

**COUNCIL OF THE DISTRICT OF COLUMBIA  
COMMITTEE ON RECREATION, LIBRARIES, AND YOUTH  
AFFAIRS  
PERFORMANCE OVERSIGHT HEARING  
1350 PENNSYLVANIA AVENUE, N.W., WASHINGTON, D.C. 20004**

January 4, 2024

Mrs. Alexis L. Squire  
The Mayor's Office on Volunteerism and Partnerships  
2235 Shannon Place SE, Suite 3040  
Washington, DC 20020

Dear Mrs. Squire:

The Committee on Recreation, Libraries, and Youth Affairs ("Committee") will hold performance oversight hearings on agencies under its purview between Monday, January 15 through Friday, March 1, 2023. The Mayor's Office on Volunteerism and Partnerships ("Serve DC") hearing will be held on **Friday, February 16, 2024**, via a virtual platform. In addition to your attendance at the hearing, the Committee is sending the following questions for your response.

Please submit your responses by no later than **2:00pm, Monday, January 22, 2024**, in Word or Excel format, as applicable, and *minimize the use of attachments*. If you need to discuss any of the questions, please contact Kyle Yeldell, Committee Director, at [kyeldell@dccouncil.gov](mailto:kyeldell@dccouncil.gov) or (202) 417-1046.

**Questions**

1. Please provide the legislative history for the creation of the Office, which includes the following information:
  - a. The legislative vehicle by which the Office was created (Mayor's Order, Resolution, or Statute).

Answer: Mayor's Order 2000-113, dated July 21, 2000, established the District of Columbia Commission for National and Community Service. The purpose of the Commission was to encourage community service and volunteer participation, and to promote and support voluntary citizen involvement in government and private programs through the District. Subsequently, on September 13, 2013, Mayor's Order 2013-171 was issued and rescinded 2000-113. Mayor's Order 2013-171 re-established the Commission in the Executive Office of the Mayor. Mayor's order 2021-021 re-establishes the Mayor's Office on Volunteerism and Partnerships (Serve DC) and formally dissolves the Office of Partnerships and Grants
  - b. What powers the Office has been delegated through Mayor's Order.

**Answer:** The Office has been delegated through the Mayor’s Order to engage District communities by building partnerships and organizational capacity; to lead local and national volunteer and service initiatives; to provide and promote meaningful public service opportunities; to manage the process for District agencies to solicit, accept, and administer donations; to foster community resilience and emergency preparedness; to serve the DC Commission for National and Community Service; and to carry out relevant training and capacity building activities.\_

- c. The legislative vehicle by which the Director was appointed (Mayor’s Order, Resolution, Statute).

**Answer:** [Mayor’s Order 2022-021 and 2024-001](#)

2. Please explain the mission of your Office

**Answer:** The Mayor’s Office on Volunteerism & Partnerships (Serve DC) is the District of Columbia Government agency dedicated to promoting service and strategic partnerships as an innovative, sustainable solution to pressing social challenges. Serve DC engages District communities by building partnerships and organizational capacity, leading local and national volunteer and service initiatives, ensuring our local community’s preparedness and resilience and providing and promoting meaningful service opportunities. Serve DC supports communities across the District through federal grant funds from AmeriCorps.

3. Please provide a complete, up-to-date organizational chart for each division within the office, including an explanation of the roles and responsibilities for each division and subdivision.



- a. Please provide a list of all employees (name and title) for each subdivision and the number of vacant positions.

**Answer:** See organization chart under question #3.

- b. Please provide a narrative explanation of any organizational changes made during the previous year.

**Answer:** There are no organizational changes. However, there is currently two vacancies: Deputy Director of Finance & Compliance, and Public Information Officer.

- c. Last year, the Office stated that there was a vacancy for the grants management specialist position. Has this position been filled?

**Answer:** Yes, we are pleased to announce the Grants management specialist position has been successfully filled as of April 2023.

