

Corporation for National and Community Service
Minutes of the Board of Directors Meeting
December 17, 2013
9:00 a.m. – 9:51 a.m., EST

The Board of Directors convened in Washington, D. C. The following members of the Board were present:

Laysha Ward, Chair

Lisa Garcia Quiroz

Hyepin Im

Matthew McCabe

Phyllis Segal

Chair's Opening Remarks

Board Chair, Laysha Ward, opened the meeting by welcoming those in the room and those who were joining by telephone. Ms. Ward noted that the October Board meeting was cancelled due to the Government shutdown. The Board conducted a retreat last evening by teleconference and today's public meeting is also by teleconference. Ms. Ward said that joining the Board today by telephone are Lisa Garcia Quiroz and Phyllis Segal. On behalf of the Board, Ms. Ward invited members of the public in attendance to comment on the business of the Board at the end of the meeting. She indicated that anyone wishing to do so should sign up so that the Board can adjust the agenda accordingly.

Ms. Ward gave a quick overview of the agenda for the meeting. She said she would provide opening remarks and introductions and then summarize the Board's most recent work. Next, Ms. Ward would ask Phyllis Segal to provide an update on the Oversight Governance and Accountability Committee. Then in lieu of the other committee reports, Ms. Wendy Spencer, the CEO, will speak to both the program updates and the external affairs outreach. Following that, the Board would approve the minutes from the last Board meeting and the Board would then close with an opportunity for any public comments.

Ms. Ward provided remarks beginning with a few words of thanks to the other Board members for sharing their time, talent, and their insights to help strengthen national service. Ms. Ward noted that this Board meeting was her last official meeting as Chair of the CNCS Board of Directors.

Next, Ms. Ward expressed the Board's gratitude to CNCS staff, who continued to display great skill and commitment during another very busy period for the Agency. Finally, Ms. Ward thanked the national service programs and participants who continue to do vitally important work on the ground serving the communities to improve the lives of everyday citizens.

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Ms. Ward commented on what the Agency accomplished since she joined the Board in 2008. Among the accomplishments noted by Ms. Ward were funding from the Recovery Act for AmeriCorps; the passage of the Edward M. Kennedy Serve America Act; launching United We Serve; the enactment of the five-year strategic plan; the establishment of the Mayor's Day of Recognition for National Service; the confirmation of the current CEO and the Inspector General; the launch of the President's Task Force on Expanding National Service; the creation of the Office of Oversight and Accountability; new partnerships like FEMA Corps and School Turnaround AmeriCorps; the 20th Anniversary of AmeriCorps; and the introduction of the first RSVP competition. Ms. Ward said that for all of those reasons and for many more, she was deeply honored and proud to be part of this Agency and to work with this Administration. Ms. Ward believed that the work that has been done will continue to make a tremendous impact in the lives of Americans all across the country.

Ms. Ward then noted that the Board had met yesterday evening for a Board retreat by phone and she wanted to provide the highlights of what was discussed. The first matter on the agenda during the conference call was a discussion of the incoming Chair. Since Ms. Ward's term ends on December 27, 2013, the new year will bring new opportunity and a new leader. Ms. Ward announced that Lisa Garcia Quiroz was nominated during the conference call to serve as Chair of the CNCS Board of Directors. Ms. Quiroz was confirmed in March, 2012, to serve on the Board and has been a very active and committed member. For the last year, Ms. Quiroz has served as committee chair for the Board's External Affairs work group. Ms. Ward had the honor of working closely with her and knows she will do an outstanding job in the role of Chair.

Nomination and Election of Lisa Garcia Quiroz to be Chair of the Board of Directors for the Corporation for National and Community Service. Ms. Ward then publicly entertained a motion to nominate Ms. Quiroz to serve as the next Board Chair. Mr. McCabe moved to place Ms. Quiroz's name before the Board and Ms. Segal seconded the motion. The Board considered and approved the nomination of Lisa Garcia Quiroz to be the Chair of the Board by unanimous voice vote.

Ms. Quiroz stated that she was very excited about chairing the Board in the coming year and has great confidence in the staff and the plans that lie ahead. It is a very important time for CNCS, and there is a lot to accomplish. Ms. Quiroz said that she looked forward to being a part of that.

