

The New Hampshire
State Service Commission

The 2016-2019 New Hampshire
Unified State Service Plan



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(1.0) Executive Summary

Volunteer NH's Mission and Vision:

Volunteer NH promotes the tradition of volunteerism and the ethic of service in New Hampshire. It supports and sponsors National Service initiatives and provides training, recognition, and a central site for volunteers and volunteer programs to strengthen their communities.

Preface:

Volunteer NH (VNH) is a nonprofit organization with a mission to promote volunteerism and the tradition of service in New Hampshire. VNH administers grant funding to the AmeriCorps State programs and serves as a steward to other National Service resources, including AmeriCorps VISTA, Senior Corps and AmeriCorps National Civilian Community Corps (NCCC). Volunteer NH serves as New Hampshire's designated State Service Commission as per the National and Community Service Trust Act of 1993.

The Corporation for National and Community Service (CNCS) requires every State Service Commission throughout the country to design and develop a three year Unified State Service Plan. The purpose of the State Service Plan is to create a set of priorities which the State Service Commission will use when deciding how to allocate National Service resources for the following three years. As the New Hampshire State Service Commission, VNH is strongly committed to promoting volunteer service across the state and to acting as stewards of the National Service funds provided to NH by the CNCS. In addition to setting priorities, the State Service Plan is intended to establish goals and strategies that directly respond to the identified priorities. To address the most critical needs of the state, CNCS mandates that the priority areas should be identified with public participation in order to guarantee that the priority areas are an inclusive reflection of the real critical needs of the state.

Committed to the charge put forth by CNCS, VNH planned and facilitated several roundtable discussions and provided the general public with an opportunity to participate in an online and in-person survey that focused on identifying the critical priority areas throughout New Hampshire. These efforts resulted in diverse statewide input.

As expected, there were some differences in the input given throughout the state, as the populations included many different age groups, ethnicities and backgrounds.

- **In Concord**, the top priority areas identified by two roundtable sessions were ranked as follows: education and mentoring, drug abuse and mental health, transportation for veterans and individuals with disabilities, and older adults.¹
- **In Portsmouth**, the top areas as identified were ranked as follows: transportation, mentoring and afterschool programs, senior adult support services.²
- **Lebanon** placed job training and skill development as the top need, followed by drug abuse and mental health, and rural transportation services.³
- **The Service Alliance** (which is made up of all National Service programs in NH) roundtable meeting was distinct in that it was the only meeting to identify affordable housing a top need. The top needs as identified by the Service Alliance were ranked as follows: transportation, affordable housing, mentoring and afterschool tutoring programs.⁴
- **The online survey responses** yielded results that were consistent with the five roundtable meetings, with exception of identifying older adult, individuals with disabilities, and veteran services as a top ranked need. The survey responses ranked as follows: older adult, individuals with disabilities, veteran services, mentoring and afterschool programs, along with drug abuse, mental and emotion health needs.⁵
- The response to the **in-person survey** was also consistent with what was identified by the five roundtable meetings and the online survey response. Skill training, mentoring, and afterschool programs were ranked as the top needs. Drug abuse, emotional and mental health services, and transportation followed.⁶

Final Results:

The final results (with input gathered from over 400 individuals) were an example of a diverse body of public input. Volunteer NH worked to ensure broad, statewide engagement in the process of determining the areas of need that should be prioritized as follows⁷:

- 1. Education, Mentoring, Skill Development, and Afterschool Programing**
- 2. Drug Misuse, Mental Health, and Emotional Health**
- 3. Transportation Services for Veterans, Older Adults and Individuals with Disabilities**

¹ See Figure 1.1

² See Figure 1.2

³ See Figure 1.3

⁴ Se Figure 1.4

⁵ See Figure 1.5

⁶ See Figure 1.6

⁷ See Figure 1.7

(2.0) Ongoing Program Focus Area Efforts

Collaboration with Other Corporation Grantees

Volunteer NH collaborates with CNCS grantees. The best example of this collaboration is in the creation of the NH Service Alliance. The NH Service Alliance was developed to assist National Service programs in the state, and over the years it has become essential to coordinating activities and events. The Service Alliance meetings are convened by Volunteer NH bi-monthly to include any program funded by CNCS. Attendance is generally between 15-25 people and participants are from the CNCS State Office as well as the Program Directors of VISTA, AmeriCorps State, and Senior Corps programs. They work together to accomplish the State Service Plan goals and to develop joint training and service day opportunities. The meetings include time for CNCS and program updates as well as subgroup work in outreach & education, disaster planning, and training.

