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Wisconsin National & Community Service Board Meeting December 12, 2019 10:00 AM –2:00 PM

BOARD Present: Christine Beatty (attending remotely), James Langdon, Leah Lechleiter-Luke, Benjamin Lehner (attending remotely), Jane Moore (attending remotely), Anthony Hallman, Michael Hinman, Susan Schwartz (attending remotely), Yolanda Shelton-Morris (attending remotely)

BOARD Not Present: Angela Ahlgrim, Latoya Holiday, Paula Horning, Donald Placidi, Pamela Charles, Laura Doolin, Robert Griffith, Kate Jaeger, Amy McDowell

Presenters / Guests Present: Ben Olsen, Patricia Takamine, Barb Evans, Dr. Nicole Bowman, Dr. Annalee Good

Staff Present: Jeanne Duffy, Alexis Matthews, Steven Yule, Kyle Clower, Ruhamah Bauman, Tracey Brent

Program Staff Present: Connie Bettin – *PASS AmeriCorps*, Cally Ehle – *Easter Seals Wisconsin*, Anna Korb – *Easter Seals Wisconsin*, Steve Frodl – *NCCAP*, Karen Dischler – *Schools of Hope*, Kelly Walker – *414 Fellows*, Kirstie Yu – *Wisconsin HealthCorps*, Brian Blahnik – *MCHS AmeriCorps*, Amanda Ross - *WOTFV*

Call to Order

The meeting was called to order at 10:05 a.m. by Christine Beatty

ACTION ITEM -- *With Christine Beatty attending the meeting remotely, a discussion was had to have the meeting chaired by someone physically present at the meeting. James Langdon nominated Anthony Hallman to serve as the acting chair for the meeting. Second by Michael Hinman. Motion passed unanimously.*

Introductions

Anthony Hallman had the board members, Serve Wisconsin staff, guest presenters, and AmeriCorps program staff introduce themselves.



Public Comment

Brian Blahnik, AmeriCorps Program Director for Marshfield Clinic Health System, delivered the following public comment and submitted it for inclusion within the board minutes.

In 2019-2020 the MCHS AmeriCorps program will celebrate 20 years of AmeriCorps service in Wisconsin. Since 2000 I have had the fortunate opportunity to be a part of those 20 years.

Serve Wisconsin has also been an integral part of that history in providing superior high-quality support that is considered some of the finest in the Nation. Through the year we have enjoyed our relationship with program Officers including (just to name a few, you might recognize) Vincent Borleske, Tom Devine, Jennifer Rodis, Gloria Nikolas, Jessica Kessler, Kara Rivers, Steven Yule, Alexis Matthews, Jeanne Duffy, Ruhamah Bauman and many others. We thank you for that strong and continued support.

We have operated numerous programs in the past 20 years, 39 to be exact which included substance Abuse Coalition work, American Recovery Reinvestment Capacity building, Afterschool programming, Tribal coalition and substance abuse prevention, Opioid Recovery, Volunteer capacity building.

We have participated in 5 major disaster/service projects including Manitowish Waters Tornadoes, Bad River Band of the Lake Superior Chippewa Flood in Odanah, Camp Douglas flooding, Arctic Freeze homeless project of 2018 and Mountain disaster service project.

We have assisted Serve Wisconsin and our fellow programs in coordination of more than 20 kick off and end of year celebrations as well as statewide service projects including the Opening Ceremonies at the Wisconsin Timber Rattlers Stadium Appleton, Volk Field Air Base, Green Lake Resort, Chula Vista in Wisconsin Dells and end of year celebrations in Madison, Milwaukee, Rosholt and more.

We have written multiple additional support grants through Serve WI and CNCS for 9/11 days of remembrance, MLK Days, AmeriCorps week and National Volunteer week as well as assisting with the Disaster response grant most recently received.

In terms of programming. MCHS has enrolled our 1,000th member this year and are at 1,053 members who have served in the program.