Ms. Ward then noted that in light of the Board size and to make the most efficient use of the resources, the Board would be collapsing the existing Board committee structure. Ms. Ward said

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that this same approach had been used previously and was found to be very efficient and effective. Such a structure will ensure that the Agency is able to optimize everyone's talent and time in keeping all of the important initiatives moving forward.

Ms. Ward also said that during the Board retreat call yesterday they discussed AmeriCorps member healthcare and noted that CNCS had communicated to all national direct grantees and the State Commissions the options available to them to provide health care to their AmeriCorps members. CNCS also communicated these options to AmeriCorps members directly. Ms. Ward stated that the CNCS team will continue to work with AmeriCorps members and grantees on the issue of healthcare options in 2014 and beyond.

The Board retreat also included an update on the second meeting of the President's Task Force on Expanding National Service. The Task Force had convened last Thursday for a meeting chaired by Wendy Spencer and Cecilia Munoz, the Director of Domestic Policy at the White House. The leading representatives from 16 federal agencies, White House officials and CNCS leadership met to discuss opportunities to grow national service. Ms. Ward noted that staff members from the various agencies' general counsel offices had discussed the authorities that can be used to develop agency partnerships and grow national service. Further, Agency staff discussed strategies for engaging nonfederal partners in efforts to grow national service. Ms. Ward said that the Board is very excited about this opportunity for interagency partnership and collaboration and to build the next success as the Board has seen with other initiatives such as FEMA Corps.

Ms. Ward concluded her opening remarks by saying that the remainder of the Board's time during the retreat was spent on hearing updates regarding the budget and about the CNCS oversight and accountability structures.

Ms. Ward thanked everyone for what they are doing or continuing to do to take CNCS programs to even greater levels of impact and success and to tell the CNCS story. Ms. Ward then recognized Phyllis Segal, the chair of the Oversight Governance and Audit Committee and thanked her for her service.

Ms. Segal began her presentation by recognizing what a pleasure it had been to serve under the leadership of Ms. Ward as Chair of the Board and how much she would be missed. Ms. Segal then reported on the activities of the Oversight Governance and Audit Committee. The Committee met several times since the last public Board meeting and had been briefed on the 2015 fiscal year budget proposal. Ms. Segal stated that the Committee stays abreast of the

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details in the legislative and budgetary process as well as the work of CNCS staff. Regarding the audit, Ms. Segal was pleased to inform the Board that the Agency's final report was about to be published on the CNCS website. The Agency had received a clean opinion from the auditors. Finally, the Committee wanted to recognize an activity that has taken the attention and time of the Committee members, and that is the requirement under the Serve America Act that the CNCS Board conduct an annual review of the CEO. Ms. Segal stated that the Committee was very close to completing what was a very rigorous assessment process and expect to provide the Committee report to the President before the end of 2013.

Consideration of Prior Meeting's Minutes

The Board considered and approved by voice vote the minutes for the public Board meeting held May 15, 2013.

Chief Executive Officer's Report

Ms. Ward recognized Ms. Spencer, the CNCS CEO, to provide remarks. Ms. Spencer noted that CNCS had the opportunity last week to thank Ms. Ward for her leadership on the Board. She expressed that CNCS is a stronger, better organization because of Laysha Ward's leadership. Ms. Spencer also thanked Ms. Quiroz for stepping up and agreeing to serve as the new Board Chair. She also thanked the rest of the Board for their level of support and engagement. Finally, Ms. Spencer thanked the members of the CNCS staff who were present at the Board meeting and those on the phone from the national service field, the partners, CNCS grantees, and service members who make national service come to life and make an important impact on the ground. Ms. Spencer told those in the field that we are here because of the work that each of them do, and that CNCS wants to continue to do a great job to support those in the field and across the country.

Ms. Spencer said that it had been a very busy and exciting time for CNCS. Perhaps the most exciting event recently was the second convening of the President's Task Force on Expanding National Service. Nearly 50 leaders representing 16 federal agencies attended, including White House senior officials. The Task Force heard a presentation from Department of Justice Associate General Counsel Tony West. He set forth why this work was so important to his agency and Ms. Spencer quoted him at the Task Force meeting: "Because service is central to DOJ's mission, partnership with CNCS is a natural fit." Mr. West outlined what a potential Justice AmeriCorps would look like and how this new Corps could increase access to justice for Americans, particularly for young people, seniors, and victims of domestic violence and human trafficking.