4. Please provide a complete position listing for your office for FY24 to date, including the following information.

Office of the Mayor (AAO)	
FY 2024 Schedule A as of January 3, 2024	
Title	Vacant Status
Director	F
Deputy-Director for Grants and Finance	V
Deputy-Director for Partnerships and Engagement	F
National-Service-Officer	F
Special Assistant	F
Public-Information-Officer	V
Donations-Program-Specialist	F
Community-Outreach-Specialist	F
Neighborhood-Corps-Specialist	F
Community-Emergency-Response-S	F
Grants-Management-Specialist	F
Grants-Management-Specialist	F
Grants-Management-Specialist	F

5. Who conducts annual performance evaluations for the Office's employees?

**Answer:** The Executive Director conducts regular performance reviews and provides written and verbal feedback for corrective measures. Annual evaluations of staff will be conducted in FY23

- a. What steps are taken to ensure that all office employees are meeting individual job requirements?

Provide response

- b. What is the annual performance evaluation based on and does it change?  
Provide response
- c. How have these evaluations helped your office?  
Provide response

6. Please provide a list of employees detailed to, or from your office. Provide the reason for the detail, the detailed employee’s date of detail, and the detailed employee’s projected date of return.

**Answer:** No one is detailed to or from Serve DC currently

- 7. Please provide the Committee with:
  - a. A list of all vehicles owned, leased, or otherwise used by the Office and to whom the vehicle is assigned.

**Answer:** The below car is available to approved agency employees:

Make	Model	Year	Tag
Dodge	Caravan	2014	93-8803

- b. A list of employee bonuses or special award pay granted in FY23 and FY24, to date.

**Answer:** Serve DC did not grant any employee bonuses or special award pay in FY23 and FY24, to date .

- c. A list of travel expenses, itemized by employee.

**Answer:** Serve DC incurred travel expenses in FY23 for the following: Points of Light Conference, America’s Service Commission Conference, CERT Regional Conference, and America’s Service Commission Annual Leadership Convening, & Active Shooter Training.

Staff Member	Expense Type	Expense Amount
Alexis Squire	American Service Comission Conference (ASC)	\$300.00
Adam Lattimore	American Service Comission Conference (ASC)	\$300.00
Frances Whalen	National CERT Conference	\$3,232.84
Adam Lattimore	ASC Annual National Comission Training	\$1,637.91
Trevor Schmutz	ASC Annual National Comission Training	\$1,637.91
Marian Hancock	ASC Annual National Comission Training	\$1,637.91
Claudia Alcarco-Alarco	Points of Light Conference	\$1,755.80
Marian Hancock	Points of Light Conference	\$1,755.80
Sheika Reid	Points of Light Conference	\$1,755.80
Trevor Schmutz	Points of Light Conference	\$1,755.80
Travaughn Kinney	Emergency Response Conference (Active Shooter)	\$322.80
	Total	\$16,092.57

8. Please provide a chart showing your office’s approved budget and actual spending, by division, for FY23 and FY24 to date.

**Answer:** [Please see attachment labeled Question 8 Agency Budget FY23](#)

9. Please describe the Office's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY23 and FY24 to date and whether or not those allegations were resolved.

**Answer:** [Serve DC follows the guidelines via the Mayors Order 2023-131](#)

10. Please list any reprogramming, in or out, which occurred in FY23 or FY24 to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

**Answer:** Serve DC did not have any reprogramming in FY23

11. Please provide a complete accounting for all intra-District transfers received by or transferred from the office during FY23 or FY24 to date.

**Answer:** [Please see attachment labeled Question 11 Agency Budget FY23](#)

12. Did the Office participate in any ethics training in FY23 and FY24 to date?

**Answer:** Yes, staff participated in ethics training in FY23 and training for FY24 will be scheduled.

13. Please provide a list of types and dates of training/information sessions the Office has planned for FY23.

**Answer:**

- Continual Trainings Throughout the Year
- Exiting Members in eGrants
- Enrolling Members in eGrants
- AmeriCorps DC Public Health Virtual Info Session
- CPR/AED Training
- Red Cross First Aid certification
- CERT Training
- CERT Info Sessions
- "Starting Strong AmeriCorps Orientation"
- Financial Management: Reimbursements, Budget Modifications, and Invoicing (October 2023)
- DC Volunteer Snow Program Recruitment Info Sessions (Several Dates throughout the fiscal year)
- AmeriCorps Policy, Guidance, and Regulation Support (February 2023)
- ASC Leadership Convening (February 2023)
- Public, Private, Partnership Convening (March 2023)
- Citywide Donations Management Training (April 2023)
- Reporting and Records Retention (May 2023)
- Program Year 2022-2023 Close-Out Process (August 2023)
- Submitting Final Grantee Progress Report (July 2023)
- DC Startup Week (October 2023)
- CNCS 2023 AmeriCorps Symposium (October 2023)

- Nonprofit Capacity Building for Mayor's Office of Community Affairs subgrantees (September 2023)

a. What training has been most beneficial to the Office and why?

