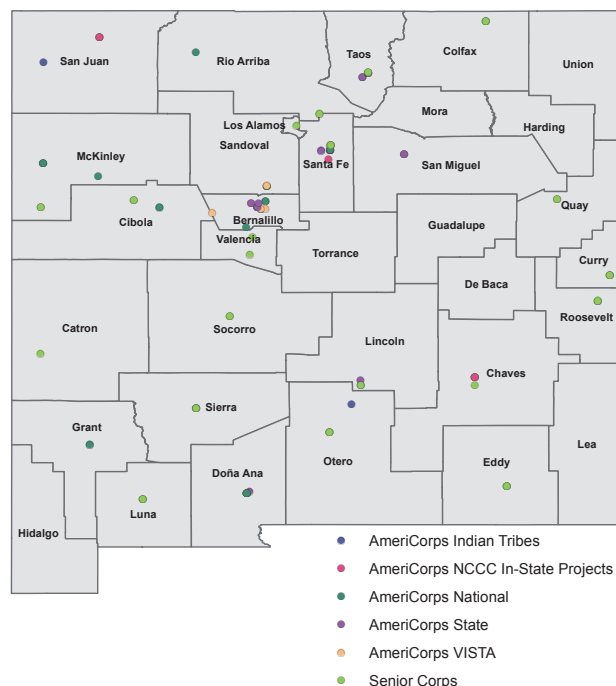


Service to others and sacrifice for our society's greater good are deep-seated values with a long history in this nation. The indigenous communities of North America and New Mexico have even deeper cultural traditions of community-centered social structures and inter-generational responsibility. Engrained in cultural tradition and the state's close-knit communities, civic engagement has long been part of New Mexico's culture and is essential to the advancement and well-being of all New Mexicans.

In keeping with that ethic, the New Mexico Commission for Community Volunteerism (NMCCV or the Commission) strives to meet community need, build individual opportunity, and enhance quality of life by promoting and fostering opportunities to serve on behalf of all New Mexicans.

The following 2016-2018 Service Plan outlines the goals and concrete objectives that the Commission will prioritize over the next three years. Some will be implemented immediately, while others will take additional time to develop, but all will ensure that service throughout New Mexico is inclusive, relevant, and aligned with the needs of its communities.

## CNCS Program Locations 2014



*This map shows the locations of AmeriCorps and Senior Corps programs, and does not reflect all service locations around the state.*

# NATIONAL SERVICE & THE COMMISSION

Our nation has always relied on the dedication and action of its citizens, and, as such, national service has a longstanding history of support from our nation's leaders. Its earliest roots can be traced back to the Great Depression and President Franklin D. Roosevelt's creation of the Civilian Conservation Corps (now known as NCCC) in the 1930's, and has remained a priority of many presidents since. President John F. Kennedy established the Peace Corps in the 1960s; President Lyndon B. Johnson worked with Congress to pass the Volunteers in Service to America Act (VISTA) in 1964; and, President George H.W. Bush signed into law the National and Community Service Act of 1990<sup>1</sup>, which established a Commission on National and Community Service<sup>2</sup>.

In 1993, President Bill Clinton amended President George H.W. Bush's legislation to create the Corporation for National and Community Service (CNCS)<sup>3</sup>, a federal agency established to connect Americans of all ages and backgrounds with opportunities to give back to their communities and nation.

This legislation brought together many different streams of service such as NCCC and VISTA, and also created AmeriCorps. With CNCS now the nation's largest grantmaker for service and volunteering, legislation also requires each state to create a state commission in conjunction with its Governor's office to be able to receive and administer federal funds for national service programs.

In accord with this federal legislation, the New Mexico Commission for Community Volunteerism (NMCCV), which is the Governor's Commission on National and Community Service, was established through Executive Order No. 94-03 by Governor Bruce King in 1994. The Commission is

## NATIONAL SERVICE PROGRAMS

### ***AmeriCorps State and National***

Supports a wide range of local service programs that engage thousands of Americans in intensive community service each year.

### ***AmeriCorps VISTA***

Has been on the forefront of ending poverty in America for 50 years.

### ***AmeriCorps NCCC***

Strengthens communities and develops leaders through direct, team-based national and community service.

### ***Senior Corps***

Connects today's 55+ with the people and organizations that need them most.

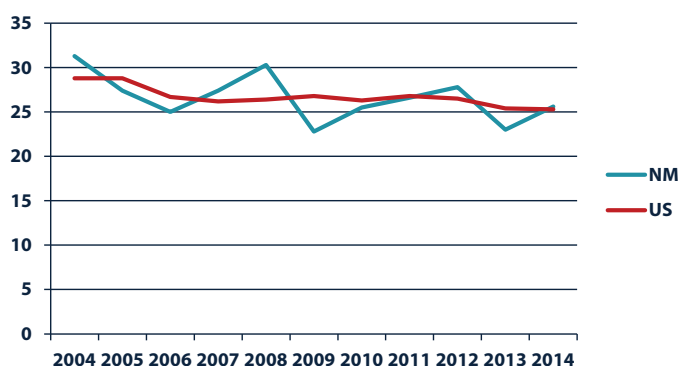
### ***Social Innovation Fund (SIF)***

Mobilizes private resources to find and grow community solutions with evidence of results.

