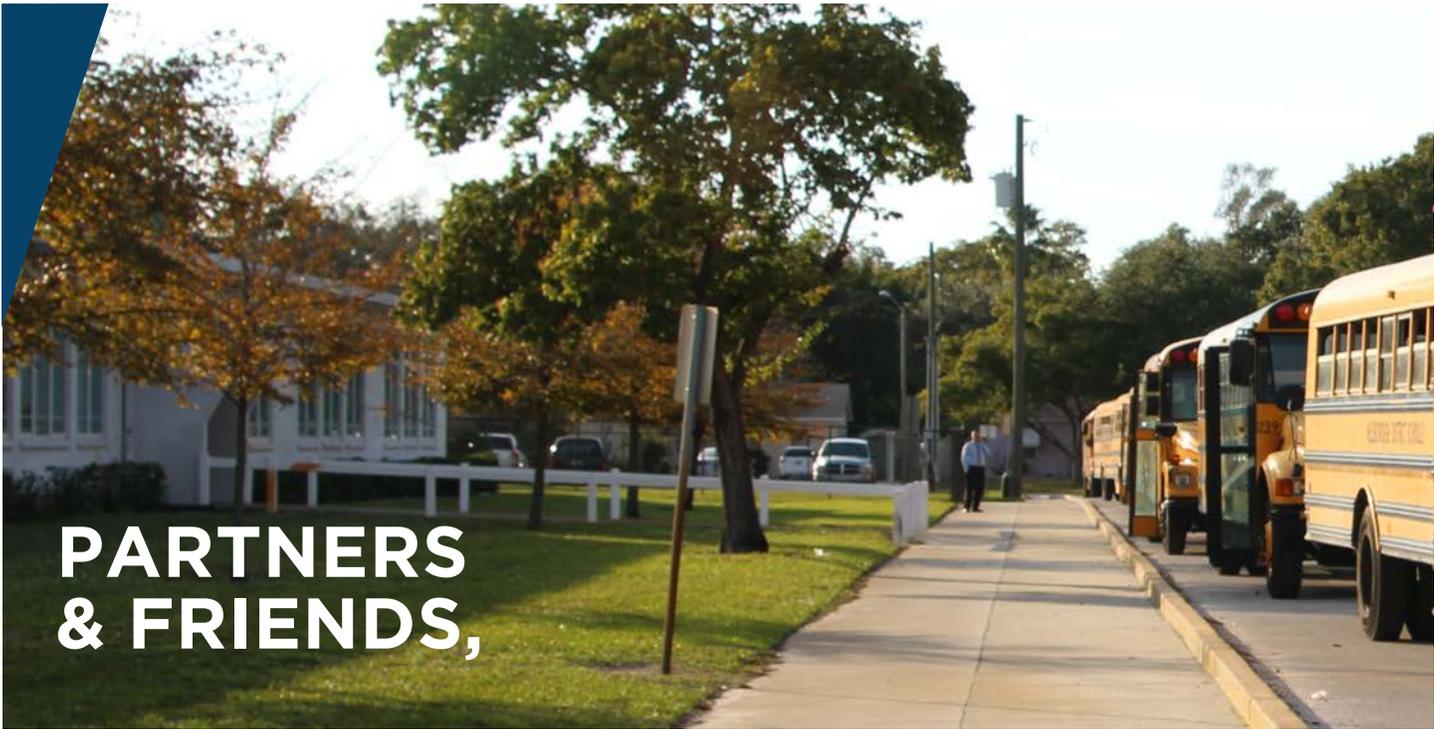




ANNUAL REPORT 2013



volunteerflorida



PARTNERS & FRIENDS,

Volunteer Florida (the Florida Commission on Community Service) embraced many changes in 2013 as we seek to continually improve the quality of service we provide to our great state. This spring, we launched a redesigned logo, branding and website; we're pleased to report that the site has had an increase of 77 percent new visitors, and we have received positive feedback about the new site's features that connect visitors to volunteer and national service opportunities.

Our commission also laid a foundation for its future this year by redefining its mission, vision and values and producing a five-year strategic plan. We recognize that our strong programs and partnerships have elevated national service and created new pathways to volunteerism in Florida. Now, this plan will guide us as we move forward to build upon our achievements.

As you will read in this report, our AmeriCorps members continued to make a tremendous impact in Florida's schools. The number of students who were taught, mentored or tutored this year by a Volunteer Florida AmeriCorps member increased by 19 percent - reaching 57,324 students in schools across our state. Our Commission also successfully applied for and secured funding for more competitively-funded education-based AmeriCorps programs, which has increased the number of AmeriCorps members making a difference in the lives of at-risk youth for 2013-2014.

This was the final year of our 3-year BEST Neighborhoods program, which was funded by the George H.W. Bush Volunteer Generation Fund. Our BEST Neighborhoods program is based on "neighboring," a model concept of community engagement that uses volunteering as a tool to



empower, mobilize and facilitate positive changes in communities. The 3-year goal of this program was to generate 20,000 volunteers; and in its third and final year, we far surpassed that goal with 43,560 volunteers generated, including 23,617 first-time volunteers.

We also participated in exciting celebrations honoring the 20th anniversary of AmeriCorps. President Clinton signed the National and Community Service Trust Act on September 21, 1993. This legislation established AmeriCorps and was also the impetus for state service commissions like ours, which were established in each state to administer AmeriCorps grants. Volunteer Florida was established by Executive Order of the Governor in 1993, and adopted by the Florida Legislature in 1994. We look forward to celebrating these dual 20th anniversaries with our state and national partners in the year ahead!

As we complete two decades of significant partnership between local, state and federal government agencies, non-profit organizations, private sector businesses and Florida's citizens, we look forward to continued success in 2014 and beyond.

Sincerely,

Susan B. Towler
Chester Spellman

Susan Towler, Chair
Chester W. Spellman, CEO



ABOUT US

Volunteer Florida's Commission is administratively housed within the Executive Office of the Governor and guided by a bipartisan board of Commissioners, who are appointed by the Governor and confirmed by the Senate.