Disaster Preparedness and Response

As Volunteer NH has been given the task of coordinating volunteers and resources in the event of a disaster, it has partnered with the following in regards to Disaster preparedness and response.

- *Citizen Corps/CERT (Community Emergency Response Team):* Volunteer NH has continuously administered the Citizen Corps Program since 2004 and has trained more than 6,000 NH citizens in the FEMA SM-317 CERT course. Over the twelve years, the program has grown to include over 30 Citizen Corps Councils and 50 CERT programs. These groups have responded to every local, regional, or statewide disaster, and have logged thousands of hours of response and recovery hours.
- *NH Voluntary Organizations Active in Disaster (VOAD):* VNH coordinates 40 various service organizations which make up the NHVOAD. As the coordinating body, VNH maintains and shares each organizations capability among the group and with the State Emergency Management team. Four times per year the NHVOAD organizations come together to discuss challenges, strategies, asset management and personnel changes. As an integral part of the State's Emergency Operations Plan, VNH is the designated lead to coordinate and manage Emergency Support Function Volunteers & Donations.
- *The New Hampshire Disaster Animal Response Team (NHDART):* Since coming to Volunteer NH in 2012, NHDART has deployed team members to several declared disasters, trained over 300 volunteers in basic animal sheltering and behavior patterns, collaborated with the Humane Society and SPCA for trainings, and strategically trained a stand-alone team in North Conway that specializes in large animal rescue. As a result of VNH's collaboration with CERT and other volunteer response programs, NHDART has

enabled shelters to better serve the needs of the whole community before, during, and after disasters.

- *State Emergency Preparedness Conference:* Volunteer NH works to assist the planning and implementation of this annual conference for emergency service volunteers and professionals. The planning is done with a series of partners, including NH Department of Health and Human Services, NH Department of Safety, NH Department of Environmental Services, NH Department of Resources & Economic Development, Community Health Institute/JSI, NH Health Officers Association, NH Hospital Association, Public Health Network Coordinators, NH Public Works Mutual Aid, NH Building Officials Association, NH National Guard, and representatives from New Boston CERT, HealthTrust, and the Town of Boscawen.

Governor's Conference on Volunteerism

Volunteer NH, in partnership with the Governor's office, hosts the annual Governor's Conference on Volunteerism. 2016 marked the 33rd year of this highly regarded conference. The conference provides a day of training and education to more than 250 volunteer-programming managers, and also provides an opportunity to network with peers. The conference educates, enhances skills and provides professional development that will support and strengthen New Hampshire's volunteer programs and increase rates of volunteerism.

Spirit of NH Awards

The Spirit of NH Awards is Volunteer NH's annual statewide recognition program. The awards celebrate the outstanding contributions of volunteers, and provide examples of service for aspiring volunteers. In the past five years, the Awards have recognized more than 5,000 individuals and volunteer programs, and more than 700 people attended the awards ceremony each year. In 2009, VNH introduced the Community Pillar Award. This is an award for a New Hampshire business leader who embodies the spirit of service, and encourages others to serve. This event brings VNH closer to volunteerism in the private sector, and facilitates the development of partnerships between VNH and leaders in philanthropy and corporate volunteerism.

National Days of Service

Volunteer NH, in partnership with the Service Alliance, holds three days of service over the year.

- *Martin Luther King Jr. National Day of Service:* Prior to the service day, AmeriCorps State, VISTA members, and Senior Corps volunteers host a collection drive for items most needed by the homeless population – such as dental hygiene products, socks, and outerwear. In January, AmeriCorps and VISTA members from across the state come

together to listen to guest speakers and to sort and bag the collected donations for distribution to organizations across the state (homeless resources centers, emergency housing facilities, etc.).

