



DELAWARE

State Service Plan 2020-2022

Our Strategic Priorities

1. Improve the volunteer and national service experience in Delaware
2. Increase number of volunteers and national service participants
3. Improve the network of volunteers and national service participants

WHO WE ARE

The Governor's Commission on Community and Volunteer Service (the Commission) is committed to being a catalyst for positive social change. The State Office of Volunteerism, in partnership with the Commission, aspire to be the premier resource for volunteerism and national service in the state and region. Together, we can address and tackle community problems through service and volunteerism.

The Commission advises the Governor on pressing matters related to volunteerism and provides counsel to the Secretary of the Department of Health and Social Services. The Commission, in partnership with the State Office of Volunteerism, is devoted to promoting and advocating for service and volunteerism to enrich lives and communities in Delaware.

Our programs are improving the lives of Delawareans by providing life-changing service opportunities that focus on education, health care, disaster management, the environment, human services, service to military families and veterans and others.

The State Office of Volunteerism encompasses four programs. Please click on each logo for information.



ADVANCING DELAWARE VOLUNTEERISM AND NATIONAL SERVICE

The Governor's Commission on Community and Volunteer Service is responsible for developing the 2020-2022 State Service and Volunteerism Plan aimed at utilizing service as a solution to meet our communities most pressing problems.

Over the next 3 years the Commission will continue to focus on the following priorities:

- Maintain a Commission that meets CNCS requirements ensuring diversity and inclusion that reflects the population of Delaware.
- Increase brand awareness and raise visibility of Volunteerism and National Service to heighten the overall profile across all sectors.
- Strengthen legislative relationships across the spectrum from our Congressional delegations to State legislators.

In order to capture Delaware's unique needs and service solutions from concerned citizens statewide, the Governor's Commission on Community and Volunteer Service conducted strategic planning sessions. These included two retreats, meetings with community partners and leaders, an outreach survey conducted via social media and in person, and on-going meetings to allow a diverse collection of voices to be heard and recommendations documented.

This collective outreach campaign has identified three strategic priority areas in the 2020-2022 Delaware State Service Plan.

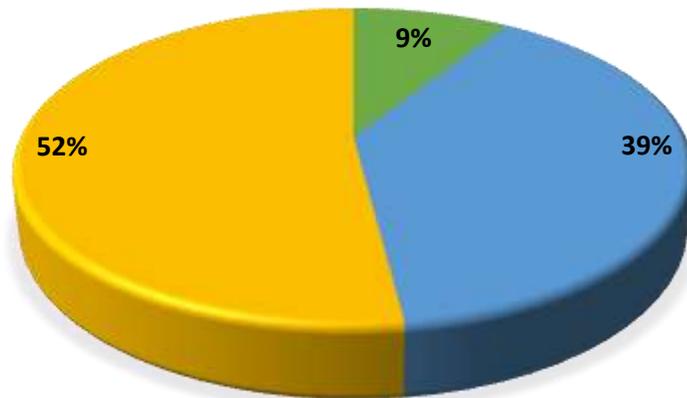
They are as follows:

1. To improve the volunteer and national service experience in Delaware
2. Increase the number of volunteers and national service participants
3. Improve the network of volunteers and national service participants

ASSESSING THE COMMUNITY

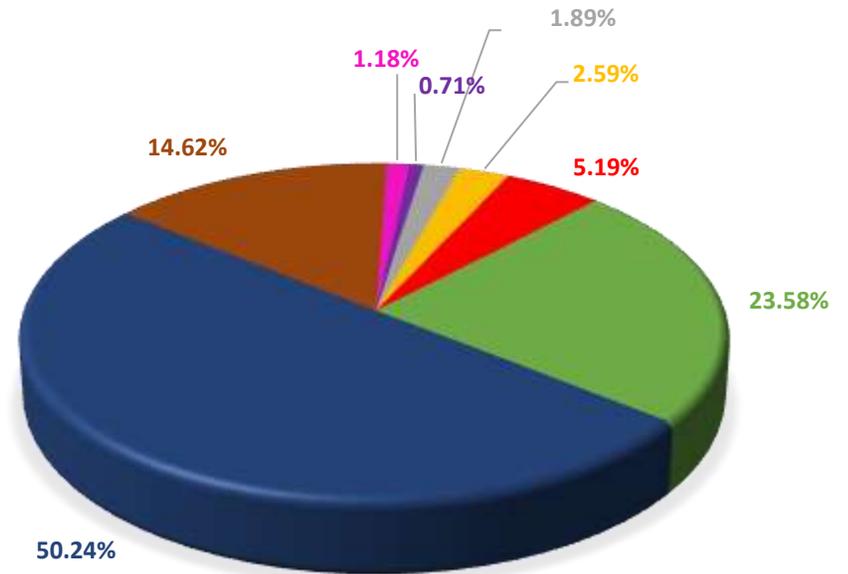
Turning outward to the community, an outreach survey was conducted in both English and Spanish; we received over 1200 responses from Delaware’s three counties.