Administration of national service programs is a top priority of the Commission. National service programs like AmeriCorps offer Floridians the opportunity to engage in intensive service to their community while increasing capacity for nonprofits and other service organizations. In fact, 85% of Volunteer Florida's funding is subgranted to educational foundations, nonprofits, faith-based organizations and other qualifying organizations for national service and volunteer programs.

Volunteer Florida provides oversight and accountability of these grants through its Commission and staff. Because national service grants require matching funds and a competitive application process, our staff ensures that these grants have proper programmatic and financial oversight, and provides grant staff with trainings and professional support.

Volunteer Florida is the lead agency for Emergency Support Function (ESF) 15, working at the state level under the authority of the Florida Division

of Emergency Management to assist with the management of Volunteers and Donations in disasters. Our Emergency Management staff members also provide regular training to local communities, disaster relief agencies and counties, offering expertise that enables our statewide partners to enhance and improve their own volunteer and donation management programs.

Volunteer Florida also leads initiatives throughout Florida that use volunteerism as a strategy to meet needs. These initiatives include engaging Floridians in service for Florida Volunteer Month, service projects for national days of service including September 11 and Martin Luther King Jr. Day, and increasing volunteerism through trainings and recognitions.

Volunteer Florida has worked diligently this year to re-establish the Volunteer Florida Foundation, the newest initiative of Volunteer Florida. In a time of diminishing government funding, the Volunteer Florida Foundation will be tasked with raising funds to support the mission and activities of Volunteer Florida. We are already seeing success in our efforts to strengthen the financial foundation of Volunteer Florida through corporate partnerships and individual donations.

MISSION

Volunteer Florida strengthens Florida's communities through national service, fostering volunteerism and leveraging resources.

VISION

Floridians are engaged, communities are transformed and Florida is a better place to live.

VALUES

- Service - Cultivate national service and volunteerism
- Leadership - Lead the vanguard of state service commissions
- Collaboration - Engage partners to multiply impacts
- Excellence - Perform at the highest level
- Innovation - Be inventive and creative in all aspects
- Inspiration - Catalyze all Floridians to serve





EXECUTIVE COMMITTEE

1 **SUSAN TOWLER** | CHAIR | JACKSONVILLE

Vice President, Florida Blue Foundation

2 **AUTUMN KARLINSKY, RDH** | VICE-CHAIR | WESTON

Volunteer and Philanthropist

3 **FRANK NAPPO** | TREASURER | NAPLES

President, Immokalee Housing and Family Services

President, Drug Free Collier

Former Community College Dean

COMMISSIONERS

4 **VANCE ALOUPIS** | MIAMI

Statewide Director, The Children's
Movement of Florida

5 **CHUCHA BARBER** | TALLAHASSEE

President, Chucha Barber Productions

6 **JAMES CROTEAU** | TALLAHASSEE

Former CEO & President, Elder Care Services

7 **SUSAN GLICKMAN** | INDIAN ROCKS BEACH

Consultant, Susan Glickman Associates

8 **CAROL GRAHAM** | PORT ST. LUCIE

Clinical Manager, Amedisys Homecare

9 **MARCIA GONZALEZ** | MIAMI

Political Director, Florida Carpenters Regional Council

10 **LINDA LANDMAN GONZALEZ** | ORLANDO

Vice President of Community Relations and
Government Affairs, Orlando Magic

11 **MIKE MCLEOD** | AVON PARK

Dean of Academic Support,
South Florida State College

12 **PATRICIA "PENNY" MILLER** | OCALA

Miller & Associates, Author
Vice President of Corporate Development,
Special Publications, Inc.

13 **R. WAYNE MULLICAN** | NAPLES

Retired Sr. Vice President,
Graphic Packaging International

14 **SUZANNE RICHARDS** | ORLANDO

ex-officio
Director, Florida State Office, Corporation
for National & Community Service