- *AmeriCorps Week*: Usually held in March, NH AmeriCorps and VISTA Programs (with the coordination of VNH's Service Alliance) come together for a day of service projects throughout the state.
- *9/11 Day of Service and Remembrance*: VNH works closely with Granite United Way to coordinate events for its Day of Caring service program. It is an opportunity for members to serve alongside other volunteers, raising awareness of AmeriCorps activities in the state, and building connections with new partners.

(3.0) New and/or Special Initiatives

Get Connected

Starting in January of 2016, VNH launched Get Connected, its new and improved online volunteer matching database. Any NH 501c3 nonprofit can sign up and put out requests for volunteers and any NH citizen can sign up as an individual to volunteer. People looking to serve can choose by location, organization, or organization focus (such as animals, disaster relief, etc.). As of July 2016, there are over 470 nonprofits and over 6,000 users.

Ready Corps

In September 2015, VNH kicked off its newest program, Ready Corps. Based on CNCS priorities, Ready Corps is currently comprised of all AmeriCorps State members, as well as some VISTA members. They have been trained in American Red Cross's Shelter Fundamentals Course. During a declared disaster, these 150 newly trained shelter operators will become a very significant force multiplier in manning regional shelters. During the next phase of Ready Corps, VNH will begin to incorporate more VISTA and Senior Corps members to provide specific tasks based on their current skill sets or identified disaster needs. Ready Corps is Volunteer NH's equivalent to the Corporation's Disaster Response Team.

(4.0) Senior Service and Volunteerism Plan

Plan to expand the volunteer base for granite state citizens age 55+ and to further develop strategies to enhance the level of volunteer engagement from senior citizens.

Strategies and Goals

- Work with the NH CNCS State office, meet with NH Bureau of Elderly and Adult Services to identify volunteer needs and recruitment opportunities for adults aged 55+, and recommend that the Bureau take specific action to better engage senior Granite State residents in service
- Work with business and nonprofit partners such as AARP, SCORE, Tri-State Learning Collaborative on Aging to identify opportunities for expanded volunteer engagement and development for adults 55+
- Conduct outreach to non-profits, New Hampshire Department of Education, other state agencies and institutions of higher education to develop a list of volunteer positions to connect adult 55+ volunteers
- Encourage the use of Get Connected software to adults 55+ looking for volunteer opportunities, nonprofits looking to engage older adults, and nonprofits serving older adult populations
- Encourage and recommend the use of adults 55+ in existing and new national service programs
- Support meetings, training, grant opportunities, expansion and collaboration opportunities for Senior Corps programs
- Work with CNCS State Office Partners to Increase effective volunteer management practices at Senior Corps host sites through training, technical assistance, and resource sharing through the service alliance and Governors Conference on Volunteerism
- Expand strategies for engaging older adults through events such as the Governor's Conference on Volunteerism and other training opportunities for volunteer managers
- Explore new funding and programmatic resources to support opportunities for adults 55+ to serve
- Increase awareness of the service of adults aged 55+ in service through the Spirit of NH Awards and traditional and social media outlets

- Use national service in creative ways, such as prioritizing AmeriCorps program models that utilize members age 55+, using AmeriCorps VISTA resources to build capacity of Senior Corps programs, or expanding the efforts of existing Senior Corps programs via AmeriCorps funding

(5.0) 2016-2019 STATE SERVICE PLAN

Priority Area 1

Education -- Skill Development, Mentoring, and Afterschool Programing

Goal 1.1

- **Increase National Service resources and volunteer support to programs that serve New Hampshire youth, with a particular focus on mentoring for academic engagement, career planning and college access**

Institutional Strategies

1. Research NH organizations that offer mentoring services and conduct outreach to connect them with National Service and other appropriate resources
2. Devote National Service program members to programs that provide mentors to youth
3. Develop and support National Service programs that focus on career building and college preparation mentorship
4. Raise awareness regarding the importance of mentoring as it relates to a child's wellbeing by highlighting relevant service through social media and recognition events
5. Engage volunteers to mentor youth
6. Support programs that teach life skills