These members have provided 1,790,000 hours to communities valued at more than \$44,750,000.00 to more than 350 different community-based nonprofits, coalitions and government agencies.

MCHS AmeriCorps members have earned and been awarded \$4,735,000 in ed awards

Members have served (with duplication) 100,000 youth across 52 coalitions in N/NW Wisconsin while providing more than 10,000 activities events including 12 prevention and leadership camps attended by more than 1,500 youth. Supported more than 500 learning events attended by more than 3,000 parents and adult mentors. Helped support more than 750 individuals in recovery, stay on the path to success.

Members have provided thousands of youth direct support in school and afterschool to improve their academics, personal social skills and healthy active living habits.

Communities have made far reaching impact and change by implementing new effective and efficient practices addressing substance abuse, recovery, volunteer engagement, youth leadership, mental health, and more.

Members have gone on to become doctors, lawyers, school teachers, social workers, moms and dads. We have had 6 members who have married within the program. (Jon, Allie, Devin) we also have success stories like the BGC of the Chippewa Valley who operate 4 major clubs in 4 different communities ALL of these clubs and their COO and operations managers are ALL former MCHS AmeriCorps members.



So, 20 years of service, 20 years of support, 20 years of accomplishments, we want to thank our fellow Program Directors who we have had the fortune of working and serving with, YOU make this worth it! Also thank you to CNCS and of course Serve WI staff and board for your continued hard work, efforts and support! You have made this journey just as rewarding.

Thank you!

Approval of the Minutes from the October 11, 2019 Board Meeting

ACTION ITEM -- *Christine Beatty made a motion to approve the October 11, 2019 WNCSB meeting minutes. Second by James Langdon. The motion was unanimously approved (Anthony Hallman did not vote).*

Conflict of Interest Forms

Alexis Matthews had board members complete conflict of interest forms before beginning the voting on competitive AmeriCorps program applications for grant funding.

Overview of Competitive AmeriCorps Program Application Process

Alexis Matthews provided an overview of the 2020-2021 Competitive application process. It was noted that some current Formula funded programs have chosen to apply for Continuation Formula funding and are not included in the Competitive application review process. Alexis described updates to the Performance Scoring spreadsheet around performance measurement calculations and how these are based upon the percentage of a measure that was achieved. She also described the transition to holding peer reviewer meetings remotely to allow for a greater scope of reviewers that are outside the Madison area.

Anthony Hallman provided a brief overview of the Competitive and Formula Funding processes as two distinct opportunities to programs to apply for AmeriCorps funding.

2020-2021 AmeriCorps Competitive Fixed Amount Applicants

Anthony Hallman gave a brief overview of the information presented and discussed at the December 3, 2019 Program Development and Evaluation Committee regarding the programs listed below applying for AmeriCorps Fixed Amount Competitive grants.

Continuation Applications – Recommendations

1 – College Possible – FT Fixed

New/Recompete Applications – Recommendations

2 – Wisconsin Primary Health Care Association – FT Fixed

ACTION ITEM -- *Christine Beatty made a motion to approve the Competitive Fixed Amount Applications to be submitted to CNCS for competitive funding consideration for the 2020-2021 program year.*

Second by Jane Moore. The motion was unanimously approved.



2020-2021 AmeriCorps Cost-Reimbursement Competitive Applicants

Anthony Hallman gave a brief overview of the information presented and discussed at the December 3, 2019 Program Development and Evaluation Committee regarding the programs listed below applying for AmeriCorps Cost-Reimbursement Competitive grants.