15 **JERRY RODEN** | FORT PIERCE

Attorney, Roden Law Firm

16 **MARITZA ROVIRA-FORINO** | TAMPA

Foresight Construction Group

17 **CHARLES SCRIVEN** | TALLAHASSEE

Pastor, Corinth Christian Fellowship

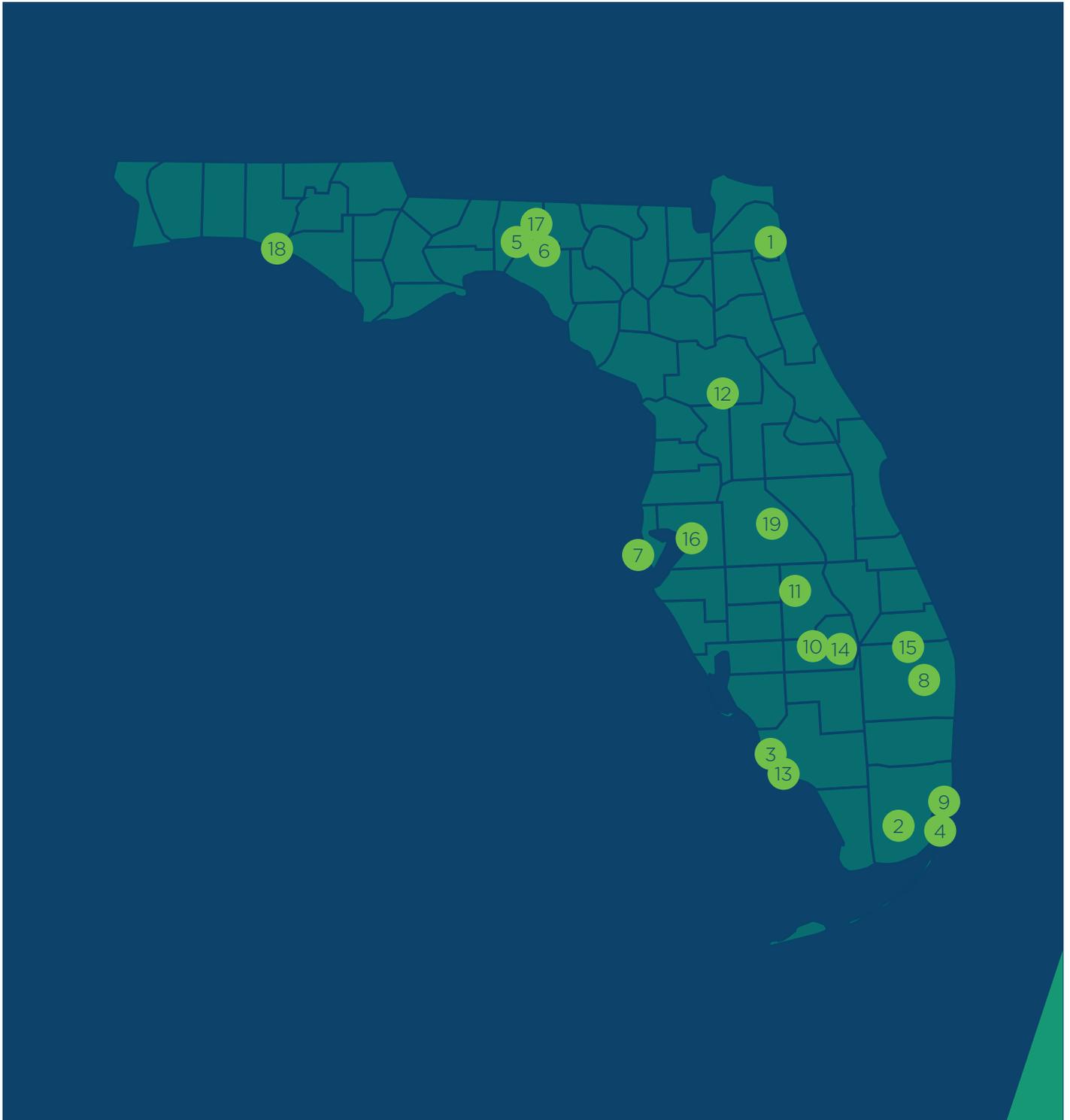
18 **THE HONORABLE**

SARAH "SAM" SEEVERS | DESTIN

Mayor, City of Destin

19 **SHERRY WHEELLOCK** | CLERMONT

CEO, Special Olympics Florida







VOLUNTEER FLORIDA FOUNDATION

The Volunteer Florida Foundation is a non-profit charity established, organized and operated exclusively to assist Volunteer Florida. The Foundation raises funds to aid the Commission in accomplishing its goal of meeting critical human needs in Florida. The Foundation's activities are guided by a board of directors.

► BOARD MEMBERS

Chucha Barber, President, Chucha Barber Productions

The Honorable Scott Clemons, President, The Clemons Company, Inc.

Yolanda Londono, VP of Global Social Responsibility, Tupperware Brands Company

Lt. General Robert F. Milligan, USMC, Retired

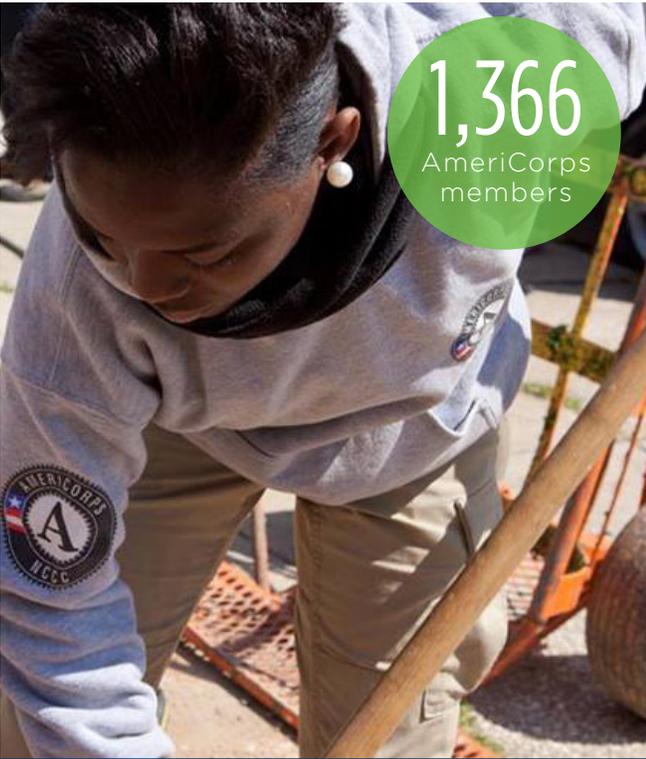
Frank Nappo, President, Immokalee Housing and Family Services

Aileen Pruitt, Florida Market Manager, Community Development Banking for PNC Bank

Maritza Rovira-Forino, Foresight Construction Group



2013 AT A GLANCE



1,366
AmeriCorps
members

Volunteer Florida's 1,366 AmeriCorps members provided 1.78 million hours of service, valued at \$33.5 million.*



27,234
volunteers
generated

Volunteer Florida's national service programs (AmeriCorps and BEST Neighborhoods) generated 27,234 volunteers who served 187,119 hours valued at \$3.5 million.*

*www.independentsector.org

\$6.28
million
in
scholarships

Volunteer Florida's AmeriCorps members were eligible for \$6.28 million in college scholarships as a result of their service.

57,324
students

57,324 Florida students worked with an AmeriCorps mentor, tutor or teacher.

88%

88% of AmeriCorps partners surveyed through Florida State University's College of Social Work reported that their affiliation with Volunteer Florida's AmeriCorps programs improves or greatly improves their success in attracting new resources.*

*2012 Annual AmeriCorps Statewide Evaluation





EDUCATION

Last year, AmeriCorps members served 57,324 students in 718 Florida schools. These AmeriCorps members served through several nonprofits, educational foundations and schools.