### ***Volunteer Generation Fund***

Supports voluntary organizations and state service commissions in boosting the impact of volunteers in addressing critical community needs.

**Volunteer Rate**



## NATIONAL SERVICE IN NEW MEXICO

Since 1994 more than 9,300 New Mexicans have served, 10 million hours totaling more than \$21.8 million in scholarships

### 2015 Service in NM:

Participants: 5,021

CNCS Funding: \$9,800,000

Program Funding: \$8,640,000

## VOLUNTEERING AND CIVIC ENGAGEMENT IN NEW MEXICO, 2014

25.5% of New Mexico residents volunteer

New Mexico ranks 32nd among the 50 states and Washington, D.C.

410,050 volunteers

38.1 volunteer hours per capita

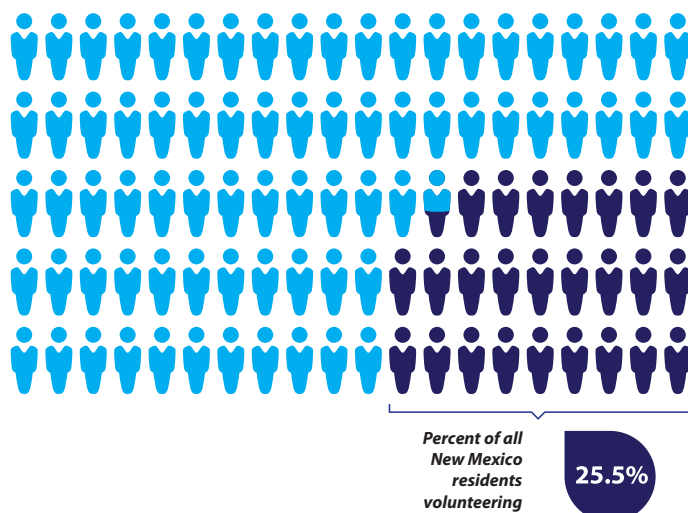
60.9 million hours of service

\$1.4 billion of service contributed

administratively housed in the New Mexico Department of Workforce Solutions (DWS) and guided by a 16-member, Governor-appointed, diverse, bipartisan citizen body of, among others, representatives of business, labor, education, government, human service agencies and community-based organizations. The Commission exists to guide national service policy for the state and directly administer funding awarded by CNCS for New Mexico\*State AmeriCorps programs.

Since 1994, nearly 10,000 New Mexico residents have served in AmeriCorps, providing more than 10 million hours of service and earning more than \$21.8 million in scholarships for their service. As part of their service, these AmeriCorps members engage thousands of additional New Mexicans in volunteer service each year<sup>4</sup>.

This year, AmeriCorps will give more than 700 individuals the opportunity to provide intensive, results-driven service to meet education, environmental, health, economic, and other pressing needs in communities across New Mexico<sup>5</sup>. The majority of AmeriCorps grant funding will go to the Commission, which, in turn, awards grants to nonprofit groups to respond to local needs. Most of the remainder of the grant funding is distributed by CNCS directly to multi-state and national organizations through a competitive grants process. Other individuals in the state will serve through AmeriCorps VISTA, whose members help bring individuals and communities out of poverty by serving full-time to fight illiteracy, improve health services, create businesses, and increase housing opportunities, as well as through AmeriCorps NCCC (National

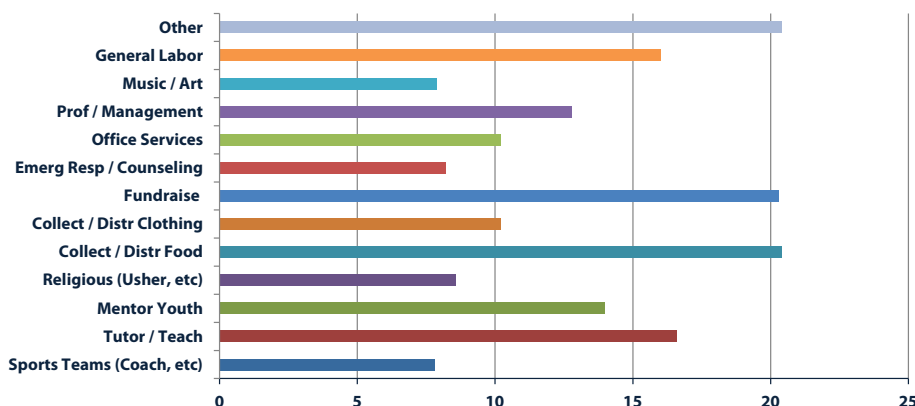


Civilian Community Corps), a 10-month, full-time residential program for men and women between the ages of 18 and 24. In exchange for their service, AmeriCorps members earn an education award which can be used to pay for college or to pay back qualified student loans.

In addition, more than 4,200 seniors in New Mexico will contribute their time and talents in one of three CNCS Senior Corps programs. Foster Grandparents serve one-on-one as tutors and mentors to more than 500 young people who have special needs. Senior Companions help more than 480 homebound seniors and other adults maintain independence in their own homes. RSVP volunteers conduct safety patrols, renovate homes, protect the environment, tutor and mentor youth, respond to natural disasters, and provide other services through more than 240 groups across New Mexico<sup>6</sup>.