Board Strategies

1. Engage existing business contacts and partners to develop business mentoring opportunities for students
2. Reach out to guidance counselors and career advisors at high schools and colleges to recruit for National Service

Goal 1.2

- **Increase National Service resources and volunteer support to programs that engage students and raise academic performance levels**

Institutional Strategies

1. Devote National Service resources to programs focused on early childhood education
2. Devote National Service resources to programs focused on afterschool programs and tutoring
3. Develop and support programs that offer afterschool programming and that offer tutoring and other support services designed to engage “at risk” youth
4. Support programs that promote STEM (Science Technology, Engineering and Math) education development and provide educational opportunities to NH youth

Board Strategies

1. Engage existing business and education coalition partners to recruit volunteers for tutoring, afterschool programming, and mentoring
2. Develop a more thorough understanding of AmeriCorps and National Service resources in order to deliver elevator speeches to contacts and potential partners

Goal 1.3

- **Increase National Service resources and volunteer support to programs that serve New Hampshire youth with a particular focus on increasing the number of job-ready youth who graduate from high school or trade schools**

Institutional Strategies

1. Research programs that offer job training, skill development, and apprenticeship services to NH youth and conduct outreach to connect them with National Service and other appropriate resources
2. Support the development of job training and skills development programs for youth with National Service and other volunteer resources
3. Work towards engaging businesses that provide internship or apprenticeship opportunities for students

Board Strategies

1. Engage business contacts and partners to develop internship and skill based training opportunities for students
2. Partner with business volunteer groups in order to develop business mentor opportunities for students interested in business related careers

Outcomes

Students in the Granite State face many challenges that impact their educational experience and ultimately impact their academic success. To assist in their success, VNH will focus resources on addressing the needs of mentoring, afterschool programming, tutoring, and job training and skill development. By directing National Service resources towards targeted programs, VNH will create the supports needed to increase the number of students who have work experience and skills necessary for employment.

Priority Area 2

Substance Misuse and Emotional and Mental Health

Goal 2.1

- **Increase National Service resources and volunteer support to programs that work to reduce the number of individuals who suffer from substance misuse in New Hampshire, with a concentration on prevention**

Institutional Strategies

1. Research NH organizations that offer services to help prevent and treat drug misuse and addiction and conduct outreach to connect them with National Service and other appropriate resources
2. Engage National Service members and volunteers to serve with prevention programs and/or those who are suffering from substance misuse
3. Support preventative education programs that teach the consequences, signs of, and dangers of, substance misuse and offer resources to families and friends to get assistance
4. Devote National Service resources to support programs that offer rehabilitation and treatment service for those suffering from substance misuse and/or provide substance misuse prevention and other intervention services

Board Strategies

1. Develop mental health first aid trainings for AmeriCorps members working with children who potentially suffer from substance misuse related issues or mental health related issues
2. Develop a more thorough understanding of Volunteer NH's work surrounding the delivery of services to those suffering from substance misuse related problems and mental health related problems
3. Develop elevator speeches concerning the work that Volunteer NH is engaged in regarding the delivery of National Services resources to organizations working with individuals suffering from substance misuse and mental health related issues

Goal 2.2

- **Increase National Service resources and volunteer support to programs that deliver services that help with prevention of substance misuse throughout New Hampshire, with a concentration on developing resources to care for those suffering from substance misuse**

Institutional Strategies

1. Support efforts to develop programs that provide treatment and/or rehabilitation care services to those suffering from substance misuse
2. Devote National Service members to organizations that offer treatment, rehabilitation, and prevention care services to those suffering from substance misuse to help with program development, capacity building, sustainability and direct service needs

Board Strategies

1. Recruit board members with a background in delivering services to those suffering from substance misuse related problems
2. Recruit board members with a background in delivering services to those suffering from mental health related problems

Goal 2.3

- **Increase National Service resources and volunteer support to programs which provide psychological, emotional and mental health services**