- ▶ Big Brothers/Big Sisters of St. Lucie County
 - ▶ Branches (formerly South Florida Urban Ministries)
 - ▶ Centro Campesino - Florida City
 - ▶ City Year Miami
 - ▶ City Year Orlando
 - ▶ Communities in Schools, Jacksonville
 - ▶ Communities in Schools, Miami
 - ▶ Hillsborough Education Foundation
 - ▶ Florida Campus Compact
 - ▶ Gadsden County School Board
 - ▶ Northwest Florida State College
 - ▶ Peacemakers Family Center
 - ▶ Palm Beach County Literacy Coalition
 - ▶ South Florida Urban Ministries
 - ▶ Strong Women, Strong Girls, Inc. - Miami
 - ▶ Take Stock In Children - Broward, Collier, Miami-Dade and Palm Beach Counties
 - ▶ Teach for America Miami
 - ▶ Teach for America Jacksonville
 - ▶ The ARC of Jacksonville
 - ▶ The Polk Education Foundation
-

▶ *AmeriCorps members receive a college scholarship for their service. Since 1994, more than 24,000 Florida residents have served 25 million hours through AmeriCorps, qualifying for \$69 million in Segal AmeriCorps Education Awards (scholarships).*

ACHIEVEMENTS



In the past year,
AmeriCorps served

57,324

students in

718

Florida Schools

Out of

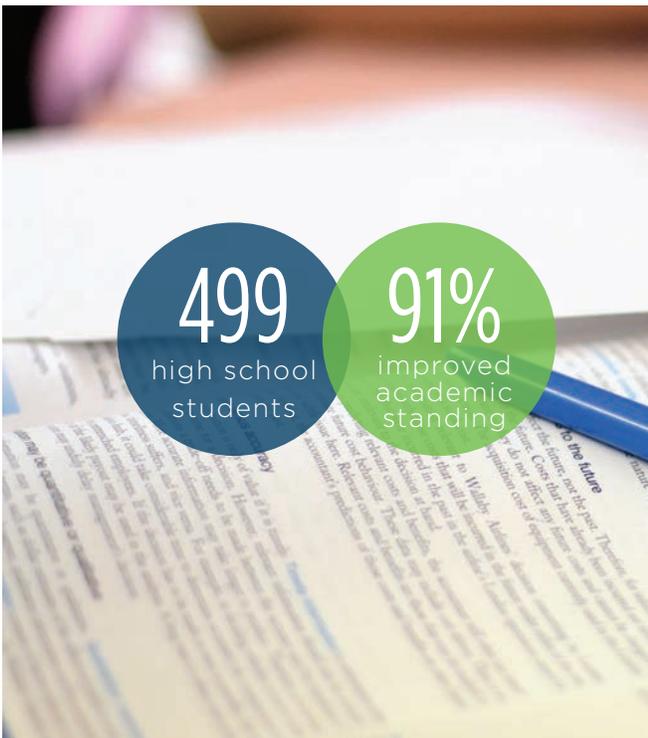
6,845

tutored students

83.6%

improved their
academic skills

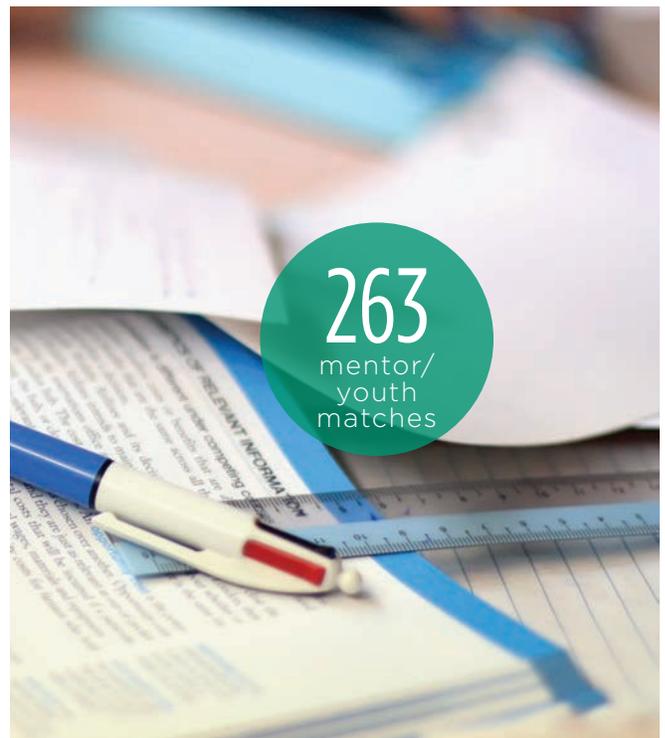
COLLEGE PREPARATION



499
high school
students

91%
improved
academic
standing

Take Stock In Children provided college readiness services to 499 high school juniors and seniors, resulting in the improvement or maintenance of academic standing for 91% of students served.



263
mentor/
youth
matches

263 K-12 youth/mentor matches were sustained for at least 6 months through AmeriCorps Graduation Pathways (Hillsborough Education Foundation).



TUTORING

BIG BROTHERS BIG SISTERS OF ST. LUCIE, INDIAN RIVER AND OKEECHOBEE COUNTIES

James Randall “Randy” Hindert served in the U.S. Army in Vietnam as a Sergeant from 1967-1970. He recently began serving our nation again, this time in the local community as a tutor for AmeriCorps at Big Brothers Big Sisters of St. Lucie, Indian River, and Okeechobee Counties.

AmeriCorps and the Big Brothers Big Sisters programs provide individual and small-group reading and tutoring services to students in grades K-3. Members also promote, encourage, and support family and adult literacy through community events.

Now in his second year, Randy has been a reliable volunteer who frequently takes on extra events and is a strong advocate for education.

His contacts from being a business owner in the community have helped him spread and share this amazing program to many. Randy’s continued service as an AmeriCorps member has helped Big Brothers Big Sisters and AmeriCorps achieve the ultimate goal of increasing the reading skills of students.