In sum, in 2015 more than 5,000 citizens of all ages and backgrounds are helping to meet local needs, strengthen communities, and increase civic engagement through national service in New Mexico. Serving at more than 640 locations throughout the state, these citizens tutor and mentor children, support veterans and military families, provide health services, restore the environment, respond to disasters, increase economic opportunity, and recruit and manage volunteers. This equates to a CNCS commitment of more than \$9,800,000 to support New Mexico communities through national service initiatives. Furthermore, through public-private partnership, this federal investment will leverage an additional \$8,640,000 in additional resources to strengthen community impact, build local support, and increase return on taxpayer dollars<sup>7</sup>.

**Main Volunteer Activities**



## STATE SERVICE PLAN DEVELOPMENT

An online survey was sent to commissioners, program directors, community leaders, and National Service Participants.

Community Listening Session Locations:

- Gallup
- Ruidoso
- Silver City
- Los Lunas

## ALIGNMENT OF NATIONAL & STATE PRIORITIES

National Priority Areas:

- Disaster Services
- Economic Opportunity
- Education
- Environmental Services
- Healthy Futures
- Veterans and Military Families

The Commission embraces all National Priority Areas but will place a special emphasis on poverty alleviation in New Mexico's most underserved communities.



# STATE SERVICE PLAN OVERVIEW

## New Mexico

Our state's poverty rate is nearly 130% of the national rate. 86% of the general population had a high school degree or equivalent in 2013.

A high rate of children living in poverty has had an adverse effect on childhood health and education indicators.

In 2013 the population density was 17.2 persons per square mile.

Labor force growth has not matched the rate prior to the great recession but is still a positive indicator.

High poverty rates are leading to poor adult and child health indicators.

In the 2010 census, New Mexico is one of four states considered a majority-minority state, defined as a state with a population composed of less than 50 percent non-Hispanic Whites.

The Edward M. Kennedy Serve America Act of 2009<sup>8</sup>, which amends and expands on the National and Community Service Trust Act of 1993, requires each state commission to coordinate, facilitate, and adopt a three-year state service plan.

Developed through an open and public process, the purpose of the State Service Plan is to assess how National & Community Service can serve as an inclusive strategy for addressing community needs and how efforts can be strengthened through training, technical support, and collaboration.

New Mexico, through the Commission, began the planning process for this State Service Plan during the spring of 2015. In order to garner public input, a comprehensive online survey was distributed statewide to Commission stakeholders, including commissioners, current sub-grantees, program staff and members. The Commission also reached out to program alumni, other streams of service like AmeriCorps VISTA, NCCC, and Senior Corps, leaders of nonprofit organizations across the state, and, through publication of a link to the survey on its website, the general public.

The Commission also hosted a series of listening sessions across the state in order to better inform the development of the State Service Plan. Participants of these sessions were organization directors and board members, community stakeholders, government agency representatives, and community members.





# STATE & NATIONAL GOALS

The Commission supports the strategic goals of CNCS, its federal funding agency, and has considered and incorporated the national- priorities of CNCS in the creation of this New Mexico State Service Plan.

Based on the Edward M. Kennedy Serve America Act, the Corporation for National and Community Service (CNCS) has established six national key priority areas:

- Disaster Services
- Education
- Healthy Futures
- Economic Opportunity
- Environmental Services
- Veterans and Military Families

The Commission, through volunteerism and service will strive to:

- help individuals be better prepared to respond to disasters and build more resilient communities;
- improve the economic well-being and security of economically disadvantaged people;
- improve educational outcomes for economically disadvantaged people, especially children;
- increase energy, water efficiency and renewable energy use and improve at-risk ecosystems;
- meet health needs within communities; and
- impact the quality of life of veterans and improve military family strength.

See *APPENDIX B: Measuring Performance* for more details on how the Commission will incorporate these priority areas into its State Service Plan.

## State and Community-Level Considerations

New Mexico is defined by its communities and the diversity of cultures, traditions, and experiences that they reflect. New Mexico can only be strong when its communities are strong.