Institutional Strategies

1. Research programs that offer psychological, emotional and mental health services and conduct outreach to connect them with National Service and other appropriate resources
2. Devote National Service resources and volunteers to organizations that offer psychological, emotional and mental health services
3. Devote National Service resources and volunteers to organizations that provide trauma support services to veterans, victims of domestic violence, and to children from broken families
4. Devote National Service resources and volunteers to organizations that provide family-based counseling services, relationship-based counseling services, and healthy decision based counseling services

Board Strategies

1. Engage potential mental health and substance misuse related partners for the purposes of developing trainings and other programs that address mental wellness and substance misuse prevention

Outcomes

VNH will offer critical support by directing National Service funds to programs designed to address drug awareness, prevention and misuse issues, and mental health needs in New Hampshire. Volunteers and National Service members will provide resources to the organizations for the purpose of building their capacity to serve more people.

Priority Area 3

Transportation-- Veterans, individuals with disabilities, and older adults

Goal 3.1

- **Increase National Service resources and volunteer support to programs that offer transportation services to Veterans, individuals with disabilities, and older adults.**

Institutional Strategies

1. Devote National Service resources to organizations that intend to develop transportation-related programs or that already offer transportation services to

veterans, so that those programs can grow their volunteer driver pool and, thereby, provide transportation to more people.

2. Engage National Service members and volunteers to:
 - a. Grow the volunteer driver base by recruiting and engaging volunteers who can offer transportation services.
 - b. Engage in outreach and in networking to transportation service providers.
 - c. Help transportation provider organizations with advertising, capacity building, and sustainability

Board Strategies

1. Engage organizations that deliver services to those who have transportation needs in order to identify where volunteer and National Service resources are most needed
2. Spread awareness about organizations that provide transportation resources and services
3. Partner with WMUR to create public service announcements focused on recruiting volunteer drivers
4. Engage business contacts and partners in order to raise funds for mileage reimbursement for Senior Corps programs that deliver transportation services

Outcomes

By devoting National Service resources to programs that provide transportation services, VNH will reduce the number of veterans, individuals with disabilities, and older adults who have no access to transportation. Mobility and the general health of veterans, individuals with disabilities, and older adults will be impacted directly by the assurance that transportation services for doctor visits, grocery store trips, and driving to work or other appointments is available for them.

(6.0) Governor Approval



Chris Sununu, Governor State of New Hampshire

(7.0) State Office Approval

The CNCS State Office in NH is committed to aiding in the execution of the Unified State Service Plan and will assist with working on the goals set within the plan, leveraging VISTA and Senior Corps resources, and conducting meeting and conference calls with grantees, to encourage volunteer recruitment and placement in the priority areas.

(8.0) Conclusion

VNH has developed a three-year Unified State Service Plan (2016-2019), that seeks to effectively respond to the identified unmet critical needs, and prioritized them based on data collected from roundtable discussions, online and in-person surveys. The 2016 Unified State Service Plan has outlined a series of goals and strategies that VNH will use to make decisions and develop plans for New Hampshire's National Service resources. VNH will encourage the volunteer community to engage with these priorities as well.

(9.0) Index

Figure 1.1

Concord Results

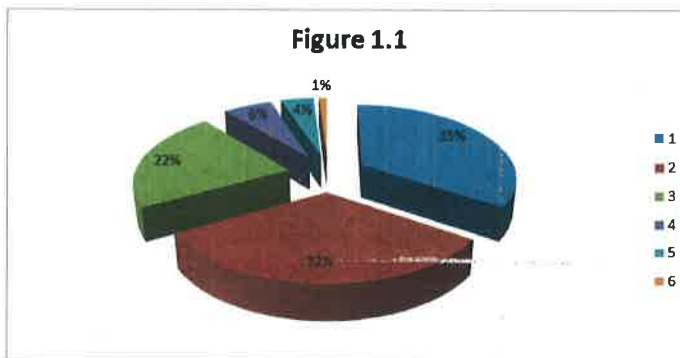
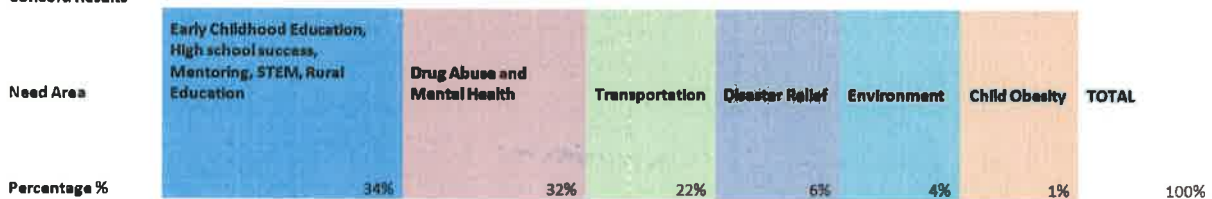