New and Recompete Applicants – Recommendations

- 3 – Boys & Girls Clubs of Greater Milwaukee – ClubCorps (formerly EARN)
- 4 – Dane County Human Services
- 5 – Easter Seals Wisconsin
- 6 – Marian University
- 7 – Marquette University
- 8 – Renewal Unlimited, Inc.
- 9 – United Way of Dane County – Achievement Connections
- 10 – Western Dairyland EOC, Inc.
- 11 – Wisconsin Association for Homeless & Runaway Services

Continuation Applicants- Recommendations

- 12 – Boys & Girls Clubs of Greater Milwaukee – Academic and Career Planning
- 13 – Marshfield Clinic Research Foundation – Afterschool
- 14 – Marshfield Clinic Research Foundation – Volunteer Wisconsin
- 15 – Milwaukee Christian Center
- 16 – North Central Community Action Program
- 17 – Public Allies Milwaukee
- 18 – United Way of Dane County – Schools of Hope
- 19 – University of Wisconsin-Eau Claire – ECLIPSE
- 20 – WI Department of Public Instruction – Farm to School

ACTION ITEM -- Christine Beatty made a motion to approve the Competitive Cost-Reimbursement Applications to be submitted to CNCS for competitive funding consideration for the 2020-2021 program year. Second by Jane Moore. The motion was unanimously approved.

Rankings of New/Recompete

Anthony Hallman gave a brief description of the requirement for the board to submit rankings of the new/recompete applications to CNCS. Alexis Matthews indicated that the below rankings were created by Serve Wisconsin staff and included consideration of the average application scores and program performance scoring for applicants that are existing programs.

1. Dane County Human Services – PASS
2. Western Dairyland EOC
3. Easter Seals Wisconsin
4. Renewal Unlimited
5. WI Primary Health Care Association - Wisconsin HealthCorps
6. United Way of Dane County - Achievement Connections
7. Boys & Girls Clubs of Greater Milwaukee – ClubCorps
8. WI Association for Runaway Services
9. Marquette University - 414 Fellows
10. Marian University

ACTION ITEM - James Langdon made a motion to approve the staff rankings of new/recompete applications. Second by Christine Beatty. The motion was unanimously approved.



Volunteer Generation Funds & VISTA

Volunteer Generation Funds (VGF)

Jeanne Duffy requested that the section of the agenda on the Volunteer Generation Funds and VISTA be moved to this point in the meeting to move these voting items to the morning to help accommodate those board members attending remotely.

Jeanne described that the WNCSB previously had VGF funding, which was with the Nonprofit Center of Milwaukee, which was working on recruiting skilled-based volunteers as a Service Enterprise hub. Jeanne has been in conversation with the Greater Wisconsin Agency on Aging Resources (GWAAR) regarding it becoming the new Service Enterprise hub for the state, as it would train senior centers throughout the state and give training to retiring seniors. She described that CNCS is expected to release its NOFO in January and it would be due May 6. Jeanne explained that she was coming to the board seeking approval to move forward.

Christine Beatty asked if Bonnie Andrews was doing this work when the funding was in Milwaukee and who would be doing this now with the new grant. Jeanne verified the previous Milwaukee staff and explained that a staff person at GWAAR would undergo the training for operating this plan under VGF. She continued that Service Enterprise is run through the Points of Light Foundation and that they do the training, with part of application for funding being for the “train the trainer” training.

James Langdon asked if this would be new grant funding and Jeanne replied that the board has had it before. James Langdon then asked about the 16.54 process for the state, with Jeanne replying that the board will also have to get approval from the state of Wisconsin as well.

Anthony Hallman asked about the amount for the grant and the feasibility if only applying for \$75,000. Jeanne responded that she is working on the funding amounts with GWAAR, as they can be up to \$300,000.

ACTION ITEM -- Jane Moore made a motion to approve Serve Wisconsin staff developing and submitting if feasible an application for Volunteer Generation Funding. Second by Christine Beatty. The motion was unanimously approved.

VISTA Intermediary

Jeanne Duffy described how Serve Wisconsin has been approached by CNCS to potentially become a VISTA intermediary in the state, which would involve having the ability and funding to help recruit and place AmeriCorps VISTA members in Wisconsin. Serve Wisconsin during outreach efforts has often had organizations that only want one or two members serving, while our programs are usually a corps or team. Additionally, AmeriCorps VISTA is focused on anti-poverty efforts through capacity building, while AmeriCorps state programs typically perform direct service and can address a wide range of focus areas. The current plan that Serve Wisconsin has been exploring would be to apply for funding for a staff person to do this work, which would also require approval from the state budget office.