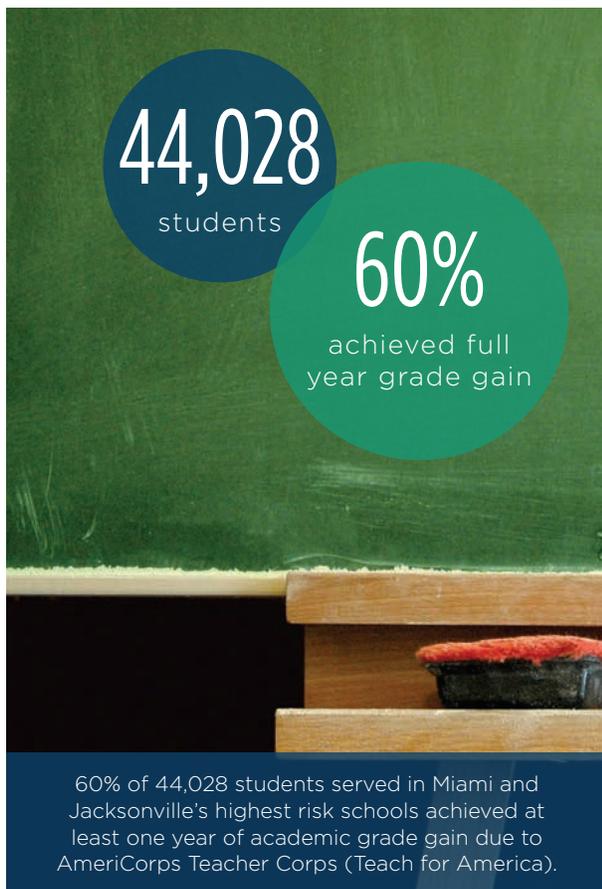
“I am rewarded every day I’m with my kids,” said Randy. “This has been a challenge for me, since I have never been involved with teaching young children. I think I have grown as a tutor, but most days the students teach me as well. I am truly grateful for this experience.”



AmeriCorps member Randy Hindert works on reading with students Joseph (center) and Tyler.



TARGETED SUCCESS





AmeriCorps members mentor with Strong Women, Strong Girls of Miami.



AMERICORPS — YOUNG PEOPLE MAKING A DIFFERENCE

BY VANCE ALOUPIS

Published in Miami Herald

March 3, 2013

In the room of bright red jackets, a great energy emanated from the 185 young men and women about to embark on a year of service as AmeriCorps members with City Year Miami. I talked with a young woman who had served two years as a City Year corps member, and I asked her how corps members were able to find housing with their living stipends being little more than \$13,000 a year. They “make it work,” she said.

She told me that she lived at home because that made it financially possible. Her parents lived in Coral Springs — a 75-mile trip to and from school each day. I asked what time she drove to work, to learn that she didn’t have a car but rather took the bus and train. Knowing that she needed to be at school by 6:45 a.m. with a two-hour commute, I was nervous to ask what time she left in the morning. “4 a.m.,” she said. “Any later, I’ll be late.” And this is only half the story because after a full day of reviewing homework, discussing challenges at home, and being a shoulder to lean on, Vanessa had to go home — by train and by bus.

This week marks a national celebration of AmeriCorps, an opportunity for us to recognize and honor this outstanding program and the thousands of dedicated corps members in Florida and across the country.

Addressing our nation’s needs in such areas as education, the environment, public safety, and

emergency management, national service programs like AmeriCorps use the power of citizens as change agents in their communities. With funding from the Corporation for National and Community Service — and administration by Volunteer Florida, the Governor’s Commission on Community Service — AmeriCorps members dedicate a year to intensive community service in exchange for a small living stipend and college scholarship.

Volunteer Florida administers funding for 1,366 AmeriCorps members serving our state in 28 programs, at respected nonprofits, faith-based and other community organizations. Here in Miami, AmeriCorps members are teaching with Teach for America, preventing dropouts with City Year Miami, and providing afterschool tutoring and mentoring programs with Communities In Schools and Centro Campesino.

They’re answering critical, sometimes lifesaving calls at Switchboard of Miami, and serving as role models in elementary schools with Strong Women Strong Girls They’re connecting residents in some of our most underserved neighborhoods with resources at faith-based organizations including Trinity Church, Peacemakers Family Center and South Florida Urban Ministries.

Nonprofits like these compete for AmeriCorps programs. Eligible organizations must provide matching funds between 24-50 percent for an AmeriCorps program, ensuring the program is sustainable with all parties invested in success.

Moreover, AmeriCorps members build capacity by recruiting additional volunteers for the sites where they serve — on average, one AmeriCorps member



leverages six to 10 community volunteers — and leveraging millions of dollars of private sector support towards impact. In the past 18 months, Volunteer Florida’s AmeriCorps programs in Miami alone have leveraged \$3.9 million in private and local resources.

In many ways our state’s AmeriCorps programs serve the critical role of being talent incubators and accelerators for amazing young people — many of whom we want (and need) to stay in Florida after their term of service to become valuable contributors to our workforce.

This week, we celebrate the 80,000 men and women across our nation who serve through AmeriCorps every year, and the 3.4 million volunteers they mobilize. We celebrate the 1,366 Floridians who serve with shirts proudly emblazoned with a signature AmeriCorps “A” on their sleeve, ensuring that the future of our state is ever better.

And we celebrate Vanessa Christiansen, the 24-year-old City Year AmeriCorps member who left her home at 4 a.m. each morning to make that two-hour trip — by train and by bus — to be there for those who needed her.

Vance Aloupis is a commissioner for Volunteer Florida, the Governor’s Commission on Community Service. He is also the statewide director of The Children’s Movement of Florida.





EMERGENCY MANAGEMENT

Volunteer Florida is the lead agency for Emergency Support Function (ESF) 15, Volunteers & Donations, for the Florida Division of Emergency Management. In this role, Volunteer Florida's Emergency Management staff regularly trains local communities and collaborates with over 40 disaster relief agencies and all 67 counties to enhance volunteer and donations management programs.

- ▶ Coordinates with nonprofits, faith-based organizations and local and state government emergency managers to meet needs before, during and after a disaster
- ▶ Operates the Florida Volunteers and Donations Hotline: 1-800-FL-HELP-1
- ▶ Operates the web-based Florida Donations Portal
- ▶ Collects data on disaster volunteers and donations
- ▶ Provides training and presentations on volunteers and donations management
- ▶ Administers Florida Disaster Fund





ESF 15 VOLUNTEERS AND DONATIONS

As the lead agency for ESF 15 Volunteers and Donations, Volunteer Florida has experienced many years in which the recovery phase of one disaster was upstaged by another and then another damaging event. We are grateful that 2013 has not been one of those years.