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Ms. Spencer told the Board that the Task Force also held four breakout sessions and had great dialogue to encourage the progress with agencies' general counsels. There was one session on new Americans and immigration; one session on education, particularly STEM, early learning, college readiness, and graduation; one session on climate and the environment; and another session on health and economic opportunities. All of the sessions were marked with great dialogue and ideas for how national service can address some of the issues facing those categories.

Ms. Spencer thanked the team from CNCS that helped make the Task Force meeting such a success. The meetings take a lot of work and thoughtful planning, and that showed in the outcome of the meeting. Ms. Spencer said that the goals of the President's Task Force are essential to our efforts at CNCS to build on the Serve America Act.

Ms. Spencer then briefed the Board on the four focus areas that advance the mission of CNCS. They are expanding economic opportunity; driving innovation and impact; growing national service and volunteerism; and then, when it's all said and done, explaining why service matters. Ms. Spencer said that she was pleased to report this morning to the Board that CNCS is making great progress in those areas and she wanted to share with the Board and public some of the highlights in those areas.

Expanding Economic Opportunity – National service and volunteerism strengthens people and communities and is a proven pathway to education and jobs. Yesterday, CNCS's annual study on volunteering and civic life in America was released. It provides an opportunity to discuss CNCS's groundbreaking research on volunteering as a pathway to employment. The research shows that volunteers are 27% more likely to find a job than unemployed non-volunteers. In rural communities, that figure is 55%. If you are unemployed without a high school degree or equivalent and you volunteer, your chance at finding employment rises to 51%. The study also found that volunteering remains stable and strong, and that one in four adults volunteered through an organization in 2012. That's important to note, because generally speaking, more people help others volunteer episodically, and not through an organization.

Last year, 64.5 million Americans volunteered 7.9 billion hours, which represents a serious economic impact. That's the equivalent of \$175 billion in service in 2012. Generation Xers, those aged 32-48 years old, had the highest overall rate of volunteerism. This rose from 24.7% 11 years ago to 30.1% today. Generation Xers are clearly volunteering more as they age. Another interesting fact raised by the research is that it is not the people with the most time that

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volunteer the most. Rather, the data show that working mothers volunteer at a rate of 38.5% higher than the population as a whole. This tells CNCS a lot about the connectivity to communities and how working mothers really want to make a difference and impact in communities across the country. In addition, seniors spent a median of 90 hours annually doing volunteer activities in 2012, though many seniors actually volunteer thousands of hours. This group clearly volunteers the most of any.

Ms. Spencer noted that there was a great rollout of the annual report along with a new website and lots of media outreach. Ms. Spencer participated in 12 radio interviews, thereby reaching 6.5 million listeners. CNCS hopes that this will motivate more people to volunteer. In each interview, Ms. Spencer asked people to think about volunteering during the holiday season with their families, and asked parents to talk to their children about volunteering and what the children's interests are and to align those interests with volunteering. Children often say that they don't want another child to go hungry or to go through the holiday season without a gift or someone who cares about them. So Ms. Spencer urges parents to be active in volunteering with their children through an organization, agency, or non-profit to address those issues that the children are interested in and to volunteer together as a family.

Driving Innovation and Impact – CNCS is thinking of new solutions to old problems on a daily basis. CNCS invested \$250,000 in 2013 to fund regional training in its five cluster areas – The Atlantic in New Brunswick, NJ; the Southern in Nashville, TN; the North Central region in Chicago, IL; the Southwest in Denver, CO; and the Pacific in Portland, OR. These conferences hosted nearly a thousand AmeriCorps and Senior Corps program directors, more than 40 CNCS staff, and over 200 non-grantee participants. This is a great, cost-effective way to train CNCS's partners in the field. Ms. Spencer attended two of these – in TN and NJ. She found them to be outstanding and extended her compliments to the conference trainers and participants. Topics covered included performance measures, financial management, and evidence-based programs. CNCS staff, in collaboration with state commissions, developed conference content. This type of model will set the stage for future collaboration in a cost-effective way.