Leah Lechleiter-Luke asked if there was an existing model for this idea. Jeanne Duffy replied that there are other state commissions that are currently acting as VISTA intermediaries and that previously staff would refer these organizations to the CNCS state office, which closed this fall.

Christine Beatty asked about staff capacity, with Jeanne Duffy indicating that this would likely only be feasible with an additional staff member.

ACTION ITEM -- Jane Moore made a motion to approve Serve Wisconsin staff developing and submitting if feasible a proposal to CNCS to act as a VISTA intermediary. Second by Christine Beatty. The motion was unanimously approved.



Scheduling of Board Meetings for 2020

This agenda item was also moved to this part of the meeting to accommodate board members attending remotely.

Alexis Matthews explained the timeline for competitive funding notices and formula grant application submissions in 2020, which are due a month earlier than in 2019. She described that Serve Wisconsin will get the competitive funding notice on May 1, which would mean that these would not be available at the tentatively scheduled April 28 PE&D meeting, but these would be available by the board meeting. This meeting is being scheduled earlier than previous years, to May 14, with Serve Wisconsin staff at the regional ASC conference in Milwaukee the previous week. Jane Moore, who serves on the PE&D Committee, indicated that she would not be able to attend the PE&D meeting as she would be traveling out of Wisconsin.

The following schedule of potential meeting dates for 2020 was presented, with Christine Beatty requesting a final decision on the dates to be made after this meeting.

2020 Proposed Meeting Dates

- *Tuesday, April 28: PE&D Committee Meeting, formula round*
- *May 6 - 9: Regional Training in Milwaukee - All invited to attend for the full conference or a portion*
- *Thursday, May 14: Board Meeting*
- *Thursday, June 25: Governor's Service Awards & Board Meeting*
- *Thursday, October 15: Board Meeting*
- *Tuesday, December 1: PE&D Committee, competitive round*
- *Thursday, December 10: Board Meeting*

At this point in the meeting, a quorum of Board members was lost. The following items were for discussion only.

Presentation of Results of Serve Wisconsin's Training and Technical Assistance Evaluation

Dr. Nicole Bowman, PhD & Dr. Annalee Good, PhD delivered an overview of the evaluation conducted by the Wisconsin Evaluation Collaborative of the training and technical assistance provided by Serve Wisconsin. They began their presentation with an overview of the process for the evaluation, including the baseline for the beginning of the study, information sent out to programs and the response rate, and interviews conducted with those that had used the technical assistance multiple times. The presentation then continued with a discussion of the findings for the four study questions at the core of the evaluation.

1. *What evaluation technical assistance services were most utilized by Serve Wisconsin and programs (grantees)?*

Dr. Bowman and Dr. Good provided an overview of the findings for this study question, including indicating that most participants have preferred the 1-on-1 or two day in-person training formats and explained how these were valued by participants to sustain and increase their knowledge and assist in internalizing it.



2. Which evaluation technical assistance services were most impactful with Serve Wisconsin and programs (grantees) relative to building capacity and skills for producing their own higher quality evaluations to improve programs and build evidence?

Dr. Bowman and Dr. Good provided an overview of the findings for this study question, including descriptions on the technical assistance providing access to best practice, allowing the opportunity for follow-up during the 1-on-1 sessions, the convenience of remote training when available, assistance with how to apply, gaining the ability to see how elements within an instrument line up with the big picture, and assistance with issues faced when the way programs have to do monitoring and reporting may not allow them to fully express what the programs have done.

3. Were there aspects of the evaluation technical assistance services that were insufficient, fell short, or left gaps? How can technical assistance services be improved?

