

GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR



**Responses to Fiscal Year 2024
Performance Oversight Hearing Questions**

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Submission to the Committee on Executive Administration and Labor
Council of the District of Columbia

The Honorable At-Large Councilmember Anita Bonds, Chairperson

Wednesday, January 29, 2025

MAYOR'S OFFICE OF VOLUNTEERISM AND PARTNERSHIPS (SERVEDC)

1. Please describe your comprehensive vision and strategic plan for community service initiatives. What percent of your budget is allocated to community service initiatives and what percent is administrative?

Answer:

Community service initiatives are conducted in four pillars of service:

- **National Service:** Serve DC awards approximately \$4 million in AmeriCorps grants to District-based nonprofit organizations, schools, and universities to strengthen organizational capacity and create and expand programs that fight poverty and advance economic opportunity and academic achievement.
- **Community Service and Resilience (Emergency Preparedness):** Provide critical support to the city's official emergency response effort in the first 72 hours of a crisis. Serve DC recruits and trains District residents to respond and assist during emergencies – ensuring residents play a major role in making their communities safer, stronger and better prepared to address threats of terrorism, crime, and disasters.
- **The District's Donations Hub:** Provide technical assistance and donations management training to District agencies subject to the Mayor's authority to ensure their compliance with the Rules of Conduct Governing Donations to the District Government.
- **Multisector Partnerships & Capacity Building:** Provides capacity-building training and technical assistance to District of Columbia agencies, nonprofit 501(c)(3) corporations, as well as community and faith-based organizations. We also serve as DC Government's central clearinghouse of information and support related to new competitive District, Federal, and Foundation grant opportunities.

Approximately 87% of Serve DC's Non-Personnel Services (NPS) budget is devoted to AmeriCorps grants to District-based nonprofit organizations, schools, and universities, while the remaining approximately 13% of the NPS budget comes from a combination of local funds and AmeriCorps grant funds for Serve DC administration and additional community outreach activities.

2. Please summarize the top five areas in which ServeDC seeks volunteers.

Answer:

- Season of Services: MLK Day of Service, Global Youth Day of Service, 9/11 Day of Service, World AIDS Day, and Mandela Day of Service.
- DC Volunteer Snow Program
- Grant Reviews

- Mayoral Initiatives (Fresh Start 5K, HERStory 5K, Emancipation Day, Spring Clean Up)

3. Are all the services that ServeDC provides part of the AmeriCorps system? Please outline how ServeDC coordinates with AmeriCorps, explain the roles of each, and list any AmeriCorps grants and funding used in FY24 and FY25 to date.

In addition to Serve DC's AmeriCorps services, the agency has three additional pillars of service: Community Service and Resilience (Emergency Preparedness), the District's Donations Hub, and Multisector Partnerships & Capacity Building, which have previously been described.

Serve DC's National Service Team regularly communicates with AmeriCorps regarding Serve DC's AmeriCorps awards. Serve DC currently has two staff members on our National Service Team – a National Service Officer and a Grants Management Specialist – who collectively manage our AmeriCorps portfolio.

An overview of Serve DC's AmeriCorps grants and funding for FY24 and FY25 is below:

Grantee	AmeriCorps Grant Funding	Amount FY 2024	Amount FY 2025
Higher Achievement	FY24 and FY25 AmeriCorps Formula Grant	\$128,463.00	\$23,625.00
After-School All-Stars	FY24 and FY25 AmeriCorps Formula Grant	\$140,864.00	\$108,000.00
Foster & Adoptive Parent Advocacy Center	FY24 and FY25 AmeriCorps Formula Grant	\$37,500.00	\$39,800.00
Generation Teach	FY24 AmeriCorps Formula Grant	\$420,571.00	N/A
Kid Power	FY24 and FY25 AmeriCorps Formula Grant	\$172,800.00	\$158,921.00
Latin American Youth Center	FY24 AmeriCorps Formula Grant	\$186,818.00	\$189,000.00
School Talk	FY24 and FY25 AmeriCorps Formula Grant	\$78,365.00	\$81,000.00
Teens Run	FY24 AmeriCorps Formula Grant	\$85,000.00	N/A
City Gate	FY24 AmeriCorps Formula Grant	\$169,192.00	N/A
City Year	FY24 and FY25 Competitive Grant	\$3,220,000.00	\$2,800,000.00
Relay Graduate School of Education	FY24 and FY25 AmeriCorps Formula Grant	\$75,000.00	\$60,000.00
Teach for America	FY24 and FY25 AmeriCorps Formula Grant	\$85,000.00	\$95,000.00
The Literacy Lab	FY24 and FY25 AmeriCorps Competitive Grant	\$322,000.00	\$322,000.00