SURVEY RESPONSES BY COUNTY



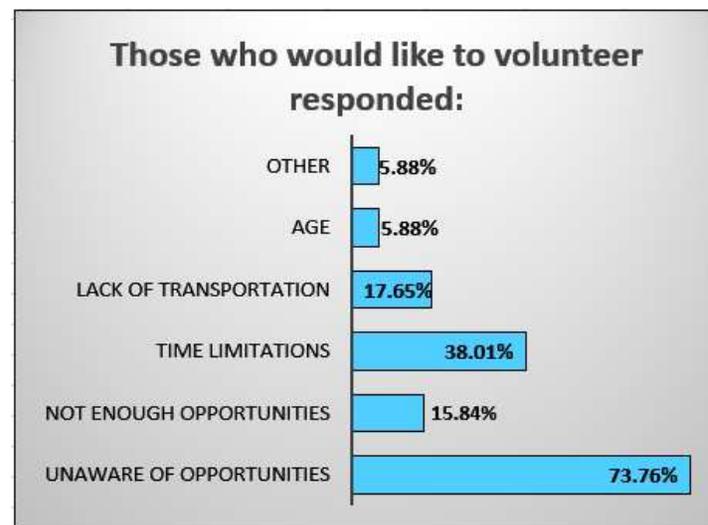
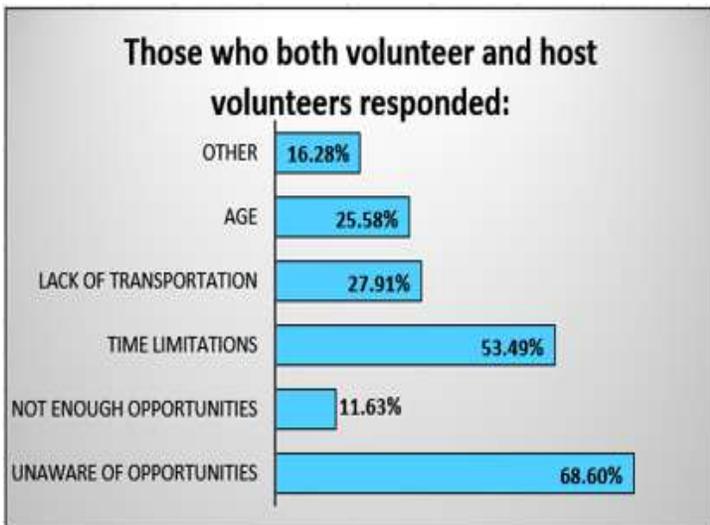
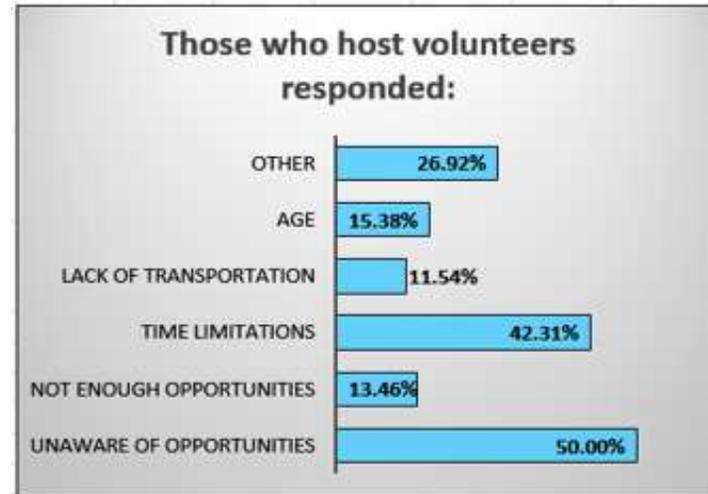
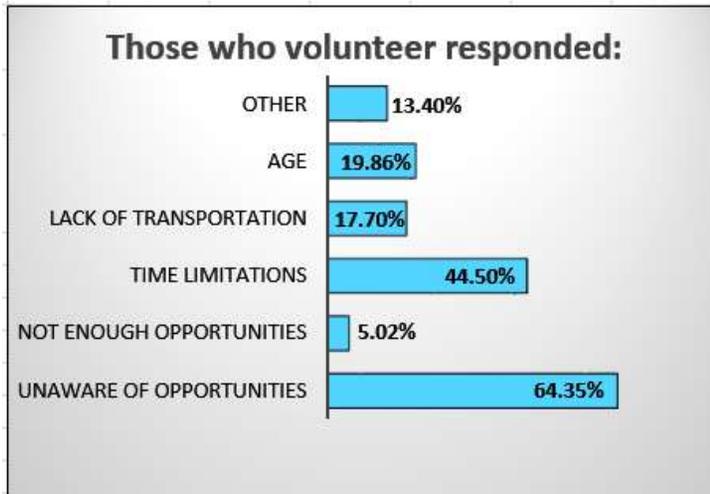
- Kent
- Sussex
- New Castle