Dr. Bowman and Dr. Good provided an overview of the findings for this study question, including concerns regarding a lack of time to work through certain issues at a more technical or on-going level, wanting more time for 1-on-1 for how to put the learning in to place on the instruments addressed in the trainings and challenges with aligning evaluation plans due to the type of evidence base used by CNCS. They indicated that suggestions for improvement included more opportunities for peer networking, additional use of web-based conferencing, more detailed financial information for non-financial program staff, and exploring other areas of support.

Jeanne Duffy explained that one reason for program issues regarding evidence-base may be that for the highest evidence tier, CNCS wants high-level randomized trials, which require a control group. The programs can obtain data that demonstrates for instance that students are improving, but have issues showing it is directly due to the program due to inability/difficulty to have a control group in a fair and compassionate way for those that can be served.

4. Did technical assistance services result in any noteworthy but unintended consequences (positive or negative) that were not previously defined by Serve Wisconsin or CNCS?

Dr. Bowman and Dr. Good provided an overview of the findings for this study question, including the concept of those participating in the trainings growing together and becoming learning partners in a community of practice outside of the specific benefits for applying to training information to their particular programs.

Program Spotlight

Dr. Bowman and Dr. Good next provided a spotlight on PASS AmeriCorps and how technical assistance has impacted their program and the changes that were made to performance measures and how they are more aligned with what is being accomplished and the difference being made. They expanded on how this was done from examining their program design and the alignment to what research models say work, then doing an evaluation that can show their impact on outcomes. PASS has been able to move across an evidence tier, with this assisted by their access to school data and the ability to measure certain items where data across the population is available, allowing them to demonstrate increased/higher school attendance as a measure of school engagement.

Discussion, Recommendations, and Questions

Dr. Bowman and Dr. Good described how the technical assistance sessions were found to be impactful and allowed them to build capacity. They described that the study had a well-rounded design that produced multiple data sets, with additional areas possible for future studies to gain more data, including potential for more inclusion and contributing to the literature base and evidence in Wisconsin.



Anthony Hallman asked about the difficulty of programs that do multiple things to come up with an evidence base, with Dr. Good addressing ways of understanding the evidence as a whole and within different individual programs. She continued that even if a program cannot ever move all of the way up in the CNCS evaluation structure, it does not take away from their mission or work and how they trying to help address how this is done.

Patricia Takamine discussed capacity issues tribal programs, which may need to build in a response to the funding and then create infrastructure of how it fits cultural perspective to make it work, spending more time and often needing more funding to build up support and engagement, with difficulties in this area potentially compounded with aging, disability, and poverty.

Connie Bettin from PASS AmeriCorps described particular issue for AmeriCorps members is the need to train these members up and then also collect this high-level data as part of the process, with a challenge being how can they continue to collect this data but find a way to take some of this burden off of the members. Steve Frodl from NCCAP addressed the similar need to work with host sites on issues surrounding data collection. Connie Bettin continued that the working relationship with the WEC evaluators and technical assistance has been invaluable for how they do evaluation and collect data, which has been aided by now having the ability to pull data from MMSD and not rely nearly as much on the AmeriCorps members for this part of the process.

Cally Ehle described some of the difficulty with comparative data with those served at Easter Seals Wisconsin, including the types of required surveys and other measures, explaining how it will be tough for us to move up across the evidence tiers despite the impacts that can be seen in person.

Why do I Serve? - Commissioner Talking Points and Video Recordings

Kyle Clower described an effort to help WNCBSB board members speak about the work of the board and why they are serving on it, including recording brief videos of board members that could be used on social media or in other ways. Kyle shared a document with talking points board members could use and then showed an example video he created to the board members. He then stated that he would be available to record board members during lunch and would also bring the camera to the next meeting to do recordings as well.

Public Policy and Outreach Committee Update

Jeanne Duffy described that the Public Policy Committee and the Outreach Committee were formed at the March 2019 board meeting and that due to cross-over regarding both the actions and the members of the two committees, the committee members would like to put forward a proposal to combine the two into one committee. Jeanne then presented the board members with the proposed new mission for the combined committee with 6 goals for the new committee

With the board not having quorum coming out of lunch, with the remote attendees no longer present, a vote was not taken regarding the approval of the proposal to unite the committees and the accompanying mission and goals. The committees are not planning to hold joint meetings until the merger is approved.

