EXECUTIVE SUMMARY

VOLUNTEER NH’S MISSION AND VISION:

Volunteer NH promotes volunteerism and the tradition 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 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. Additionally, 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 critical needs of the state. As the New Hampshire State Service Commission, Volunteer NH is committed to promoting volunteer service across the state and to acting as stewards of the National Service funds provided to NH by the CNCS.

Committed to the charge put forth by CNCS, Volunteer NH 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. In addition, Volunteer NH planned and facilitated round table meetings in Berlin, Lebanon, Portsmouth, Manchester, and Concord, where partners and the general public were invited to come and weigh in on identifying the top unmet needs in their communities. These efforts resulted in diverse statewide input.
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Conclusion
In Concord, the top priority areas identified by two round table sessions were ranked as follows:

**Top needs identified:**
- Workforce housing
- Workforce development
- Education - mentoring

In Manchester, the top priority areas identified by two round table sessions were ranked as follows:

**Top needs identified:**
- Transportation
- Education
- Workforce development

In Portsmouth, the top priority areas identified in one public round table sessions were ranked as follows:

**Top needs identified:**
- Mental health/substance misuse
- Education
- Transportation
In Berlin, the top priority areas identified in one public round table session were ranked as follows:

**Top needs identified:**
- Substance misuse
- Affordable housing
- Workforce development

In Lebanon, the top priority areas identified in one public round table session were ranked as follows:

**Top needs identified:**
- Transportation
- Substance misuse
- Housing - affordable housing + workforce housing

In the Service Alliance, the top priority areas identified in one public round table sessions were ranked as follows:

**Top needs identified:**
- Substance misuse
- Affordable housing
- Workforce development
SURVEY RESULTS:

Volunteer NH collected data via an online survey that was sent out throughout the state and taken by over 350 individuals. The online survey responses yielded results that were consistent with the round table meetings, with exception of identifying veterans related needs as a top concern.

The survey responses were organized into two parts, with the first part of the survey asking to rank the following priority areas: Education, Economic Opportunity, Healthy Futures, Veterans, Disaster Services, and the Environment. The top ranking priority areas from the first section were as follows: Education, Economic Opportunity, and Healthy Futures. In the second part of the survey, individuals were asked to specifically list specific unmet needs that fall within the priority area categories that they previously ranked. After measuring and weighing all of the responses, it was clear that the top need mentions were Economic Opportunity, the Substance Misuse & Mental Health, and Education.

RANKING OF THE PRIORITY AREAS:

The chart shows the raw count of the total number of rank 1, 2 or 3 responses each category received.

Top Results:
- Education
- Economic opportunity
- Healthy futures

OVERALL NUMBER OF MENTIONS:

The chart displays the overall number of mentions of each of the categories in the open response section of the survey.

Top Results:
- Economic opportunity
- Substance misuse & mental health
- Education
The final results, with input gathered from over 450 individuals yielded a diverse response pool with regions from around the state being represented. Volunteer NH worked to ensure broad, statewide engagement in the process of determining the areas of need that should be prioritized as follows:

**Priority Area 1:** Economic Opportunity - Affordable Housing, Workforce Development, Transportation & Food Insecurity

**Priority Area 2:** Healthy Futures - Substance Misuse & Mental Health

**Priority Area 3:** Education - After-School Programming, Access to Higher Education and Training, Emotional Support

**BREAKDOWN OF THE TOP PRIORITY AREAS:**

**ECONOMIC OPPORTUNITY:**

The chart displays the overall number of mentions of each of the sub-categories under Economic Opportunity in the open response section of the survey.

**Top Results:**

- Affordable housing
- Job training
- Transportation
- Food inequality

**HEALTHY FUTURES:**

The chart displays the overall number of mentions of each of the sub-categories under Substance Misuse & Mental Health in the open response section of the survey.

**Top Results:**

- Substance misuse
- Mental health

**EDUCATION:**

The chart displays the overall number of mentions of each of the sub-categories under Education in the open response section of the survey.

**Top Results:**

- General funding and support
- Before & after-school programs
- Higher education access & Trade school access
ONGOING PROGRAM FOCUS AREA EFFORTS

COLLABORATION WITH OTHER CORPORATION GRANTEES

Volunteer NH collaborates with CNCS grantees most notably through 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 and include any program funded by CNCS. Attendance is generally between 15-25 people including participants 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 SERVICES

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

Voluntary Organizations Active in Disaster (VOAD): Volunteer NH coordinates 40 various service organizations which make up the NHVOAD. As the coordinating body, Volunteer NH 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, Volunteer NH is the designated lead to coordinate and manage Emergency Support Function Volunteers & Donations.
DISASTER PREPAREDNESS AND RESPONSE

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.

GOVERNORS CONFERENCE ON VOLUNTEERISM

Volunteer NH, in partnership with the Governor’s office, hosts the annual Governor’s Conference on Volunteerism. 2019 marked the 36th year of this highly regarded conference. The conference provides a day of training and education to more than 400 volunteer-programming managers, volunteers, and service members, 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. In addition, Volunteer NH added the Northeast National Service Conference to Governors Conference in 2018, making it a two day conference.