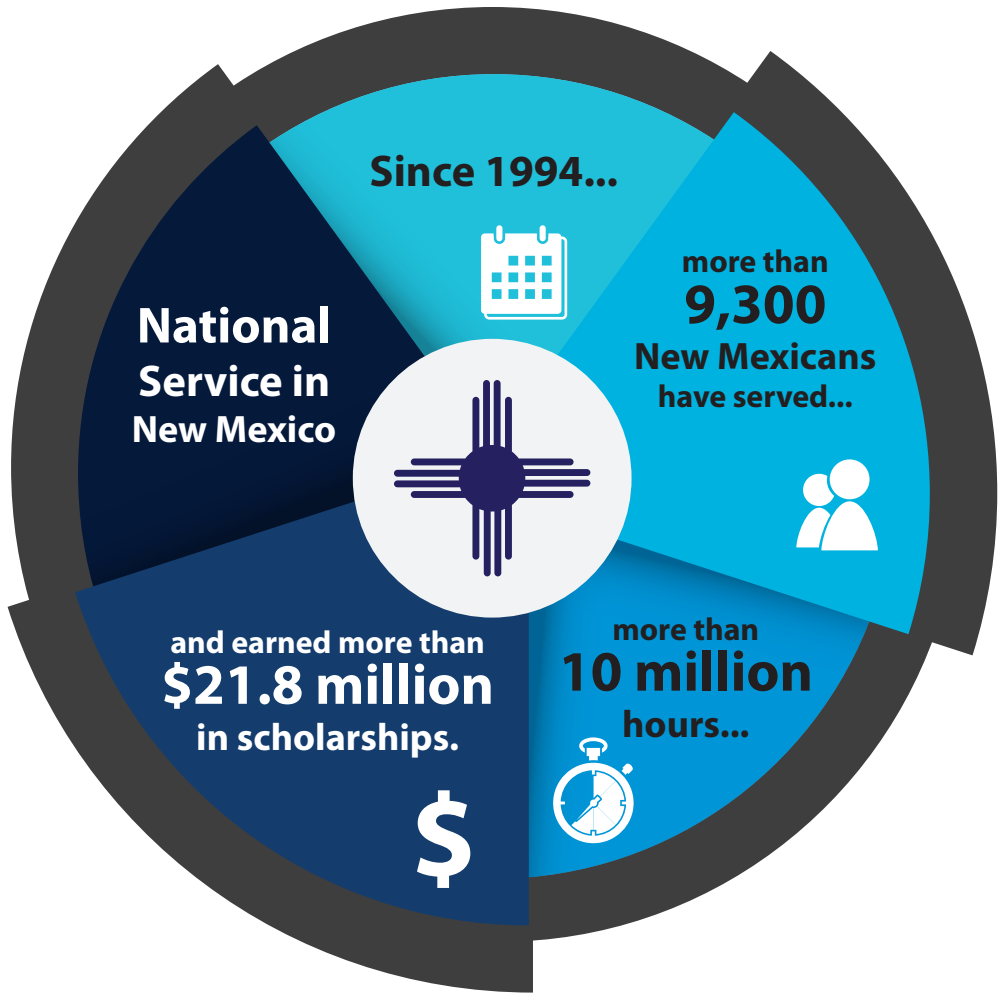
New Mexico is unique among states because of the diversity of its population and the rural composition of its 33 counties. New Mexico is considered a majority-minority state, which is defined as a state with a population composed of less than 50 percent non-Hispanic Whites<sup>9</sup>. The large concentration of Hispanic and American Indian populations is unique within the region and the nation.

New Mexico is also more rural than all surrounding states. Approximately two-thirds of its population resides in one of its four metropolitan statistics areas (MSAs), with more than two out of five residing in the Albuquerque MSA alone. With the exception of the Bernalillo County region (Albuquerque MSA), all counties are considered to be rural and some are considered to be frontier counties. The average population density for New Mexico is 17 people per square mile, making New Mexico one of the five least densely populated states in the nation<sup>10</sup>.

New Mexico is also one of the most impoverished states in our country. U.S. Census Bureau statistics show that one in five New Mexicans live in poverty, while one in four of our children under the age of five live in

poor households. Our state’s poverty rate is nearly 130% the national rate<sup>11</sup>. Moreover, the 2014 Annie E Casey Foundation’s State Profiles of Child Well-Being reports that more than one-third (36%) of New Mexico’s children live in families where no parent has full-time, year round employment<sup>12</sup>.

Poverty is the lack of resources sufficient to meet basic human needs—nutrition, healthcare, education, basic safety, shelter, clean water and sanitation—because of the inability to afford them. The Commission is committed to focusing national service on the need to alleviate poverty in New Mexico and this paramount concern is reflected in NMCCV’s current goals and objectives.



# GOALS & OBJECTIVES

NMCCV will improve New Mexico's communities through volunteerism and national service. NMCCV will utilize resources and work with its partners and communities to focus volunteerism and national service where the need is greatest. The following goals and objectives serve as the foundation of the Commission's State Service Plan and will be accomplished while leading and operating at the highest level of accountability, integrity and transparency. Each of these goals and objectives aims to mobilize volunteers to address the state priority areas in order to help alleviate poverty in the state's most underserved communities:

## **Goal 1: *Connect New Mexicans to service opportunities***

NMCCV will facilitate connections to opportunities for all New Mexicans to serve. NMCCV will also continue to work to ensure that all New Mexicans desiring to serve will have that opportunity.

### ***Objectives***

- Encourage and promote volunteerism to New Mexicans of all ages and backgrounds.
- Connect New Mexicans to service opportunities.

## **Goal 2: *Recognize and celebrate volunteerism and national service in New Mexico***

NMCCV will be a leader in recognizing and celebrating volunteerism and national service. NMCCV will also inspire more New Mexicans to serve and commend current volunteers and national service members.

### ***Objectives***

- Seek opportunities to recognize volunteers and public service efforts across New Mexico.
- Encourage, promote, and participate in annual events that promote volunteerism and national service in New Mexico.

## **Goal 3: *Develop and strengthen relationships across New Mexico***

NMCCV will strengthen existing relationships with community partners, while seeking valuable new ones, in order to align resources to better serve New Mexico.

### ***Objectives***

- Develop and strengthen relationships with community partners in New Mexico.
- Strategize and plan cross-stream service partnerships in New Mexico.

## **Goal 4: *Expand and support national service in New Mexico***

NMCCV will increase the development, operations, and effectiveness of national service programs in New Mexico.

### ***Objectives***

- Strive to build sustainability for all programs through increased support, training and technical assistance.
- Facilitate a thorough grants management process inclusive of outreach, technical assistance, assessment and feedback to applicant organizations.
- Maintain excellent stewardship of Commission resources.