Pat Takamine asked about their being an age limit for AmeriCorps service in regard to the proposed goal regarding engaging seniors in service, with Jeanne Duffy responding that there is not an age limit for serving.

Anthony Hallman asked about increasing volunteerism in the state, particularly in regard to the annual CNCS survey. Jeanne Duffy discussed how CNCS changed its ranking methodology, with this also being a reason for applying for VGF funds.



2019 Year in Review & State Service Plan Update

Jeanne Duffy provided an overview of accomplishments and events by Serve Wisconsin and Wisconsin AmeriCorps programs during 2019. She began with a discussion of Alexis Dean from Schools of Hope winning the national Excellence in AmeriCorps Award and showed the video made with Alexis Dean this fall for recruitment. Jeanne provided highlights of the impacts of AmeriCorps programs in Wisconsin during the 2018-2019 program year. She then described the four new AmeriCorps programs during the 2019-2020 program year, Boys and Girls Clubs of Greater Milwaukee - Academic and Career Planning, Boys and Girls Clubs of Greater Milwaukee – Inspire Hope, 414 Fellows at Marquette University, and the Racine Zoo AmeriCorps Program, as well as the three new planning grants, Gio’s Garden, Sixteenth Street Community Health Centers, and the United Way of Racine County. Jeanne gave an overview of the disaster relief efforts being coordinated by Ruhamah Bauman and the projects completed with Team Rubicon. She then described the Transform Your Leadership podcast series being done by Serve Wisconsin this year as part of training for AmeriCorps members. She next provided an overview of Serve Wisconsin’s traditional media coverage, social media, and newsletters during the past year to describe campaigns to spread awareness for AmeriCorps.

Jeanne concluded by providing four goals for the Serve Wisconsin staff for 2020

- Update Serve Wisconsin Internal Procedures & Processes Manual
- Co-Host National Service Recognition Day in collaboration with all streams of national service at the State Capitol, April 16th, 2020
- Revise our monitoring practices to a risk-based approach
- Explore the feasibility of applying for Volunteer Generation Funding and becoming a VISTA Intermediary

Update from the CNCS North Central Regional Office

Ben Olsen introduced himself as the new Senior Portfolio Manager from the CNCS North Central regional office in Kansas City and that he would be working with the board and Serve Wisconsin staff. He gave an overview of his national service experience, which started with serving both as a VISTA and AmeriCorps state member in Arizona. He then joined the program staff of the AmeriCorps program in Arizona, later becoming a project director and then executive director. This program gave him additional exposure to national service, as it had three AmeriCorps programs and served as VISTA intermediary in rural areas, as well as working with Senior Corps in Arizona. Ben explained that he then joined the staff at CNCS, serving as the Arkansas state office director for the last year before being encouraged by regional head to apply for his current position when CNCS shifted to the regional offices.

Ben Olsen then gave an update on the CNCS Transformation Plan and the status of the regionalization process. He explained that it changes several processes for CNCS staff and programs. One element is that it will decouple program development and providing training from compliance and monitoring, which is a best practice of grant management. Previously, CNCS had separate staff handle program and grant functions for VISTA and Senior Corps, which will now be the same person as the portfolio manager for direct grantees, but not those receiving money from state commissions like those under Serve Wisconsin. Additionally, CNCS used to manage VISTA and Senior Corps through the CNCS state offices and AmeriCorps State/National through CNCS offices in Washington, DC, but all of these will now be managed through the regional offices.

Ben then gave an overview of the staffing of the regional offices, particularly the North Central regional office. He explained that each office would have a regional director, with Michael Laverty, who had



previously done regional management for the Southwest, being the new North Central director. Under that position will be the assistant director, who oversees Senior Portfolio Managers, who then oversee the portfolio managers. He said that half of the North Central staff came from CNCS state offices and the others from other federal offices, some with program/service experience.