2013 was a kind year to most Floridians with only a few reported disaster events and declarations throughout the state. While Volunteer Florida staff provided support to groups assisting with flood recovery in July and tornado recovery in November, the relatively small scale of these events provided staff much needed opportunities for outreach, education and training.

Our emergency management team conducted nine trainings in Florida, one at the National Voluntary Organizations Active in Disaster (VOAD) Conference in Oregon, and one at FEMA's Emergency Management Institute in Maryland at the invitation of the Corporation for National and Community Service.

Exercises were also a big part of our preparedness work this year. A "deep dive" immersion of all staff into the annual Statewide Hurricane Exercise in May prepared Volunteer Florida for the full complement of ESF 15 responsibilities, including the Volunteer and Donations Hotline, Florida Donations Portal and our responsibilities at the State Emergency Operations Center.

Quarterly, agency-wide disaster training and our 2013 exercises have prepared every member of Volunteer Florida's staff for emergencies.

In addition to these exercises for natural disasters, Volunteer Florida participated in two homeland security exercises.

The Florida Department of Law Enforcement's Threat and Hazard Identification and Risk Assessment (THIRA) homeland security workshop was a tabletop exercise that focused on manmade rather than natural disasters. Staff also served on the planning team for the Key Lime Radiological Exercise (RadEx) that will take place in Key Largo in February 2014. This full-scale exercise includes response to and recovery from a nuclear power plant disaster.

With FEMA and our emergency management counterparts from Arizona and North Carolina, Volunteer Florida participated in the development of "Volunteer and Donations Management for the FEMA Employee," a new curriculum to prepare FEMA employees for disaster deployment. This course will improve the assistance that Florida and other states receive from FEMA staff during disasters.

As a member of the newly developed Special Needs Registry Task Force, Volunteer Florida presents the perspectives of voluntary and faith-based organizations on meeting the needs of Florida's vulnerable populations before and after disasters. Opportunities to join this and other preparedness and planning work this year have enhanced the visibility and value that Volunteer Florida's emergency management team brings to the state.



Volunteer Services Coordinator Mary Register provides a briefing on ESF-15 Volunteers and Donations to the State Emergency Response Team as part of the Statewide Hurricane Kirk/Lay Exercise.



STAFF DEPLOYMENT TO ALASKA

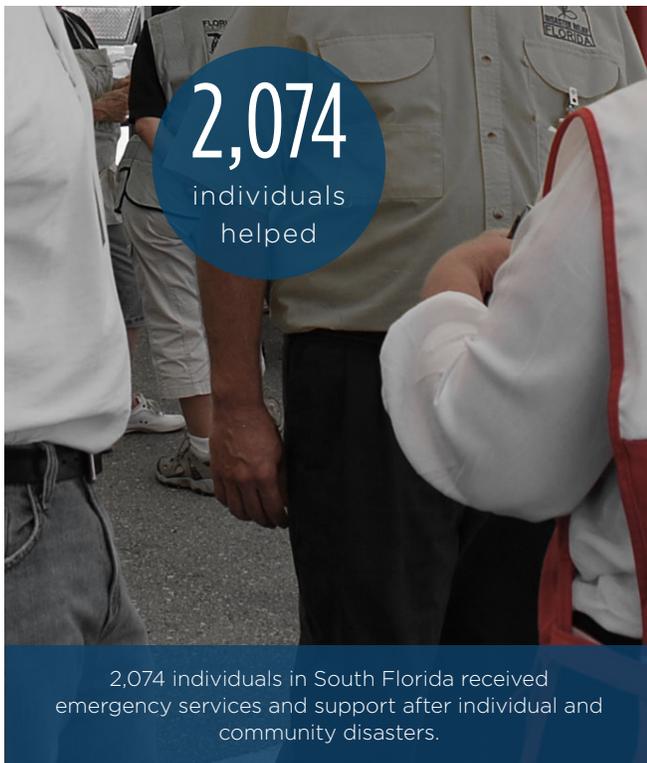
Volunteer Florida's Emergency Management Director was deployed to Alaska through the Emergency Management Assistance Compact (EMAC) in response to the Yukon River Flood in June. Our assistance included coaching on Alaska's public messaging on volunteers and donations, developing a strategy for the management of donated goods, and mentoring the leadership of Alaska's two Voluntary Organizations Active in Disaster (VOAD) coalitions.

► *"Working at the [Alaska] State EOC was a very positive experience due in large part to the staff I worked with. They are a knowledgeable group who work well together to accomplish the mission of taking care of the survivors. They know the VOAD partners, are sensitive to their roles and are strong advocates for the active participation of the VOADs."*

- **Tom Linley**, former Director of Emergency Management and Volunteer Services, Volunteer Florida

AMERICORPS SUPPORTING THE AMERICAN RED CROSS

AmeriCorps provided disaster training and disaster response for thousands of Floridians through the American Red Cross Florida Team serving in Palm Beach, Lee and Miami Dade Counties.







ENVIRONMENTAL STEWARDSHIP

FLORIDA STATE PARKS AMERICORPS

Since 1996, AmeriCorps members participating in the Florida State Parks program have improved natural resources in state parks and other public lands throughout Florida by removing exotic plants, reintroducing native species, surveying for endangered animals and plants, improving beaches and rivers, conducting controlled burns and maintaining trails. AmeriCorps members also conduct classes and recruit volunteers for communities to foster awareness and develop a greater appreciation for the environment.