**Answer:** All training is crucial to the team.

b. What's the duration of these training and information sessions?

**Answer:** Timing varies based on training sessions.

14. What are the top challenges the Office is presently facing?

**Answer:** Serve DC continues to fulfill its mission and is committed to identifying shared solutions to our city's comeback

15. What areas (e.g., financial training, procedural training, etc.) do you think the Office needs assistance with?

**Answer:** Serve DC does not require any financial or procedural trainings currently.

16. Please provide a complete list of the Office's current programs, community events, and initiatives. Include a brief description and general time frame for each item.

**Answer:**

#### **NATIONAL SERVICE**

1. Formula/Competitive Grants: Serve DC administers AmeriCorps grants to provide partial operational support to eligible entities in leveraging a national service strategy to address community challenges. Serve DC funds non-profit organizations that recruit AmeriCorps members who engage in community service through an approved national service position and track how beneficiaries are being empowered through capacity building (annually).
2. AmeriCorps Week: Serve DC celebrates the impact of AmeriCorps programs and expressed thanks to every one of our members for their service. Serve DC encourages partners to learn more about AmeriCorps and share ways they can get involved in national service by sharing videos, photos, and posts on social media, giving #AmeriThanks to AmeriCorps members, AmeriCorps, and alums during the month of March (annually).
3. Financial Grants Management: Building a Strong Foundation (annually in October) - Grantees learn about methods to maintain efficient financial accounting systems, create financial reports, and tracking members/staff hours.
4. All Corps Member Conference (annual) - In alignment with our federal Corporation for National and Community Service (CNCS) funding and required performance measurements, Serve DC executes this conference to provide AmeriCorps members with a strong and responsive support system that fosters growth, development, and connections.
5. National Days of Service: Serve DC AmeriCorps programs are encouraged to participate in national days of service with a specific focus on Martin

Luther King Jr. Day of Service and 9/11 Day of Service and Remembrance. National days of service present programs with a special opportunity to address unmet community needs, collaborate with other AmeriCorps programs, build AmeriCorps member morale and teamwork, promote volunteerism and service in local communities, and highlight the difference AmeriCorps members make across the nation.

## PARTNERSHIPS

1. **Chief Executive Leaders Ascend Program (CELAP)**- Serve DC, in partnership with Center for Nonprofit Advancement, and JPMorgan Chase ~~will~~ helped launch the inaugural Chief Executive Leaders Ascend Program (CELAP), Black Women Cohort, that focused on grantmaking, strengthening individual and organizational capacity, and overall wellness for Black women nonprofit leaders in District of Columbia Wards 7 & 8. The inaugural CELAP went through December 2023. Serve DC's role was to bring the public sector voice and provide subject matter expertise on multi-sector partnerships and capacity building by highlighting our funding alert, portal, and future events.
2. **Nonprofit Capacity Building Townhall**- Serve DC, in partnership with Center for Nonprofit Advancement, ~~lead~~ a townhall for District based nonprofits and community-based organizations on best practices at The Arc. The townhall served as a capacity building opportunity for nonprofits, where they were able to learn about the pros & cons to partnership and collaboration, grantmaking, data & evaluation, and ~~skills~~-based training. Nearly 30 attendees walked away with best practices and resources for their organizations.
3. **DC Start Up Week** For the sixth year, Serve DC, participated in **DC Startup Week (DCSW) programming**. DC Startup Week is the fastest-growing startup community in the DC metropolitan area with over 12,000 entrepreneurs. This convening happens once a year over a 5-day period and allows participants to connect, collaborate, and celebrate the growing entrepreneurial ecosystem. The conference includes over 100 experts and founder workshops and talks, networking sessions, pitch competitions, and more created to connect, educate, and grow the thriving DMV startup ecosystem. Serve DC was honored to design, facilitate, and moderate a discussion, ~~entitled~~, "The Business of Doing Good Part 2: Creating Impact Through Social Enterprising and Innovation", that featured insight and lessons learned from panelists Randy Louis of Block Shoppers, Musa Kamar of Huda Strategies, Cherrelle Swain of Terra Rosa, Brian Atkins of JP Morgan Chase, and Marcus Carr of Ashoka. Nearly 40 attendees walked away with