### **Goal 5: Increase support for New Mexico's national service members**

NMCCV will create opportunities and focus resources to help New Mexico's service members succeed.

### ***Objectives***

- Provide resources to help members succeed both during and post-service.
- Strengthen the National Service to employment or education pipeline.

### **Goal 6: Increase the number of New Mexicans age 55 and older who are meaningfully engaged in their communities through volunteerism and national service**

NMCCV will work collaboratively with existing Senior Corps programs and other senior organizations to cultivate new volunteer opportunities for citizens over 55.

### ***Objectives***

- Encourage and promote volunteerism to New Mexicans who are age 55 and older.
- Develop and strengthen relationships with community partners in New Mexico.

## **Next Steps**

This State Service Plan is designed as a resource to guide the Commission. The State Service Plan will be reviewed quarterly by staff and the Strategic Planning Committee, and updated annually by the full Commission to ensure objectives are being met and progress is being made. Public comments regarding the 2016-2018 State Service Plan can be submitted at any time over the three year period to [nm.ccv@state.nm.us](mailto:nm.ccv@state.nm.us), upon which a staff member will review and share such public comments at the fall Commission meeting when the plan is updated.

## **National Service Endorsement**

The State Commission and State Corporation office in New Mexico continue to enjoy a strong working relationship. The two offices were involved in the development of this State Service Plan. The Director of the State Corporation Office serves as a Commissioner.

## **Governor Approval**

This 2016-2018 State Service Plan is pending approval of the Governor in January 2016, pursuant to the Edward M. Kennedy Serve America Act (Public Law 111-13)<sup>13</sup>.

## **Conclusion**

In New Mexico, it is critical to use national service and volunteerism as a catalyst for solving key social issues and meeting significant local needs. The State Commission, State Corporation office, national service programs, volunteer centers, lead volunteer connector organizations, businesses/corporations, educational institutions, nonprofit organizations, and our many other stakeholders will work together to help solve the issues and meet the needs of our communities. Through effective and efficient collaboration, communication, coordination and cooperation, together we will move service and volunteerism forward in New Mexico over the next three years.

# APPENDIX A

## STATE SERVICE PLAN FOR NEW MEXICANS AGE 55 AND OLDER

### NEW MEXICO

13.2 percent of people age 55-64 volunteer, 13.4 percent of people age 65-74 volunteer, and 10.2 percent of people 75 and older volunteer in New Mexico.

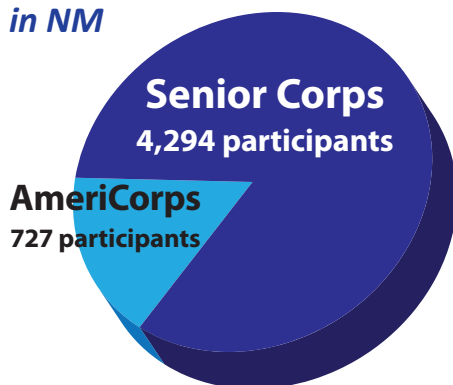
New Mexicans age 60 and older is expected to increase by nearly 70%.

Research shows that volunteering may allow seniors the ability to maintain the independence in the face of increased health challenges.

Older individuals who volunteer demonstrate health benefits due, in part to the fact that volunteer activities by older individuals are likely to provide them with a purposeful social role.

States with higher volunteer rates are more likely to have lower mortality rates and less incidence of heart disease.

### National Service Participants in NM



### Introduction

The nation is experiencing a demographic increase in the number of adults age 55 and older. In New Mexico, the population of citizens that fall within this category is expected to increase by nearly 70% over the next 15 years. Due largely in part to the aging of its baby boomers, those born between 1946 and 1964, and the continued migration of retirees and others to western states, it is estimated that New Mexico's older population will reach 682,036 by 2030. At that time, New Mexico will rank 3rd in the nation in percentage of population age 60 and older; currently it ranks 10th<sup>14</sup>.

With this growth will also come greater challenges for all of the systems that work to support older adults, challenges that will only be exacerbated given New Mexico's geographically large, predominately rural, and economically impoverished status<sup>15</sup>. Currently, New Mexico is the 5th largest, 6th most sparsely populated, and 2nd poorest state in the country<sup>16</sup>. The current economic crisis has lead to increased demand from low-income individuals for services, particularly for meals, in-home support, and employment services. New Mexico now ranks 7th in the nation in food insecurity; 5th among older adults<sup>17</sup>, and currently 4.9 of the adults 55 years old and older in the labor force are unemployed<sup>18</sup>.

The Commission recognizes that adults age 55 and older must play a major role as both volunteer and national service participants and as recipients of volunteer and national service programming in the coming years. These individuals represent a largely untapped resource of social capital that could dramatically expand both the extent and the intensity of national service programming in New Mexico.

### Policies to Increase Service for Adults Age 55 and Older

Adults age 55 and older are not a homogenous group from a labor perspective. This population may be placed into three basic categories: 1) those who retire and stop working earlier than their full Social Security retirement income eligibility, 2) those who work to the age of full Social Security retirement income eligibility and then retire and, 3) those who

continue to work beyond their full Social Security retirement income eligibility age. Given the state's current economic climate, more will very likely decide to stay in the workforce longer just to make ends meet. A current Department of Workforce Solutions report indicated that adults age 55 and older make up over 22% of the New Mexico workforce<sup>19</sup>.