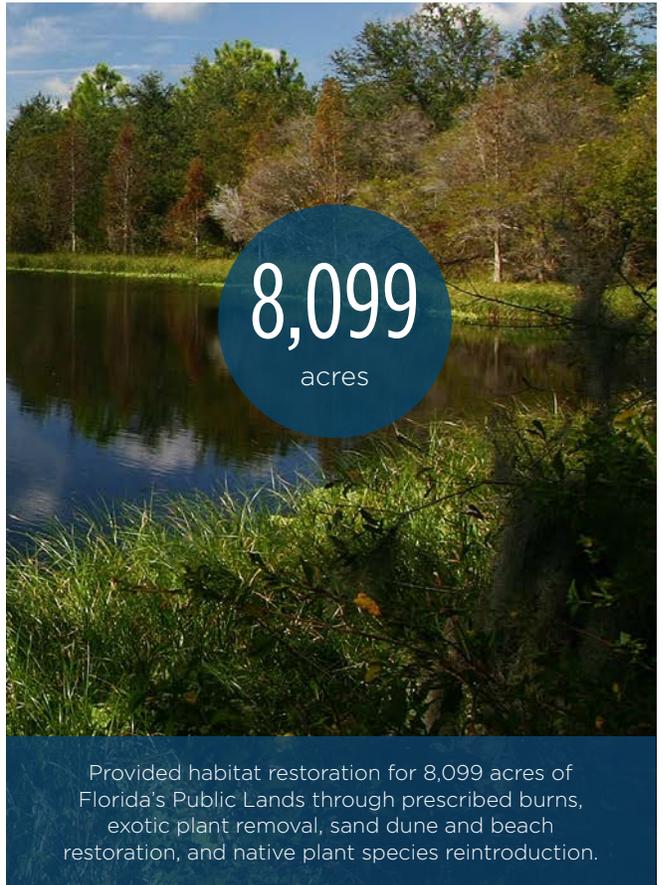
The Florida State Parks AmeriCorps program is administered by the Florida Department of Environmental Protection and operates in Florida's state parks and their surrounding communities.

► *"Florida State Parks AmeriCorps is a life changing opportunity that has had endless rewards and outcomes. It has prepared me for my next adventure in life, and I wouldn't be the same person I am today without being an AmeriCorps member. I am a better and more educated individual because of AmeriCorps and the opportunities it has given me, and it is something that I will always remember."*

- **Catlin Minnis**, Florida State Parks AmeriCorps member at Jonathan Dickinson State Park



2012 FLORIDA STATE PARKS AMERICORPS





AmeriCorps Florida State Parks members remove invasive screwpine at Jonathan Dickinson State Park.

FLORIDA STATE PARKS PROJECT A.N.T.

(AmeriCorps Non-native Plant Terminators)

Florida State Parks members were deep in the trenches of a fierce battle this year to save Florida habitats from the onslaught of invasive exotic plants. Referred to as AmeriCorps Weed War II, the second year of Project A.N.T. continued the fight for a natural Florida in 2013 by following a three-prong invasive exotic plant management plan of attack.

First, invasive exotic plants were tackled, with members enduring the Florida heat either spraying herbicide, chain sawing, hand pulling or using a combination of methods to combat the infestation of these invasive plants. Second, the members educated state park visitors and local communities about the long-term effects of these plants. Members explained how invasive plants alter Florida habitats, resulting in the displacement of wildlife and native plants, and how often the source of these unassuming predators is simply personal landscaping choices. Finally, since the battle against invasive exotic plants cannot be won by Project A.N.T. alone, members actively recruited volunteers to join the battle to save Florida's unique and endangered habitats.





HEALTHY FUTURES

Volunteer Florida's ACES team (AmeriCorps Coalition of Escambia and Santa Rosa) is an AmeriCorps program through the Florida Department of Children and Families that places 10 AmeriCorps members in nonprofits to provide educational support, financial stability, healthy lifestyles and school readiness.

The ACES team's force multiplying was in full effect at their first annual Back to School Bash/Farm Share event in Century, Florida in September 2013. AmeriCorps members partnered with Farm Share, Catholic Charities and the town of Century to provide fresh, nutritious food and clothes for 665 people for the new school year. Leading up to the event, members organized clothing drives and ensured that all children at the event were able to receive clothes for school.

► *"As an AmeriCorps ACES Volunteer, I'm proud to be able to serve my community. By working with our neighbors through Farm Shares, Back-to-School Events, and other service projects, we strive to make Escambia County a better place for all. In the coming year, we hope to achieve even more."*

- **Jamal Johnson**, AmeriCorps Member

AMERICORPS CLEARWATER POLICE DEPARTMENT



Provided community safety by assisting 4,227 citizens through response to non-hazardous calls.



Provided child injury prevention education to 522 citizens, increasing knowledge on preventing childhood injuries.



SWITCHBOARD OF MIAMI

At Switchboard of Miami, AmeriCorps members provide telephone counseling, suicide prevention and community outreach to residents in crisis. In the past year, these remarkable AmeriCorps members provided crisis counseling and community referrals to 46,308 callers in need of human services. 85% of callers reported complete satisfaction with services provided.

The Seniors Never Alone Program is a free service at Switchboard that provides weekly telephone and Skype reassurance services to enrolled senior residents 65 years or older who live in Miami-Dade County. AmeriCorps provided telephone counseling and wellness check-ins to 699 seniors in 2013 through the Seniors Never Alone Program.

In addition to their AmeriCorps program, Switchboard relies on local volunteers to achieve their mission. Robert Feldman, 84, of Miami, has volunteered for Switchboard of Miami for more than two decades. Mr. Feldman received the Volunteer Florida Champion of Service Award from Governor Rick Scott and Volunteer Florida on August 20, 2013.



SPOTLIGHT: AMERICORPS SERVING SUNCOAST SENIORS

Senior Friendship Centers is a non-profit network of centers in Southwest Florida with services that meet the needs of people 50 and older, and extend into the community with volunteer opportunities for all ages. The Centers provide innovative, cost-effective approaches to address the health and wellness of older adults in Sarasota, Manatee, Charlotte, DeSoto, Lee and Collier Counties.

In 2013, AmeriCorps Serving Suncoast Seniors provided critical services for 5,289 seniors and 312 caregivers including respite care, recreational and nutrition programs and the management of health concerns.