practical strategies and steps on how to leverage innovation and collaboration to design thriving businesses with a focus on community impact.

4. **My Brother's Keeper DC Local Action Summit & Volunteer Fair-** Serve DC, in partnership with AmeriCorps, and their Volunteer Generation Funding, Youth Invest Partners, DC Public Library, and Gilded Knights, hosted a convening, where policy makers, philanthropic trendsetters, youth-led voices, and community change-makers had a conversation to explore innovative best practices that support positive life outcomes for young men and boys of color. There were featured discussions with EZ Street, Tony Lewis Sr., Tony Lewis Jr., Carol Thompson Cole of Youth Invest Partners, Tia Bell of T.R.I.G.G.E.R. Project, Trevon Simmons of ONSE, Leonard Smith of T.R.I.G.G.E.R Project, and Johnathan Hill. There were also breakout sessions centered around the topics of Youth Advocacy, Career Development, Family & Community Engagement, and Mindfulness & Wellness. We had over 100 attendees with approximately 70 or more being DCPS and DC Charter School students. Attendees were able to have deep insightful conversations with our panelist and instructors.

17. What has the Office done in the past year to make the activities of the Office more transparent to the public?

**Answer:** The office has utilized various means to make its activities more transparent to the public:

**Social Media:** Our activities are supported via social media by posting event/initiative graphics, photographs, and event information for constituent participation. Activities posted using social media include Twitter, Facebook, Instagram, LinkedIn and Youtube.

**Annual Look Ahead and Report:** Office activities are detailed via Serve DC's yearly report. Collaborations, initiatives, and programming are broken down for easy accessibility. Annual reports are to be posted on MOCA's website for constituent access.

**GovDelivery:** This government marketing platform shares important information about the office's activities. Newsletters, event/initiative details, social media graphics/copy, press releases, and our funding alert are pushed to our topic base of over 69,000 subscribers via this platform.

**Volunteer & Donations Portal:** This platform is used to share volunteer-based opportunities and events in the District. Serve DC, other district agencies, and nonprofits to host volunteer-based opportunities and events signed up on the portal. The portal currently has 10,142 users and 246 registered organizations.

**Refreshed and expanded Funding & Resource Alert:** The funding alert is a bi-weekly newsletter highlighting funding and resource opportunities for District agencies and nonprofits. We highlight district-related resources and other funding alerts and platforms in the funding alert, including the DC Clearinghouse.



18. What collaborations, initiatives, or programs have been successful in FY23 and FY24 to date? Why were they successful?

**Answer:**

**1. Community Emergency Response Team:** Collectively, through our Community Emergency Preparedness Response Team (CERT) program, CPR training, and Summer Youth Emergency Preparedness Academy (SYEPA), we have provided community resilience training to residents and stakeholders. In FY23, we held a total of 85 trainings. Additionally, we graduated 99 DC CERT volunteers, including the sub-group – the Fautleroy Center, located East of the River in Ward 7.

**2. SYEPA:** In 2023, Serve DC hosted the 11th annual Summer Youth Emergency Preparedness Academy, which introduced 38 high school and pre-college-aged students to Emergency Management professions, public safety experts, and careers in D.C. Fire & EMS, MPD, National Guard, DC Department of Health, U.S. Department of Homeland Security, U.S. Army, and AmeriCorps. Youth participated in public safety Peace Walks, engaged in civic volunteerism with Martha's Table, and created two Public Service Announcements on gun violence and the opioid crisis. Meeting weekly, SYEPA participants with Serve DC met with industry professionals to map out career goals and learn how to prepare to apply for and matriculate into college. This work culminated with organized college visits to the Universities of Maryland and Georgetown. In FY23, JP Morgan partnered with Serve DC to provide financial management tools and grant funding to increase the hourly wage of all SYEPA participants to \$20/hour.