SPIRIT OF NH AWARDS

The Spirit of NH Awards is Volunteer NH’s annual statewide recognition event. The awards celebrate the outstanding contributions of volunteers and provide examples of service for aspiring volunteers. In the past five years, the Spirit of NH Awards have honored more than 5,000 individuals and volunteer programs, and more than 700 people attend the ceremony each year. In 2009, Volunteer NH introduced the Community Pillar Award to recognize organizations and individuals who have demonstrated continuity of service to their community and the state of New Hampshire. Community Pillar Award recipients are known for their extended years of good works, whether it be through their charitable efforts, volunteerism, or public service, and they inspire others to emulate this high standard.
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.

- 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: Volunteer NH 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.

NEW AND SPECIAL INITIATIVES

GET CONNECTED

Starting in January of 2016, Volunteer NH launched Get Connected, its new and improved online volunteer matching database. Any NH 501(c)3 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 find opportunities by location, organization, or focus area (such as animals, disaster relief, etc.). In 2017, and in partnership with WMUR, Volunteer NH launched a statewide campaign for service and volunteerism. As a result of that campaign, there are now 688 nonprofit agencies using Get Connected to post volunteer needs, with over 350 active volunteer opportunities available, and over 11,000 volunteer users with an account on Get Connected.
NEW PROGRAMS AND NEW FUNDING

Volunteer NH has worked hard to develop new AmeriCorps programming that addresses the top needs identified by the public. In 2016 and 2017 Volunteer NH received program development funds from the Corporation for National and Community Service. As a result of that funding, Volunteer NH cultivated new relationships with nonprofits and government partners from across the state addressing issues such as the substance misuse, mental health, childhood wellness, and mentoring. From these collaborative efforts Volunteer NH was able to successfully support the creation of four new AmeriCorps programs in the state:

**Community Resource Corps** - This new program was created in partnership with Dartmouth Hitchcock with a focus on having AmeriCorps members serve in a community health worker capacity, supporting individuals recovering from substance misuse with WRAP around services such as access to food services, housing services, mental health counseling, transportation services, etc.

**Recovery Corps** - This Harbor Homes program has AmeriCorps members providing services that support the recovery of substance users in the Greater Nashua, New Hampshire area and in eight Recovery Community Organizations throughout NH. AmeriCorps members serving in the Recovery Corps are striving to help individuals seek, access, and maintain treatment and recovery services on their journey to recovery.

**Granite State Service Corps** - The Granite State Service Corps of Goodwill Industries of Northern New England program main focus is to prevent child abuse and to support youth that have been impacted by child abuse and/or the foster care system, mentor youth, provide parenting classes, and support foster youth aging out of foster care in schools, after school programs and family resource centers throughout New Hampshire.

**Lakes Region Conservation Corps** - The Squam Lakes Association program focus is on using AmeriCorps members to conduct conservation work on trails, waterways, public lands, and natural areas in the Lakes Region of New Hampshire. AmeriCorps members serving in the program are responsible for 112 miles of trails, 50 acres of public land and lake bottom improved through invasive plant removal, and 50 facilities and access points repaired or improved.
UNIFIED STATE SERVICE PLAN

2019

VOLUNTEER GENERATION FUND

In 2017, Volunteer NH successfully applied for CNCS funding through the Volunteer Generation Fund grant. The main focus of the grant funding is to enhance volunteerism and service throughout the state by building stronger volunteer programming and systems. In addition, the grant is designed to support the development of more efficient volunteer recruitment and retention strategies by offering skilled training to nonprofit managers and volunteer managers. Volunteer NH has used the VGF to launch several new initiatives in partnership with the New Hampshire Center for Nonprofits, The Granite United Way, and WMUR. One of the main initiatives, The Call to Service Campaign, was initiated in 2017 and was originally intended to boost volunteerism by increasing the number of volunteer users and nonprofit agency profiles present on Get Connected. At the start of 2017, there were 483 nonprofit agency profiles posting volunteer opportunities, and there were 7000 individual volunteer users. Currently there are 688 nonprofit agency profiles posting volunteer opportunities and there are over 11,000 volunteer users. In just two years, we have added more than 200 nonprofits to Get Connected and added over 5000 volunteers!

HIGH IMPACT VOLUNTEER ENGAGEMENT PROGRAM

In 2018, the High Impact Volunteer Engagement (HIVE) initiative successfully completed its first cohort year under the direction of the NH Center for Nonprofits and supported by Volunteer NH. The HIVE program is an intensive one-year cohort-based program that offers staff and volunteer leaders the opportunity to explore the latest trends and best practices in volunteer engagement. In addition, the program supports organizations in piloting one strategic innovation in volunteer engagement that will measurably build capacity. The program has been a real success on several different metrics for enhancing volunteer engagement and recruitment in NH:

- Every year, at least 10 nonprofit organizations participated in the HIVE cohort.
- 100% of participating organizations demonstrated improvement in 3 or more areas of volunteer management and capacity indicators.
- 100% of participants indicated that the project helped them increase their ability to engage skilled volunteers, with 27% indicated that the project greatly increased their organization’s ability to effectively engage skilled volunteers.
- 93% of participants reported that the HIVE initiative helped them gain knowledge, skills, and resources that will enable them to build organizational capacity.
- 109 skilled volunteers were successfully recruited by participants, serving 2,681 hours to help implement the HIVE cohort’s projects. This surpassed the goal of 30 skilled volunteers serving 2,000 hours of service time.
2019

VETERANS AND SENIORS SERVICE PLAN

SENIOR PLAN

STRATEGIES AND GOALS

• Work with the NH CNCS Regional 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.
2019

VETERANS AND SENIORS SERVICE PLAN

SENIOR PLAN

• 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

VETERAN PLAN

STRATEGIES AND GOALS

• Increase National Service resources dedicated to development of new volunteer and service programs that serve New Hampshire’s veterans, with a particular focus on homelessness, healthcare, counseling and transition services

• Engage with local nonprofit and government leaders to develop strategic networks necessary for development of new veterans-specific programming

• Research and engage current National Service programs focusing on veteran's services to develop program planning strategies in New Hampshire

• Devote National Service members to organizations that serve veterans to help with program development, capacity building, sustainability and direct service needs
2019-2022 STATE SERVICE PLAN

PRIORITY AREA 1: ECONOMIC OPPORTUNITY - AFFORDABLE HOUSING, WORKFORCE DEVELOPMENT, TRANSPORTATION & FOOD INSECURITY

GOALS:
1. Increase National Service resources and volunteer support to programs that serve New Hampshire youth transitioning out of high-school, with a particular focus on career planning, college access, and job readiness.
2. Increase National Service resources and volunteer support to programs that are working to provide affordable housing and/or provide sheltering services to those in need.
3. Increase National Service resources dedicated to development of new volunteer and service programs that provide transportation assistance to those in need.
4. Increase National Service resources and volunteer support to programs that provide food services to those who are food insecure, and are working to alleviate hunger in New Hampshire.

STRATEGIES:
1. Engage with local business leaders and educators to develop strategic networks necessary for development of new workforce ready programming.
2. Engage with current workforce ready and skill building National Service programs to strategically develop program planning in New Hampshire.
3. Develop and design National Service programming and volunteer service programming that focuses on financial literacy for disadvantaged youth.
4. Research and engage current National Service programs focusing on housing services and transportation services to develop program planning strategies in New Hampshire.

OUTCOMES:
There are regions of the state that face serious transportation and affordable housing issues. Volunteer NH will focus its resources to helping to address those needs, along with workforce development and food scarcity needs. Through these efforts, Volunteer NH will use National Service resources and volunteer resources to decrease the effect these issues currently have on vulnerable populations.
PRIORITY AREA 2: HEALTHY FUTURES - SUBSTANCE MISUSE & MENTAL HEALTH

GOALS:

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 and awareness.
2. Increase National Service resources and volunteer support to programs that deliver intervention and treatment services to those suffering from substance misuse.
3. Increase National Service resources and volunteer support to programs that provide psychological, emotional and mental health services.
4. Increase National Service resources and volunteer support to programs that offer services to vulnerable children impacted by parental substance misuse.

STRATEGIES:

1. Devote National Service resources and volunteers to organizations that provide trauma support services to veterans, victims of domestic violence, and to children from families in crisis.
2. Ensure that current New Hampshire National Service programs are supported and equipped with the tools to successfully coordinate efforts that help those struggling with substance misuse.
3. 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.
4. 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.

OUTCOMES:

Volunteer NH 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.
GOALS:

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.
2. Increase National Service resources and volunteer support to programs that engage students and raise academic performance levels.
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.
4. Increase National Service resources and volunteer support to program efforts addressing bullying, emotional and mental health, and mentoring.

STRATEGIES:

1. Develop National Service summer AmeriCorps Affiliate programs specifically designed for high school students who need to fulfill a certain number of volunteer and service hours for graduation.
2. Engage public school administrators regarding the use and advertisement of Get Connected for school volunteer and service projects.
3. Support programs that promote STEM (Science Technology, Engineering, and Math) education development and provide educational opportunities to NH youth.
4. Devote National Service resources to programs focused on after-school programs and tutoring.
5. Support the development of job training and skills development programs for youth with National Service and other volunteer resources.

OUTCOMES:

Volunteer NH will focus resources on addressing the needs of mentoring, after-school programming, tutoring, job training and skill development. By directing National Service resources towards targeted programs, Volunteer NH will create the supports needed to increase the number of students who have work experience and skills necessary for employment.
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.

Volunteer NH has developed a three-year Unified State Service Plan (2019-2022), that seeks to effectively respond to the identified unmet critical needs, and prioritized them based on data collected from round table discussions, online and in-person surveys. The 2019 Unified State Service Plan has outlined a series of goals and strategies that Volunteer NH will use to make decisions and develop plans for New Hampshire’s National Service resources. Volunteer NH will encourage the volunteer community to engage with these priorities as well.

Thank you to all who volunteer. Your service is an inspiration to us at Volunteer NH and to the citizens of our great state!