Figure 1.2

Portsmouth Results

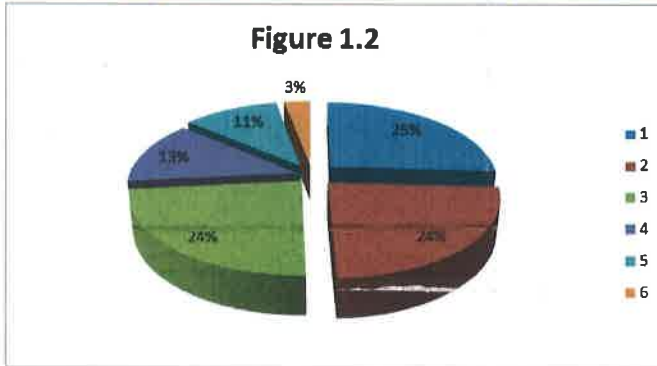
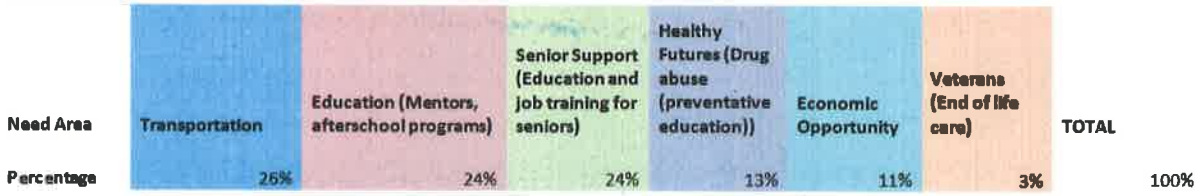


Figure 1.3

Lebanon Results

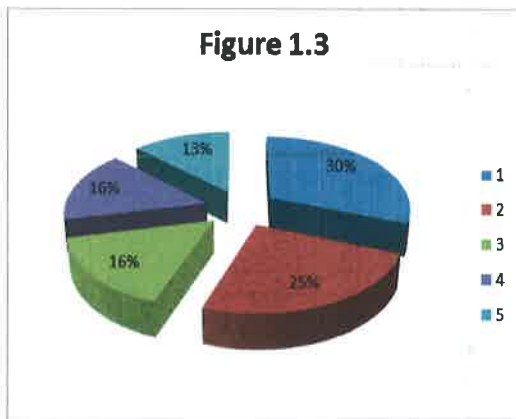


Figure 1.4

Service Alliance Results

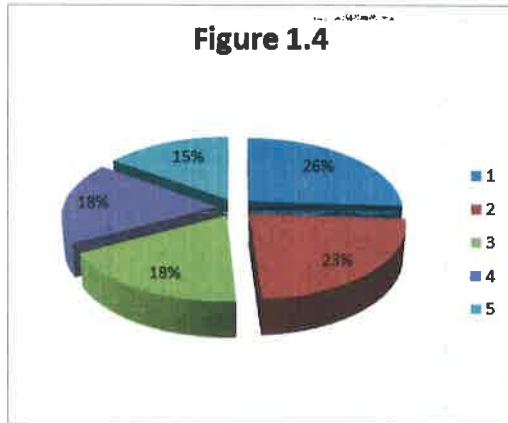
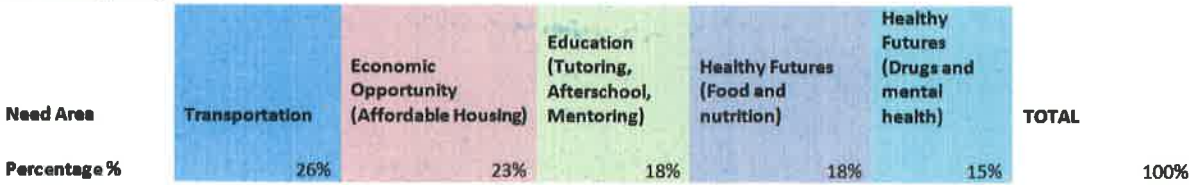