DELAWARE VOLUNTEERS BY AGE



- 17 OR YOUNGER
- 18-25
- 26-34
- 35-44
- 45-54
- 55-64
- 65-74
- 74 AND OLDER

Below are responses from Delawareans who took our survey.



This survey allowed respondents to choose more than one answer for this question.

The strategic priority framework outlining goals over the next three years are below:

Strategic Priority #1: Improve the volunteer and national service experience in Delaware

- Volunteer matchmaking to ensure optimal experiences for volunteers and ensure they are effectively and expeditiously matched with opportunities.
- Volunteer Management support to small and mid-sized nonprofit organizations who need guidance and direction to effectively host volunteers.
- Continue to expand personal, professional, social, and emotional training and development for national service participants.

2020	2021	2022
Volunteer matchmaking to ensure optimal volunteer experiences¹		
<ul style="list-style-type: none"> • Centralize recruitment of volunteers by revamping current Volunteer Delaware website.¹ • Provide volunteer Coordinator/Matchmaker that can provide accountability related to volunteer communication and matchmaking. • Provide Point of Contact services aligned with best practices from high volume volunteer-based agencies for smaller nonprofits. • Strategically partner with entities who have mastered volunteer coordination. 	<ul style="list-style-type: none"> • Ensure effective Point of Contact for volunteers on site where they are volunteering. • Ensure optimal usage of revamped Volunteer Delaware website. • Increase recognition, visibility and respect for volunteer efforts. 	<ul style="list-style-type: none"> • Foster a culture of service and civic engagement. • Continue to meet needs of volunteers. • Continue the expansion of volunteer recognition program.
Reimagining Volunteerism in a Changing World		
<ul style="list-style-type: none"> • Offering virtual volunteerism opportunities; Hybrid event being held for 2020 Governor’s Youth Volunteer Awards, creating a virtual component to the recognition event. 		
Strengthening National Service in Delaware		
<ul style="list-style-type: none"> • Training and development modules will continue to focus on Trauma Informed Approach, career exploration, financial empowerment, leadership training, mental health and self-care workshops. 		

¹ Public input for strategic plan expressed the need for better matchmaking via website. Work has begun to overhaul Volunteer Delaware website with guidance of Commission.

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Strategic Priority #2: Increase number of volunteers and national service participants

- Establish high value corporate engagement as a service.
- Develop a recruitment plan/priority.