Jumpstart	FY24 AmeriCorps Competitive Grant and FY25 AmeriCorps Formula Grant	\$910,341.00	\$116,130.00
Raising a Village	AmeriCorps Planning Grant	\$96,238.34	N/A
Improve Your Tomorrow	AmeriCorps Planning Grant	\$100,000.00	N/A
CompuRecycling	AmeriCorps Planning Grant	\$100,000.00	N/A

4. Service and volunteering can strengthen community ties and improve mental health. How does ServeDC work to communicate the benefits of volunteering and encourage DC residents to volunteer?

Serve DC continues to work with volunteers and DC students to provide service opportunities for community development, neighborhood clean-up and other critical needs in our communities. Our Serve DC volunteer portal creates opportunities for our residents to respond to needs most important to them. Organizations utilize our portal to promote their volunteer opportunities widely to over 11,000 resident users. Users are then able to select how and when they serve allowing for comfort, connection and impact for both the individual or groups doing the service activities, and the beneficiaries of the services. Serve DC promotes the benefits of volunteerism through our social media outlets, conversations with residents and by encouraging residents to share their stories about how volunteering has enriched their lives.

5. Does ServeDC maintain any demographic data on volunteers? If so, please provide in FY24 the number of volunteers by ward and gender and, if known, the number of volunteers over the age of 60.

Volunteers may elect to share demographic data with ServeDC, but it is not a requirement, therefore ServeDC does not have accurate demographic data for all volunteers.

6. Are any of your volunteer repeat volunteers? If so, what are the activities they prefer?

Yes, we have repeat volunteers in our snow team program and within our CERT program.

#Volunteer Opportunity	1	2	3	4	5	10	15	20	20 or More
Number of Individuals	6,503	2,525	1,285	705	426	101	39	22	22

The table above highlights the number of individuals that responded to at least one volunteer opportunity all the way to individuals who responded to twenty or more opportunities.

7. How does ServeDC ensure that there are opportunities to volunteer across all eight Wards? Please provide a list of opportunities to volunteer in FY24 and Q1 of FY25 broken down by Ward.

Serve DC promotes volunteer opportunities through our Serve DC Volunteer portal. A total of 308 nonprofit organizations regularly posts seasonal and ongoing volunteer opportunities to 11,169 registered volunteers. In FY24, more than 355 volunteer opportunities were made available and in Q1 of FY25, we posted 43 volunteer opportunities. Due to the limitations of the portal's function, we are unable to track volunteer opportunities by Ward.

8. Please provide a list of upcoming opportunities to volunteer in FY25 and advise how ServeDC informs the public about new opportunities.

Serve DC volunteers are informed about volunteer opportunities through automated emails sent out by Galaxy Digital. Additionally, ServeDC sends out email blasts through the volunteer portal to volunteers.

Volunteer Opportunities as of Jan 2025 in Galaxay Digital Portal
Snow Heroes: How to find your assigned houses
Arena Set-Up Volunteer
Deliver Food Donation in Wards 2/6
Mentor a Motivated Job Seeker - Mock Interview Day
MLK Day 2025 Phonebanking
Parade check in Volunteer
Peace Walk and Rally Volunteer
Snow Heroes
Soccer Referees Needed
Volunteer at Corporate Soccer Tournament: SCORES Cup
Volunteer at Poetry Slam: Our Words Our City
Volunteer at Soccer Festival: Jamboree
Volunteer Open House at Family Shelter: Games, crafts, fun!