Ben explained that the regional office is trying to streamline how practices take place, provide more consistent guidance across the states, and improve “customer service” over time. He stated that during this initial period they are focusing significantly on training to get better at what they do and provide experience to new staff.

He then explained that the regional offices are coming on board in phases, with the North Central office being in the first group to open, with two more groupings of offices coming online next year.

Ben explained that some of the areas that they are hoping to focus upon are addressing opioid and substance abuse and college entry/graduation for low entry, but they will be working with partners in the states to determine what local priorities should be in each state. Additionally, one of the priorities for Wisconsin is expanding VISTA in the state, as there were only 30 last year and this number could be tripled and still be sustainable. He asked board members to please contact him or Serve Wisconsin staff if they know of any agencies that need this type of assistance in anti-poverty capacity building.

Anthony Hallman asked about potential funding problems in the future. Ben replied that CNCS is currently working under a continuing resolution and that despite some budget proposals removing funding, CNCS has had small increases each year. He also explained some challenges with shared support services, as these will have financial benefits in long-term, but will have slightly lower staffing in the short-term with the transition, as they are contracting some tasks out to other agencies. Anthony Hallman then stated that continued funding is due to bipartisan support, with Ben explaining that it was thanks to service commissions engaging with elected officials.

Update from Senior Corps Program Association

Barb Evans introduced herself as the president of Wisconsin Senior Corps Association and the director for the RSVP program in Stevens Point through the Aging & Disability Resource Center of Portage County and then gave an update on Senior Corps efforts in Wisconsin.

She first described that there had been questions and concerns on how Senior Corps will be impacted by the changes at CNCS to regional offices, with the state CNCS office now closed and concerns about a perceived lack of support. In November, there was meeting of twenty-four of the Wisconsin Senior Corps directors in Stevens Point with Ben Olsen and Veronika Fournier from the CNCS regional office in Kansas City to get to know them and to have a discussion about the impacts of the regionalization process.

She explained that the Wisconsin Senior Corps Association met following this to discuss issues and its future plans. She described how one major discussion was working on how to support fellow programs, particularly figuring out how to reach out to those with new directors, as multiple directors were lost during the phasing in of the transformation plan. She described that state Senior Corps programs are currently working through IPERIA and that Margie Zutter, a Senior Corps director in Dane County, is part of the national Senior Corps association and is relaying information on national issues to their group.

Additionally, she described that the is looking to become an affiliate of the Wisconsin Volunteer Coordinators Association, because as a member they can be represented and can apply for educational grant to provide training to the Senior Corps directors and receive scholarships to their annual conference. In order to meet the requirements regarding group membership and meetings, the Wisconsin Senior Corps Association will now have quarterly meetings either in-person or remotely.



Barb Evans then stated that the Wisconsin Senior Corps Association is interested in working with Serve Wisconsin on several events and efforts including the National Service Recognition Day event at the state capitol building in April, recruitment efforts and promoting volunteerism throughout the state, sharing resources and CNCS policy discussions that can provide information, the Governor's Service Awards and having more opportunities for Senior Corps, and having Senior Corps representation on the Serve Wisconsin board.

Barb then described how Senior Corps volunteers serve a large number of hours in the state, with over 52,000 hours in Portage County alone, but that recruitment challenges exist for some programs, particularly with Foster Grandparents, which can be vital to schools but be tough to find volunteers that can fill the slots. Anthony Hallman asked about efforts going out to ask seniors to volunteer for the program, as they will often respond when asked. Barb Evans explained that the issue is the need to find volunteers that qualify, as Foster Grandparents is a stipend-based program where the Senior Corps volunteers get \$2.65 an hour but must be both income eligible and be able to do the work in the schools. Seniors may want to volunteer through the program, but cannot due to income, with it possible to refer them to the RSVP program if operating in their region, as she can do in Portage County, but it may not always be possible.