**3. CPR/ FIRST AID TRAINING:** Serve DC partnered with Health Best and Red Cross to train and certify 956 Office of the State Superintendent of Education (OSSE) bus drivers in CPR/AED and First Aid.

**4. 9/11 DAY OF SERVICE:** Serve DC, in partnership with 9/11.org, US Hunger, AmeriCorps, Capital Area Food Bank, and Anacostia Coordinating Council, hosted a 9/11 Day of Service at the D.C. Convention Center, where 492 volunteers packed 200,000 meals to tackle food insecurity within the community.

**5. MLK DAY OF ACTION:** Serve DC hosted a Martin Luther King Jr. Day of Action event where over 250 volunteers had the opportunity to "Learn and Serve" through activations that addressed food and clothing insecurities and personal health awareness. Partners included US Hunger, One Warm Coat, DC FEMS, and the Department of Behavioral Health. Volunteers learned emergency preparedness skills through Hands-only CPR and Narcan administration training, received onsite health screenings for diabetes and blood pressure, donated coats to families in need, and prepared Senior Emergency Got Kits and Grocery Boxes that volunteers immediately delivered to seniors living at the Arthur Capper Senior Center.

**6. GLOBAL YOUTH SERVICE DAY:** In collaboration with the Office on Clean City, the Green Scheme, and the Well at Oxon Run, the Serve DC team and community partners collaborate on a creek clean-up, gardening exercise, and educational instruction regarding community

gardening. We aimed to instill the spirit of service within DCPS students and encourage community leaders and members to give their time and effort with the reward of a stronger, healthier community. Students walked away with community service hours, GYSD t-shirts, and swag bags with merchandise from our partners. After completing the service projects, students gained first-hand knowledge and hands-on farming experience that will allow them to make impactful improvements within their communities.

19. How does the Office solicit feedback from customers? Please describe.

**Answer** – Serve DC collects participant data at all of its local events in an effort to better communicate with constituents and refine our events/offerings year over year. As part of this effort, after action emails are sent to attendees asking for feedback. Serve DC also utilizes surveys.

20. Please provide a list of all studies, research papers, and analyses (“studies”) the Office requested, prepared, or contracted for FY23 and FY24 to date. Please state the status and purpose of each study.

**Answer:** In FY23 Serve DC did not request, prepare, or contract any studies, research papers, or analyses. In FY24 the agency plans to contract for a potential study on volunteerism demographics and attitudes in the District.

21. How many community-based grants were awarded in FY23?

**Answer** – 20 Community grants have been awarded in FY23

22. How many community-based grants have been or will be awarded in FY24?

**Answer** – 20-25 community grants have been or will be awarded in FY24. Funding for AmeriCorps based grants are determined according to federal allocations on a yearly basis and as such RFAs are still being developed. However, Serve DC expects to maintain its level of AmeriCorps funding from last year and be able to provide community-based grants to organizations across all 8 Wards.

23. For FY23 and FY24 to date, please provide the number of contracts and procurements executed by your agency. Please indicate how many contracts and procurements were for an amount under \$250,000, how many were for an amount between \$250,000-\$999,999, and how many were for an amount over \$1 million.

**Answer:** [Please see attachment labeled Question 23 Contracts and Procurements](#)

24. Please provide the typical timeframe from the beginning of the solicitation process to contract execution for:

- a. Contracts and procurements under \$250,000
- b. Contracts and procurements between \$250,000-\$999,999
- c. Contracts and procurements over \$1 million

**Answer:** Serve DC does not solicit any contracts.

25. In cases where you have been dissatisfied with the procurement process, what have been the major issues?

**Answer-** N/A

26. What changes to contracting and procurement policies, practices, or systems would help your agency deliver more reliable, cost-effective, and timely services?

**Answer-** N/A

27. Did the Office conduct oversight of the organization to which it awards grants to ensure funds are used as intended? If so, how many oversights?