Furthermore, this generation tends to be healthier, more active and more assertive information-seekers than generations of the past, with many looking for positions (volunteer or paid) that are commensurate with their interests and abilities. Increasing service opportunities for adults age 55 or older requires policies that address several considerations.

NMCCV recommends incorporating the following policies to increase service for adults age 55 or older:

- Create networks to connect older adults to volunteer and paid positions that are appropriate by age, interest, and expertise in addressing issues related to health and hunger, and/or, addressing current labor market and community needs.
- Encourage volunteerism among employees before they reach retirement age.
- Emphasize the benefits, e.g., not only is service good for the community, but can be good for the physical, emotional and social health of older volunteers as well.
- Support volunteer programs that build intergenerational bonds to encourage the sharing of experience, enthusiasm, and culture among age groups.
- Improve volunteer management and training capacity in organizations to increase volunteer productivity and satisfaction.

## New Mexico Aging and Long-Term Services Department

Recommendations to the Aging and Long-Term Services Department (ALTSD):

The Aging and Long-Term Services Department (ALTSD) is New Mexico's single state agency for the administration of programs and services designed to meet the needs of older adults and adults with disabilities. The agency's 2013-2017 State Plan sets forth an agenda to address the growing needs of older adults and adults with disabilities throughout New Mexico. Throughout the plan, increasing service opportunities for adults 55 or older is a common theme. The plan specifically calls for the identification of volunteer opportunities, enabling older adults to remain active, vital members of their communities, and, in some instances, to receive much needed financial subsidies that help seniors maintain their economic independence. The plan also calls for collaboration with volunteer programs.

Both of these objectives align with NMCCV State Service Plan Goal 6:

***Goal 6: Increase the number of New Mexicans age 55 and older who are meaningfully engaged in their communities through volunteerism and national service***



## **Objectives**

The following recommendations from the Commission are meant to be in alignment with the objectives described in the ALTSD 2013-2017 State Plan<sup>20</sup>:

- AmeriCorps programs and other forms of national service in New Mexico could be a solution to reaching out to seniors in their communities to both increase opportunities to serve and to create volunteer projects tailored to the needs of seniors; and,
- As part of a marketing plan for outreach to many entities, including businesses, nonprofit organizations, the state education agency, institutions of higher education and other state agencies, NMCCV can partner with ALTSD to expand the reach of existing programs funded or operated by both agencies. As an example, NMCCV can encourage funded AmeriCorps programs to train AmeriCorps members on the subject of serving seniors through the awareness and use of ALTSD materials and information. NMCCV can also encourage and support AmeriCorps programs to recruit and manage volunteers age 55 and older using best practices and referral information developed and distributed by ALTSD and its partners.

## **Civic Engagement and Multigenerational Activities**

Recommendations for civic engagement and multigenerational activities:

- Engage adults 55 and older, coupled with college and high school students, to address community problems through service-learning projects. Such a combination could provide outstanding civic engagement opportunities and pass on new and reflective responses on behalf of all parties as they work together to complete service project work. Mentoring would take place and allow for the exchange of experience and career/workforce dialogue from both older adults and the younger people they mentor.
- Develop a wide range of volunteer opportunities for adults who are highly skilled in their fields and who want to create change and make an impact on their communities.

## **Encore Service Program Development**

Congress has set a goal that 10 percent of AmeriCorps funding should support Encore Service Programs that engage a significant number of participants age 55 or older. To encourage development of Encore service programs in the State:

NMCCV will seek the counsel and guidance of the ALTSD and other interested organizations to develop program design models for the Encore Service Program. NMCCV will then partner with nonprofits, state organizations and county and municipal groups to announce the availability of Encore grants. NMCCV will also incorporate Encore into its outreach throughout New Mexico to inform potential applicants about national service opportunities.

# APPENDIX B

## MEASURING PERFORMANCE

### 2016-2018 STATE SERVICE PLAN

#### STRATEGY CHARTS: NMCCV STRATEGIC GOALS

##### **Goal 1: Connect New Mexicans to service opportunities**

NMCCV will facilitate connections to opportunities for all New Mexicans to serve. NMCCV will continue to work to ensure that all New Mexicans desiring to serve will have that opportunity.

<b>Objectives</b>	<b>Strategies</b>
1. Encourage and promote volunteerism to New Mexicans of all ages and backgrounds.	1.1. Develop and implement a statewide outreach strategy for the promotion of volunteerism.
2. Connect New Mexicans to service opportunities.	2.1. Use website to connect more users to volunteer opportunities. 2.2. Support the development of volunteer centers, lead volunteer connector, organizations, and volunteer networks. 2.3. Design and implement a strategy to share volunteer program's best practices. 2.4. Develop and deliver excellent training programs for leaders and managers of volunteers.

##### **Goal 2: Recognize and celebrate volunteerism and national service in New Mexico**

NMCCV will be a leader in recognizing and celebrating volunteerism and national service. NMCCV will inspire more New Mexicans to serve and commend current volunteers and national service members.