CNCS continued to support long-term recovery efforts in communities affected by financial disasters. There was a great need for CNCS support in the latter part of 2013. Support came from West, TX, where AmeriCorps programs like Texas Conservation Corps and America Youth Works had 20 members on the ground within 48 hours after the April 17th fertilizer plant explosion. They coordinated thousands of volunteers, collaborated with the One Star Foundation, the TX State Service Commission, and Senior Corps RSVP. Additionally, 66 Senior Corps individuals manned senior centers, 211 call centers, and the media command post which supported food distribution and provided donations assistance. CNCS provided a

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\$995,000 augmentation grant to the Texas RSVP for that project to continue to support disaster response and address corresponding needs.

CNCS's support included responding to the Oklahoma tornadoes. Under the FEMA mission assignment, CNCS deployed five AmeriCorps programs consisting of 45 members that served over 11,000 hours and leveraged nearly 3,000 volunteers. Additionally, 40 Senior Corps RSVP volunteers supported the relief and recovery effort, and 20-30 FEMA Corps teams consisting of 105 members deployed and together with teams that were currently serving, completed over 46,000 hours of service. Also, a number of AmeriCorps State and National programs provided survivor legal assistance, feeding, and shelter services.

Ms. Spencer had the chance to tour West, TX and the Oklahoma tornado area with local officials and found the devastation to be dramatic, but the recovery amazing. The communities are resilient. CNCS's aid through national service and volunteerism complements the communities' desire to recover quickly.

Ms. Spencer noted that CNCS was there for the Black Forest fire in Colorado Springs in June when 10 AmeriCorps NCCC members from the Denver campus went with the first firefighters to respond. Additionally, AmeriCorps Texas Conservation Corps members responded to flooding in Eagle Pass, TX, in July. Members worked with local and national Voluntary Organizations Active in Disaster (VOAD) partners to assist in the response efforts.

CNCS also responded to the Yukon River floods in rural villages of Alaska during the summer. These floods were traumatic for those communities. The Governor of Alaska thanked Ms. Spencer for CNCS's support. Under FEMA mission assignments, CNCS deployed five AmeriCorps grantees and eight CNCS staff members in response to the floods. A total of 67 AmeriCorps members and program staff served nearly 19,000 hours and leveraged 854 volunteers for 7,400 volunteer hours. Additionally, two FEMA Corps teams totaling 19 members worked very hard and served 12,000 hours.

Members continued to deploy in response to the Colorado and Alaska floods and all CNCS streams of service were engaged, including Senior Corps RSVP, AmeriCorps State, AmeriCorps VISTA, AmeriCorps NCCC, FEMA Corps, and AmeriCorps National resources consisting of the National Preparedness and Response Corps and American Red Cross. This represented 682 volunteers serving 93,000 hours. Senior Corps awarded four RSVP programs a total of \$280,000 in grant augmentation to support disaster recovery efforts. FEMA Corps also deployed 38 teams consisting of 260 members.

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CNCS continued to help communities in Illinois that were devastated by tornadoes in November. A seven-member team of the AmeriCorps St. Louis Emergency Response Team arrived immediately to help Tazewell County with volunteer coordination and management. A volunteer reception center was established immediately and registered 2,255 volunteers and leveraged over 32,000 hours as of the time of this meeting. AmeriCorps members assisted with mobile feeding and distribution of emergency supplies and food items to over 200 families, assisted with sheltering activities, statistical reporting, and working with community partners to set up a multi-agency resource center. Senior Corps and FEMA Corps continued to assist on the ground as well.

CNCS continued providing support in areas hit by Hurricane Sandy and Hurricane Katrina as well. Altogether, this constitutes an amazing array of service on the ground supporting Americans during their greatest time of need. Ms. Spencer noted that to have AmeriCorps members and Senior Corps participants, volunteers, and leaders in national service and the volunteer sector aiding these communities is really something. Ms. Spencer asked for a round of applause for the national service and volunteer sector and noted that she has a great disaster service unit supporting these efforts.

Growing National Service and Volunteerism – CNCS is growing national service through new creative investments and partnerships. Earlier in 2013, CNCS launched School Turnaround AmeriCorps with the Department of Education with a three-year \$15 million grant program placing AmeriCorps members in 60 of America’s lowest performing schools in order to boost achievement, graduation rates, and college and career readiness. Additionally, CNCS launched VetSuccess AmeriCorps in partnership with the Department of Veterans Affairs on a number of college campuses across the country to help veterans succeed in college classrooms and to successfully transition back to civilian life.