**Answer:** Yes, oversight is conducted for all grantees through our annual site visits/desk audits and grant mid and final reports.

28. Of the organizations that received a community-based grant in FY23, how many also received community-based grants in FY24?

**Answer:** Our grant processes are competitive in nature and will continue to be assessed annually by the commission and volunteer peer reviewers based on submitted applications and supporting documents.

29. Please describe how an organization is selected to receive a community-based grant.

**Answer** – Organizations are eligible to apply for community-based, AmeriCorps funded grants through a formal application process. Currently, ServeDC facilitates three application processes that occur at different times throughout the fiscal year. Applicants are reviewed against the projected impact of their program, the organization’s ability to recruit and retain AmeriCorps members, and previous programmatic success. Grant funding comes in three-year cycles and grantees are eligible to apply for funding every year.

a. Are there any stipulations to volunteering and training opportunities that would hinder one from qualifying?

**Answer** – AmeriCorps members are required to complete a National Service Criminal History Check before beginning their year of service. Preclusions from participating as an AmeriCorps member are being convicted of murder or being a registered sex offender.

**Formatted:** Font: Bold

30. Did the Office receive any grants in FY23? If so, what was the source and duration of the grant(s), and what was it used to accomplish?

**Answer:**

**AmeriCorps Grants**

These grants support the Commission's capacity to fund personnel, trainings, contractors, technical assistance and compliance support, office supplies and outreach materials (Performance Period: 2022-2023):

- Commission Investment Fund
- Commission Support Grant (CSG)

Funds are used to fund programs (subgrantees) as they recruit AmeriCorps members and track how beneficiaries are being empowered through capacity building for the following grants:

- Competitive
- Competitive Fixed
- Formula
- Formula Fixed

Funds are used to support Serve DC My Brother's Keeper DC - Strengthening Our Community Volunteer Generation initiative. This initiative will increase the capacity of DC-based nonprofit organizations to serve young men and boys of color by strengthening their ability to effectively recruit, select, train, and retain volunteers of color, with an emphasis on those whose mission and/or programs address vital needs that have arisen or worsened as a result of the COVID-19 pandemic, including physical and mental health and wellness, gun violence prevention, financial literacy and life skills.

- Volunteer Generation Fund (VGF)

JPMorgan Chase Grant – Supports our Summer Youth Employment Program partnership with the Department of Employment Services (DOES). This grant supports all efforts that impact our youth and their ability to successfully complete this 6-week educational opportunity that highlights our capacity building through emergency preparedness.

31. Has the Office sought any grant opportunities in FY23 and FY24 to date?

**Answer** - In FY 2023, ServeDC sought three grant opportunities through AmeriCorps (Competitive, Formula, VGF). In FY 2023, the Serve DC will seek the same granting opportunities. In FY24, we will continue with the same grants and a new planning grant for which we have applied.

32. Does the Office ever request internal or external audits to be conducted on the operation of your office as a precautionary tool?

**Answer:** No; however, we are subject to audits due to the nature of our federal funding.

33. What are the top five priorities for the Office in FY23? Do any of these priorities carry over to FY24? If so, which ones? Please provide a detailed explanation for how the Office expects to achieve or work toward these priorities in FY23 and FY24.

**Answer:**

1. Promote and curate volunteerism and local/national service opportunities to address our city's most pressing social challenges and priorities;
2. Build multi-sector partnerships and manage donated resources to in support of strategic initiatives and emerging needs within our city;
3. Provide equitable and accessible capacity-building services to nonprofits, agencies and District residents;
4. Serve as the District's clearinghouse and promoter of grant funding to support and enhance our communities.
5. Create and sustain resilient, prepared and empowered residents and community volunteers through emergency management training and activations;

34. Describe the training for emergency preparedness and what specific aspects of emergency preparedness is the Office responsible for?

**Answer:** Serve DC hosts trainings for CPR/AED certification, First Aid, Community Emergency Response Team (CERT) certification, Active Shooter Training, and Stop the Bleed. These trainings are offered year-round to adults that become CERTs for their respective wards. In times of emergency, Serve DC is responsible for deploying the CERT team to supplement first responders in the District and help support urgent community needs.