2020	2021	2022
Establish high value corporate engagement as a service		
<ul style="list-style-type: none"> • Improve volunteer experience. • Work toward setting up volunteers for longer term volunteer engagement with host sites. 	<ul style="list-style-type: none"> • Develop webinars or seminars related to volunteerism. • Promote volunteerism to the community that can lead to matchmaking/placement mechanism through SOV. 	<ul style="list-style-type: none"> • Continue to meet needs of volunteers. • Continue advising hosts on recruitment.
Develop a recruitment plan		
<ul style="list-style-type: none"> • Develop recruitment priorities: clearer opportunities to recruit volunteers with seamless matching system. • Increase volunteer opportunities through strategic partners. 	<ul style="list-style-type: none"> • Consult with corporations and event coordination services – with effective follow up/ matchmaking between host site and corporate volunteers. • Create and implement targeted recruitment plan. 	<ul style="list-style-type: none"> • Address needs of volunteer hosts. • Continue advising hosts on recruitment plans.
Reimagining Volunteerism in a Changing World		
<ul style="list-style-type: none"> • Conduct Commission engagement and key partner meetings via Zoom or appropriate platform. 		
Strengthening National Service in Delaware		
<ul style="list-style-type: none"> • The Commission determined that all aspects of AmeriCorps should be emphasized in Delaware. Therefore, the Commission is applying for VISTA and NCCC intermediary projects on behalf of nonprofits Delaware. 		

Strategic Priority #3: Improve the network of volunteers and national service participants

- Establish deeper partnerships with host organizations.
- Provide training for volunteers and partner organizations.
- Provide marketing and recruitment for national service participants

2020	2021	2022
Deeper partnerships with host organizations		
<ul style="list-style-type: none"> • Website upgrade and development² • Optimal placement. • Quality of experience • Hours tracked and certified • Reflection/ gratitude • Consulting: provide orientation support/ webinars. 	<ul style="list-style-type: none"> • Create deeper partnerships with host organizations for volunteers. • Establish clarity about their needs and capacity as an organization to host volunteers. 	<ul style="list-style-type: none"> • Establish follow up routine to check on volunteer needs.
Training of volunteers and partner organizers		
<ul style="list-style-type: none"> • Develop webinars or seminars related to volunteerism and promote to the community. • Support host sites in development of stronger orientation processes for volunteers and learn about training needs for their volunteers – provide support where we can. 	<ul style="list-style-type: none"> • Establish clarity about volunteers and partners needs and capacity as an organization to host volunteers. • Provide training as available 	<ul style="list-style-type: none"> • Establish clarity about volunteers and partners needs and capacity as an organization to host volunteers.
Reimagining Volunteerism in a Changing World		
<ul style="list-style-type: none"> • Explore virtual platform for training and conference delivery (i.e., Points of Light, Delaware Volunteerism Conference) 		
Strengthening National Service in Delaware		
<ul style="list-style-type: none"> • Establish a Volunteer Delaware Reserve Corps, consisting of volunteers and AmeriCorps alumni, to support DEMA and the Department of Education initiatives. 		

² Public input for strategic plan expressed the need for better matchmaking via website. Work has begun to overhaul Volunteer Delaware website with guidance of Commission.

Governor's Commission on Community and Volunteer Service

The Governor's Commission on Community and Volunteer Service is committed to enriching lives and communities by advocating service and volunteerism. The duties of the Commission are prescribed by, but not limited to the National and Community Service Trust Act of 1993. The Commission is comprised of representatives reflecting the broad diversity of the state including members of the public sector, the private nonprofit sector and the business community. The Commission is supported by and works in collaboration with the Office of the Governor, the Delaware Department of Health and Social Services, Division of State Service Centers and the State Office of Volunteerism. The Corporation for National and Community Service provides support for National Service initiatives undertaken by the Commission.

Our Commissioners

<i>Chairman</i>	<i>Paul Calistro, Jr.</i>
<i>Vice Chair of National Service</i>	<i>Reverend Sharon Morgan</i>
<i>Vice Chair of Volunteerism</i>	<i>Margarita Rodriguez-Duffy</i>
	<i>Hilda Chaski Adams</i>
	<i>Mary Kate Benson</i>
	<i>Lossie Freeman</i>
	<i>Dr. Susan Haberstroh</i>
	<i>Catherine Lindroth</i>
	<i>Dr. J. Robert Parsons</i>
	<i>Gary Pippin</i>
	<i>Marguerite Prueitt</i>
	<i>Timothy Sheldon</i>
	<i>Charles Vincent</i>
	<i>Enid Wallace-Simms</i>
	<i>Molly Williams</i>
<i>Executive Director</i>	<i>Kanani Hines Munford</i>

Thank you to the Steering Committee:

<i>Vice Chair of Volunteerism</i>	<i>Margarita Rodriguez-Duffy</i>
	<i>Mary Kate Benson</i>