FY25 Serve DC Volunteer Opportunities:	Date:
Fresh Fit 5k	Jan-25
Martin Luther King Jr. Day of Service	Jan-25
HerStory 5K	Mar-25
Earth Day Clean Up	Apr-25
Emancipation Day Parade	Apr-25
Global Youth Service Day	Apr-25
Nelson Mandela Day of Service	Jul-25
9/11 Day of Service	Sep-25
DC Volunteer Snow Team	Dec-Feb

9. Does ServeDC connect volunteers with their areas of interest or experience? Can volunteers sign up for alerts or check for opportunities based on interest or neighborhood?

When volunteers register on the volunteer portal, they are able to choose opportunities according to their area of interests. Volunteers are then prompted to receive alerts on organizations or service initiatives such as mentoring, financial literacy, grant reviewing, or internships.

This is the link to the portal: <https://servedc.galaxydigital.com/>

10. Are there any opportunities to volunteer remotely?

The location of the volunteer opportunity is at the discretion of the service provider; however, volunteer opportunities are typically in-person. Over the fiscal years, we have found that some organizations have created more remote volunteer opportunities, especially in the post- pandemic world.

11. How does ServeDC work to build public-private partnerships, including with philanthropic and community- and faith-based organizations? Please list any organizations that ServeDC works closely with.

Serve DC is dedicated to promoting service and strategic partnerships as an innovative, sustainable solution to pressing social challenges. Serve DC works to engage public-private partners in the District communities by building partnerships and organizational capacity. Serve DC annually hosts the Nonprofit Capacity Building Townhall in partnership with The Center for Nonprofit Advancement. Serve DC also works annually with DC Start Up Week to host panel discussions with DC Startup companies promoting social good.

12. Please describe opportunities for volunteering with seniors, including what types of volunteer activities are conducted at senior centers and how volunteers can help senior age in place.

Senior service projects are conducted through the DC Volunteer Snow Program, where senior residents and residents with access and functional needs receive snow removal services by volunteers.

Additional senior volunteer opportunities are posted through our Galaxy Digital portal by registered organizations.

13. Please describe the types of services that ServeDC supports, including any literacy, financial literacy, employment, and legal services.

Serve DC provides capacity building for nonprofits. We do this in partnership with the Center for Nonprofit Advancement. In FY24 we hosted our annual Nonprofit Capacity Building Townhall, which was a full day training, free of charge to nonprofits. The topics covered were grant writing, volunteer recruitment, and fundraising.

In addition to this, Serve DC works with a few DCPS and DC Charter Schools to provide high school students with service projects. Through this initiative, students can attain their community service hours needed for graduation.

14. Please provide more information on the DC Planning Grant, including past awardees and any outreach done to promote the grant.

Serve DC was able to utilize funds on the FY24 AmeriCorps State Formula Grant to create funding opportunities for organizations interested in developing new AmeriCorps programs. The planning grants were awarded to three organizations: Improve Your Tomorrow, CompuRecycling Center and Raising a Village Foundation. The planning grant program allowed each organization capacity building through trainings with AmeriCorps. Additionally, Serve DC's National Service Team developed a program year timeline with set deliverables that each grantee created as a way of developing a comprehensive application for AmeriCorps operational grants. This funding opportunity was promoted on Serve DC's social media channels, in our bi-weekly funding alert and on the clearinghouse.

15. Please provide a description of the grants program within ServeDC and list all federal and DC-based grants that the office administers or assists with.

Serve DC's Grants program includes grant oversight and support for AmeriCorps funded programs in DC. Grant funding through Serve DC is administered through two major grant categories: State Competitive and State Formula.

Competitive and Competitive Fixed

Competitive grants are awarded directly from AmeriCorps both in fixed cost and reimbursement formats. Serve DC acts as an intermediary for the application process and as a passthrough for funding. Organizations submit their applications for funding to AmeriCorps, and they are reviewed by the federal agency. Currently, City Year is the only Competitive AmeriCorps Program.

State Formula and Formula Fixed

Formula grants, unlike competitive, are managed and awarded solely by Serve DC. As the state commission on national service, Serve DC receives an allocation of funding that is determined by the federal agency. Traditionally, DC's allocation determined by \$1 per DC resident. Applications are submitted by organizations and reviewed both by Serve DC's National Service

Team and by individual reviewers. The applications are scored using a rubric developed by Serve DC, and Serve DC then submits approved applications for funding to AmeriCorps.