Update from Program Director Association

Connie Bettin from PASS AmeriCorps indicated that the program directors have not met formally since the Minnesota ASC conference in May and the summer PD training in July. She indicated that most of the concerns were with Truescreen and Fieldprint, with many of these either resolving or becoming clearer. She described that the program directors are now in the middle of busy season with grant applications and that they would likely meet in February. She continued that in the interim that the program directors have been sharing items and resources informally and that they have been providing support to new programs.

Update from Commission Members

Anthony Hallman described a goal of continued work on the Strengths Accelerator. Jeanne Duffy responded that staff has reviewed it and that the 2020 goal to update the Serve Wisconsin Internal Procedures & Processes Manual came from this, with Steven Yule describing some updates on the usage of the Strengths Accelerator presented at a previous board meeting. Anthony Hallman also brought up setting up the mentoring program for new WNCSSB board members and the Center on Wisconsin Strategies report on educational disparities and what can be done to address problems in the report.

Michael Hinman stated that his status as the designee to the board from the Department of Military Affairs will hopefully remain the same following the transition to a new Adjutant General.

Leah Lechleiter-Luke described her efforts as the teacher lead in the state in developing a high school to teaching pipeline. She stated that they have grown from one club to 72 throughout the state and have transferred from DPI to the Wisconsin Education Association Council. She expressed that she would love to connect with staff from the education-based AmeriCorps programs.

Patricia Takamine from the Great Lakes Inter-Tribal Council, Inc. (GLITC) described that she has put in an application with Governor Evers to serve on the board and is here today as a guest. She stated that she is the program director for two Senior Corps programs at GLITC, Senior Companions and Foster Grandparents. She described efforts spent working in tribal communities working with preschool and



school communities on cultural issues of being active community members. She also described some of the issues GLITC is facing with recruitment for Foster Grandparents, partially due to issues and confusion over fostering due to those seniors caring for their own grandchildren for a variety of reasons as compared to the work of the program.

She described some of the challenges providing services in the Northwoods and that they are working with 13 tribes in Wisconsin and one in Michigan. She concluded that it was nice to see the more direct support that the board was able to give AmeriCorps compared to Senior Corps operating without a similar state board.

Staff Updates by the Serve Wisconsin staff

Alexis Matthews

Alexis Matthews described that she took over the role as the RFP manager following the Opening Ceremony in October and that she will still be acting as a program officer. She then described that ASC is having its regional conference in 2020 in Milwaukee on May 6-9. She continued that she has been helping with its planning for the last three years and that they are currently going through the proposals for presentations, with Serve Wisconsin putting in a few proposals, Wisconsin program proposals being submitted by Kelly Walker, and a keynote proposal done by Dr. Gee.

Ruhamah Bauman

Ruhamah Bauman stated that she represented VOAD at the GridEx training, gaining additional training on how to be more ready for disaster response efforts.

Steven Yule

Steven Yule describe doing his second visit as part of and ASC Strengths Accelerator team to visit state commission, going this time to Serve Idaho in Boise in October. Steven also described state commissions having online access for background checks and that staff is able to check these out for monitoring and that it good to see how these are going, although staff cannot see the basis for how programs are doing them for individuals from other states. Anthony Hallman recognized Steven as the longest serving staff member at 13 years.

Kyle Clower

Kyle Clower described recent recruiting efforts at universities with tabling events and focused campus advertising. He stated that work will be starting on the next annual report to get it published earlier than last year. Kyle then described the April 16 event at the state capitol building that he is helping put together that will try to showcase the different streams of national service based around National Service Recognition Day.

Tracey Brent

Tracey Brent stated that she is now in her third week at Serve Wisconsin and that she is looking forward to working with the staff and board members.

Adjournment

ACTION ITEM -- *James Langdon made a motion to adjourn. Second by Leah Lechleiter-Luke. The motion was unanimously approved. The meeting adjourned at 2:03 p.m.*