This all comprises an exciting next wave of service for CNCS. But CNCS also wants everyday Americans to serve alongside its national service members, and so CNCS is continuing its push up to the Martin Luther King, Jr. Day of Service on January 20th. January 20th is a day on, not a day off, and CNCS will be volunteering and serving in communities across America. Ms. Spencer took the opportunity at the last Task Force meeting to encourage its partners to join CNCS for “a day on” in honor of Dr. Martin Luther King’s legacy.

Explaining Why Service Matters – CNCS is continuing to tell the national service story, which includes continuing to engage and communicate with citizens in their local communities. Ms. Spencer was recently able to point listeners to serve.gov when she appeared on several radio stations, and asked listeners to volunteer as a family throughout the holidays and to help CNCS

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in the effort to alleviate hunger, support the homeless, close the mentoring gap, and support CNCS education, environment, and disaster initiatives.

Ms. Spencer noted that CNCS has had so many exciting opportunities to highlight the value and impact of CNCS's work in the past several months. There was a very successful launch of the AmeriCorps 20th anniversary on September 20th. CNCS is celebrating the anniversary the whole year. As part of this, programs will have monthly focuses, with examples like months focusing on economic opportunity coming up in January, environmental stewardship in April, senior service in May, and disaster service in August. In September 2014, CNCS's year-long celebration will culminate on September 12th when CNCS will have the largest simultaneous swearing-in of AmeriCorps members and also invite its AmeriCorps alums, which will be 850,000 strong, to participate in a commitment to communities and also retake the AmeriCorps oath.

Ms. Spencer also briefed the Board and public for the announcement in November where she joined Mayor Chris Coleman, who was inducted recently in Seattle as the new head of the National League of Cities, and Mayor Scott Smith. Mayor Coleman is from St. Paul, Minnesota, and he joined Mayor Scott Smith of Mesa, Arizona, who is the current president of the U.S. Conference of Mayors. These two Mayors, leading the largest mayor affiliate organizations in the nation were there to announce the second annual Mayor's Day of Recognition for National Service, which will be held on April 1st. This was the second such event and CNCS is hoping that it becomes an annual event.

In conclusion, Ms. Spencer noted that it was a moment of opportunity for CNCS and that we are seizing the moment by expanding opportunities for more Americans through all of our programs. Ms. Spencer noted that she was very pleased with the progress being made in oversight and accountability accomplishments, including creating the Financial Integrity Steering Committee; implementing an internal controls assessment program, addressing the findings of the 2012 audit; and enhancing information technology to aid in this effort. Ms. Spencer also took a moment to thank the members of the Office of the Inspector General, Deb Jeffrey, the Inspector General, and her team. Ms. Spencer stated that CNCS worked very closely with the Inspector General and her team on this most recent audit and the auditors did an outstanding job. It is the 14th year in a row that CNCS has had a clean audit opinion. The audit is now on the website.

Ms. Spencer said she looked forward to continuing to work with the Board under Ms. Quiroz's leadership, with the Agency staff, the grantees, the CNCS partners, and the CNCS service

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members – all working to advance the mission and make national service, volunteerism, and social innovation central to meeting our nation’s challenges.

Public Comment

Ms. Ward offered those attending the Board meeting and those listening on the telephone line the opportunity to address the Board. There were not any questions.

Closing Remarks

There being no further presenters, Ms. Ward thanked the members of the Board, and stated that it was a pleasure serving alongside them. She looks forward to continuing to partner with them as a member of the alumni group and she will continue to make service a priority in her personal life, as she has since she was very young, thanks to her parents. Ms. Ward also thanked Wendy Spencer for her extraordinary leadership and friendship and that of her staff as well. Ms. Ward learned so much working alongside everyone, and looks forward to continuing to be of service. She noted that it was clear from the report today that CNCS and its programs are providing essential services and there is strong momentum for national service. Ms. Ward is thrilled to be a part of this tremendous organization. This was an important discussion today on strengthening and advancing CNCS’s work and to help the Agency meet its mission, improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS continues to raise the bar and show how its work has measurable impact and continues to share powerful stories that inspire others to serve for generations to come.

Ms. Ward adjourned the public meeting at 9:51 a.m.