In addition, these emergency preparedness trainings are offered to youth in the summer during our Summer Youth Emergency Preparedness Academy (SYEPA) where youth graduate as Teen CERTs ready to respond to emergencies in their communities. In the event of a winter weather emergency, Serve DC deploys its team of over 600 Snow Heroes to shovel snow for senior residents and residents with access and functional needs.

35. What training or resources do you think will strengthen the engagement between your office and constituents, specifically youth and seniors?

- a. Are there any barriers between your office and youth and/or seniors?

**Answer:** There are no barriers to strengthening our engagements with DC office constituents or youth and senior agencies. Serve DC is currently holding informational sessions to broaden our collaboration with DC public and charter school professionals, such as guidance counselors and coaches. This collaboration will assist with reaching students to participate in community outreach opportunities. Similarly, we are working more closely with DC government partner agencies to support general efforts related to seniors and residents.

36. How is the process for the Office coordinate with Councilmembers to offer support service surrounding emergency preparedness in various Wards?

**Answer:** Serve DC takes referrals from Councilmembers' offices for residents who are interested in joining ward-based CERT Teams or the DC Volunteer Snow Program. Additionally, Councilmembers are welcome to assemble their own volunteer teams after snow accumulation and Serve DC will provide snow shovels and lists of residents in need who do not yet have a volunteer match within our system. In FY24 Serve DC plans to host additional info sessions about both programs and advertised them to Councilmembers' offices.

37. Please expound on the financial literacy programs that your Office provides.

- a. How many participants are involved, where are they provided, and what is needed to expand it?

**Answer** - In Q4 of FY23, Serve DC hosted a capacity building townhall. The discussion was centered around financial empowerment. Serve DC, partnered with DC Department of Insurance, Securities, Banking (DISB) and The Center for Nonprofit Advancement. Serve DC will feature leading intra-district and external financial empowerment resources, influencers and industry leaders, and funding availabilities, all designed to provide new and or smaller nonprofits with new connections and opportunities.

38. Please detail the outcomes that have come from collaborations with sister agencies.

**Answer:** Collaborating with sister agencies has been rewarding. By working together, we have streamlined the number of events held in one day, allowing us to target a larger pool of interested residents on any given topic.

39. Are there resources and/or opportunities for volunteers to transition from volunteering to employment?

**Answer** – Not currently

40. What has been the success rate with school-aged volunteerism and are there barriers between connecting with students?

**Answer:** Serve DC continues to work with DC's students by providing support to students in all eight wards. Our Men and Boys of Color convening in December of 2023 brought out students from 8 local schools, yielding the attendance of at least 75 young men. We also hosted the Global Youth Day of Service in April of 2023. We hosted 40 Ballou High School and Hart Middle School students participating in creek clean-up, gardening exercises, and educational instruction regarding community gardening at The Well of Oxon Run.

41. With in-person engagement increasing since the end of the COVID-19 pandemic, is the online volunteer portal still available for potential volunteers? How many volunteers have utilized this portal during this past fiscal year and FY24 to date?

**Answer:** Yes, the volunteer portal is still available for potential volunteers. Below you will find portal data.

Volunteer Portal Data

	Total	FY23 Q1	FY23 Q2	FY23 Q3	FY23 Q4	FY24 Q1
<b>Organizations</b>						
New Registrations	95	14	24	11	32	14
New Organization						
Opportunities Submitted	20	5	5	3	7	0
Organization Views	20,263	3941	4190	4022	3762	4348
Organization Logins	961	146	316	152	201	146
<b>Volunteers</b>						
New Registrations	1,637	284	530	205	332	286
User Logins	5,056	792	1905	647	660	1052
Volunteer Hours	1,014.11	262.12	224.98	116.00	171.23	239.78
<b>Impact</b>						
Opportunity Views	45,862	9349	6917	9471	10161	9964
Opportunity Added	187	44	44	24	52	23
<b>All Opportunities</b>						
Shifts Added	2,349	56	2134	39	93	27
Responses (ALL)	2,019	411	624	295	253	436
\$\$ Volunteer Hour Value	\$51,192.27	\$13,231.82	\$11,356.99	\$5,855.68	\$8,643.69	\$12,104.09