Figure 1.5

Online Survey Response

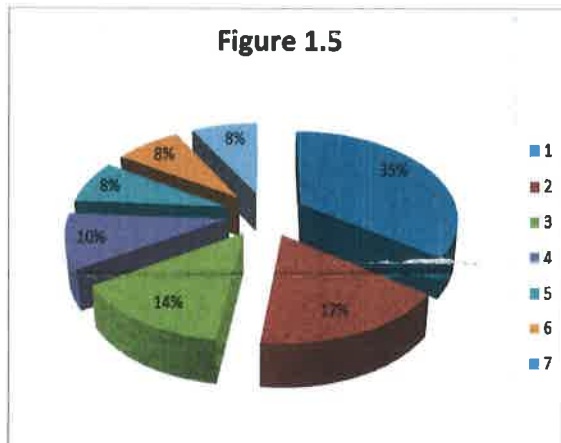
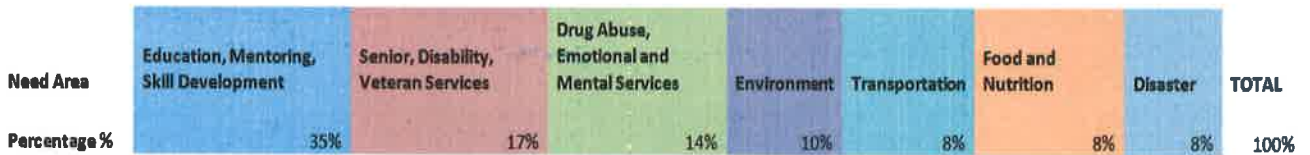


Figure 1.6

Governor's Conference Survey Response



Figure 1.6

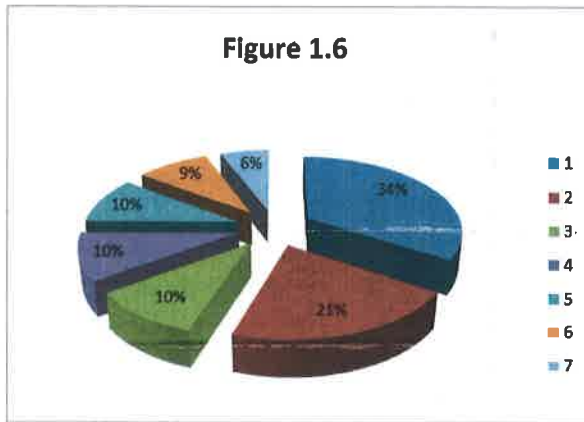


Figure 1.7

Total Survey Responses from Roundtables, Online Survey, and Governor's Conference

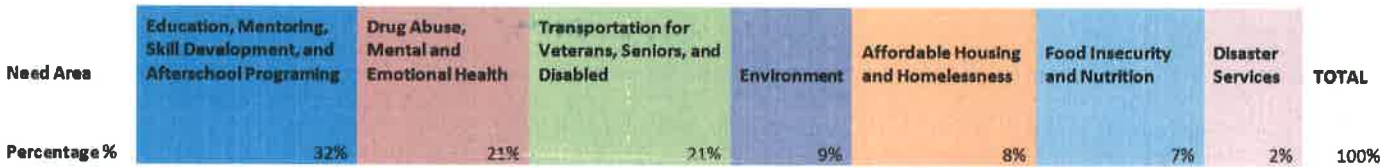


Figure 1.7