<b>Objectives</b>	<b>Strategies</b>
1. Seek opportunities to recognize volunteers and public service efforts across New Mexico.	1.1. Design and implement a strategy to recognize and celebrate the achievement of volunteers.
2. Encourage, promote, and participate in annual events that promote volunteerism and national service in New Mexico.	2.1. Develop and implement a statewide outreach strategy for the recognition of national service-funded programs, days of service and events -AmeriCorps Week, Senior Corps, RSVP, Days of Service: MLK-Day, 9/11 A Day of Remembrance 2.2. Support volunteer recognition events and activities.

##### **Goal 3: Develop and strengthen relationships across New Mexico**

NMCCV will strengthen existing relationships with community partners, while seeking valuable new ones, in order to align resources to better serve New Mexico.

<b>Objectives</b>	<b>Strategies</b>
1. Develop and strengthen relationships with community partners in New Mexico.	1.1. Identify potential community partners – Conduct a gap analysis of the services provided within the State to determine unmet needs of communities, best practices and how national service and volunteerism could best be used to address unmet local needs. 1.2. Conduct targeted outreach to community-based organizations and local government entities.
2. Strategize and plan cross-stream service partnerships in New Mexico.	2.1. Collaborate with all streams of national service in New Mexico to improve coordination of resources and to better demonstrate overall community impact.

#### **Goal 4: Expand and support national service in New Mexico**

NMCCV will increase the development, operations, and effectiveness of national service programs in New Mexico.

<b>Objectives</b>	<b>Strategies</b>
1. Strive to build sustainability for all programs through increased support, training and technical assistance.	1.1. Host annual in-person training for AmeriCorps Program Directors and staff. 1.2. Host bi-monthly conference calls with AmeriCorps Program Directors and staff. 1.3. Provide training to AmeriCorps members with the annual NMCCV Symposium and participate in other opportunities throughout the year including member training, swearing-ins, and close-of-service events.
2. Facilitate a thorough grants management process inclusive of outreach, technical assistance, assessment and feedback to applicant organizations.	2.1. Evaluate the Commission's grant solicitation and review process to encourage a larger and more diverse group of applicants in NM. 2.2. Ensure that the RFP and Review processes reward the highest quality programs and proposals to achieve excellence in NM service programming. 2.3. Expand the geographic and programmatic reach of National Service programs in NM, particularly in rural and economically- disadvantaged communities. 2.4. Identify and target organizations eligible to apply for national service funding; Conduct a gap analysis of the services provided within the State to determine unmet needs of communities, best practices and how national service and volunteerism could best be used to address unmet local needs. 2.5. Provide information and technical assistance to organizations interested in engaging national service resources. 2.6. Assist with addressing identified program training needs by providing, coordinating or linking to training resources.
3. Maintain excellent stewardship of Commission resources. b. Remain fully compliant with all applicable state and federal regulations ensuring the organization is free of fraud, waste and abuse. c. Ensure that statewide AmeriCorps programs meet program compliance, partnership and impact objectives through monitoring and data collection.	3.1. Provide sub-grantee training and technical assistance. 3.2. Administer sub-grantee risk assessments. 3.3. Assign sub-grantee monitoring plans. 3.4. Perform sub-grantee program monitoring (on-site and desk). 3.5. Perform sub-grantee financial monitoring (on-site and desk). 3.6. Develop sub-grantee handbook.

### ***Goal 5: Increase support for New Mexico's national service members***

NMCCV will create opportunities and focus resources to help New Mexico's service members succeed.

<b><i>Objectives</i></b>	<b><i>Strategies</i></b>
1. Provide resources to help members succeed both during and post-service.	1.1. Provide training and other resources to help members succeed both during and post-service. 1.2. Create New Mexico member network.
2. Strengthen the National Service to employment or education pipeline.	2.1. Help build a talent pipeline in New Mexico that connects AmeriCorps and Peace Corps alumni with employers from the private, public, and nonprofit sectors to create recruitment, hiring, and advancement opportunities.

### ***Goal 6: Increase the number of New Mexicans age 55 and older who are meaningfully engaged in their communities through volunteerism and national service.***

NMCCV will work collaboratively with existing Senior Corps programs and other senior organizations to cultivate new volunteer opportunities for citizens over 55.

<b><i>Objectives</i></b>	<b><i>Strategies</i></b>
1. Encourage and promote volunteerism to New Mexicans who are 55 and older.	1.1. Develop and implement a statewide outreach strategy for the promotion of volunteerism.
2. Develop and strengthen relationships with community partners in NM.	2.1. Share State Service Plan recommendations with relevant state agencies and programs. 2.2. Develop and deliver training programs for leaders and managers of volunteers annually. 2.3. Provide information for AmeriCorps and other national service on the benefits and challenges of multi-generational service. 2.4. Provide technical assistance to encourage an AmeriCorps* State application focusing on Encore service.

# APPENDIX C

## MEASURING PERFORMANCE

### 2016-2018 STATE SERVICE PLAN

#### STRATEGY CHARTS: SERVE AMERICA ACT – PRIORITY FOCUS AREAS

##### *Disaster Services*

**Goal:** NMCCV will help New Mexico’s communities better prepare, respond, recover from and mitigate disasters, and increase community resiliency.

<i>Objectives</i>	<i>Strategies</i>
1. Increase educational outreach focused on the purpose and value of the National Civilian Community Corps (NCCC) and FEMA Corps.	1.1. Build the knowledge base of national service programs. 1.2. Increase the knowledge base of national service programs, state agencies, nonprofits, and other partners or potential partners regarding NCCC and FEMA Corps.
2. Increase disaster assistance provided by the Commission office that results in better preparedness, response, recovery and mitigation efforts by people in the state.	2.1. Explore opportunities to partner with the New Mexico Volunteer Organization Active in Disaster (NMVOAD) and its member organizations to be supportive in long-term recovery efforts after disasters. 2.2. Promote ReadyNM and Citizen Corps, and its related volunteer programs, throughout the state pre-disaster.
3. Increase awareness of the disaster services role in the State Commission.	3.1. Promote training opportunities to stakeholders. 3.2. Ensure disaster services are included in educational presentations about the Commission. 3.3. Ensure that all national service programs with a presence in NM are aware of the Commission’s role in disaster services.

##### *Economic Opportunity*

**Goal:** NMCCV will help determine the best way to provide support and/or facilitate access to services and resources that contribute to the improved economic well-being and security of economically-disadvantaged people.

<i>Objectives</i>	<i>Strategies</i>
1. Promote AmeriCorps and national service in economically disadvantaged communities in NM.	1.1. Develop three-year outreach plan for national service that includes a focus on economically-disadvantaged communities.
2. Encourage, promote, and participate in annual events that promote volunteerism and national service in New Mexico.	2.1. Design and implement a strategy to recognize and celebrate the achievement of volunteers. 2.2. Support volunteer recognition events and activities.
3. Encourage volunteerism to support economic opportunity, especially in economically disadvantaged communities.	3.1. Promote volunteerism that supports economic opportunity through the volunteer center network.

## Education

**Goal:** NMCCV will determine the best way to provide support and/or facilitate access to services and resources that contribute to improved educational outcomes for economically disadvantaged people, especially children.

<i><b>Objectives</b></i>	<i><b>Strategies</b></i>
1. Promote AmeriCorps and national service in economically disadvantaged communities to improve education, especially for children.	1.1. Develop three-year outreach plan for national service that includes a focus on economically disadvantaged communities to improve education.
2. Identify potential AmeriCorps programs in rural or economically disadvantaged communities that focus on improving education for children.	2.1. Programs may be focused on improving school readiness for young children or improving educational and behavioral outcomes of students. 2.2. Engage Commissioners in outreach efforts.
3. Encourage volunteerism that improves educational outcomes, especially in economically disadvantaged communities.	3.1. Promote volunteerism in education through the volunteer center network.

## Environmental Stewardship

**Goal:** NMCCV will determine the best way to provide services that contribute to increased energy and water efficiency, renewable energy use, or improving at-risk ecosystems, and support increased citizen behavioral change leading to increased efficiency, renewable energy use, and ecosystem improvements, particularly in economically-disadvantaged households and economically-disadvantaged communities.

<i><b>Objectives</b></i>	<i><b>Strategies</b></i>
1. Promote AmeriCorps/national service in economically disadvantaged households and communities that result in increased citizen behavioral change in energy and water efficiency, renewable energy use, or improving at-risk ecosystems.	1.1. Develop three-year plan for national service that includes a focus on environmental stewardship in economically disadvantaged households and communities.
2. Identify potential AmeriCorps programs in rural or economically disadvantaged communities that focus on environmental stewardship.	2.1. Programs may be focused on decreasing energy and water consumption, improving at-risk ecosystems, increasing behavioral changes that result in good environmental stewardship, increasing green training opportunities.
3. Encourage volunteerism that focuses on environmental stewardship, especially in economically disadvantaged communities.	3.1. Promote volunteerism in environmental stewardship through the Volunteer Center Services Network.

## Healthy Futures

**Goal:** NMCCV will determine the best way to meet health needs within communities, including access to care, aging in place, and addressing childhood obesity.

Objectives	Strategies
1. Promote AmeriCorps and national service that result in an increase in meeting health needs, especially access to care, aging in place and addressing childhood obesity.	1.1. Develop three-year plan for national service that includes a focus on healthy futures.
2. Identify potential AmeriCorps programs that focus on healthy futures.	2.1. Programs may be focused on increasing seniors' ability to remain in their own homes with the same or improved quality of life for as long as possible; increasing physical activity and improving nutrition in youth with the purpose of reducing childhood obesity, or improving access to primary and preventive health care for communities served by CNCS-supported programs.
3. Encourage volunteerism that focuses on healthy futures, especially in economically disadvantaged communities.	3.1. 3.1. Promote volunteerism in healthy futures through the Volunteer Center Services Network.

## Veterans and Military Families

**Goal:** NMCCV will determine the best way to positively impact the quality of life of veterans and improve military family strength.

Objectives	Strategies
1. Promote AmeriCorps and national service as a means to impact the quality of life of veterans and improve military family strength.	1.1. Develop three-year plan for national service that includes a focus on veterans and military families.
2. Identify potential AmeriCorps programs that focus on veterans and military families.	2.1. Programs may be focused on increasing the number of veterans and military service members and their families served by CNCS-supported programs, and the number of veterans and military family members engaged in service provision through CNCS-supported programs.
3. Encourage volunteerism that focuses on improving the life of veterans and improving the strength of military families.	3.1. Promote volunteerism to support veterans and military families through the Volunteer Center Services Network.



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