AmeriCorps member John Benson (pictured) is 79 years old and has been an AmeriCorps member for 4 years at Senior Friendship Centers. John actively recruits volunteers in Ft. Myers by going out and speaking to community groups; on average, he has recruited 250-300 volunteers every year to strengthen the capacity of Seniors Friendship Centers.

John works with these volunteers to check in on seniors through the “Friendship at Home” program. Recently, one of these volunteers saved a life when they made a routine call to a local senior whose behavior seemed unusual on the phone. The volunteer called 911; and it was discovered that this senior had taken the wrong medication and was having a life-threatening reaction.

John also organizes volunteers to provide nutrition by delivering food to 70 homebound seniors in the Ft. Myers area every month through Meals on Wheels, and helps with enrichment activities, including health and educational programs offered at Senior Friendship Centers.







ECONOMIC OPPORTUNITY

AmeriCorps Goodwill Goodworks! has been a program at Goodwill Industries of the Big Bend for five years, utilizing AmeriCorps members to further Goodwill's mission of providing job training, education and employment to people with barriers to employment.

AmeriCorps members serve at 11 Goodwill sites and non-profits, reaching 18 counties in North Florida. Members assist individuals who have experienced challenges including family crisis, underemployment, lack of access to education and homelessness. Members provide resource referrals and job training and ultimately help individuals to secure employment.

In 2013, AmeriCorps Goodwill Goodworks! provided 1,812 economically disadvantaged individuals with job placement assistance, including job skills training and job referrals. 717 economically disadvantaged individuals attained employment.



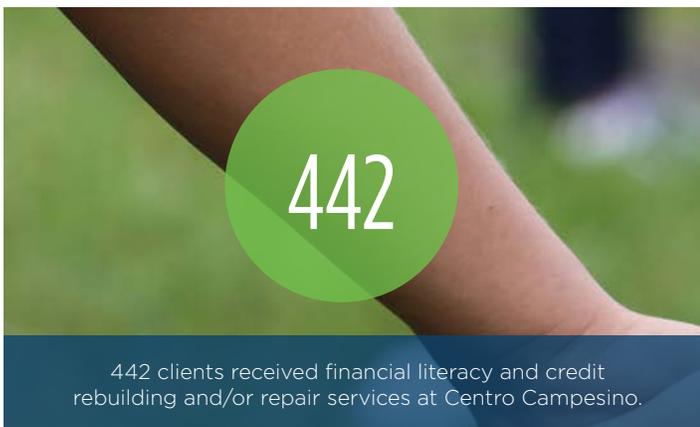
SPOTLIGHT: AMERICORPS BRANCHES

For 40 years, Branches (formerly South Florida Urban Ministries) has made a positive impact in the community by delivering on its mission to serve, educate and inspire people through student, family and financial stability services. In 2013, the Branches AmeriCorps team provided 1,209 individuals with economic development services, including budgeting, credit education, completing benefits applications, tax preparations and homelessness prevention, resulting in an 85% report of increased financial knowledge and financial stability.

Regions Bank, one of Branches' corporate partners, partnered with AmeriCorps and visited the children of the Branches Community Center Grow program and talked with them about banking and the importance of saving. Regions gave each student a piggy bank so they could get started early on saving for something they may want or need in the future, and the children learned about the difference between wants and needs.

FINANCIAL ASSISTANCE

AmeriCorps increases the financial health of individuals and families through expanding employability skills and financial literacy.



442

442 clients received financial literacy and credit rebuilding and/or repair services at Centro Campesino.



568

568 adults received financial literacy classes in Escambia and Santa Rosa counties with 80% retaining increased knowledge. (Florida Department of Children and Families)



2,449

AmeriCorps members provided links to social services for 2,449 individuals, including connecting to food stamps, job readiness and financial assistance. (Peacemakers Family Center, Trinity Church)



211

211 individuals with developmental and/or intellectual disabilities received one-on-one and small group mentoring to increase their work readiness skills. 86% of individuals with disabilities increased work skills as a result of member services. (ARC of Jacksonville, Inc.)





VETERANS AND MILITARY FAMILIES

Last year, 1,177 veterans and active military and/or family members received support services including disaster readiness, mentoring and referral services to meet personal and professional goals through the American Red Cross AmeriCorps team.

The Peacemakers Family Center's AmeriCorps team at Trinity Church supported 79 military families through referrals including those related to nutrition assistance, home foreclosure, counseling, substance abuse and family strengthening programs.



Volunteers write cards to members of the military as part of the 9-11 Day of Service.





VOLUNTEER SERVICES

B.E.S.T. Neighborhoods, which stands for “Build, Engage, Sustain, Transform,” is an innovative initiative of Volunteer Florida. This program was made possible through the Corporation for National and Community Service’s George H.W. Bush Volunteer Generation Fund, in a 3-year grant awarded to Volunteer Florida from 2011-2013. The B.E.S.T. Neighborhoods program is based on “neighboring,” a model concept of community engagement that uses volunteering as a tool to empower, mobilize and facilitate positive changes within communities. Instead of offering outside programs or projects, neighboring highlights the strengths in a community and engages leaders within that community to identify needs and create solutions.

The success of Volunteer Florida’s B.E.S.T. Neighborhoods program is evident in the number of volunteers generated. The three-year goal of the grant was to generate 20,000 volunteers; and at the end of 2013, B.E.S.T. projects had engaged more than 43,560 volunteers, including 23,617 first-time volunteers.

► *“Since I began my grant with B.E.S.T., I have come to think of neighboring in reverse. Instead of creating a project and engaging residents to be part of it, I now seek residents to become leaders who address issues and needs in their communities by creating and implementing projects.”*

- **Jeri Bush**, Director of VolunteerLEON



BEST NEIGHBORHOODS 2013





SPOTLIGHT: CARRFOUR-VERDE GARDENS

Carrfour Supportive Housing is a nonprofit organization established in 1993 by the Homeless Committee of the Greater Miami Chamber of Commerce. Carrfour develops, operates and manages innovative housing communities for individuals and families in need through a unique approach combining affordable housing with comprehensive, on-site supportive services. As a leading not-for-profit provider of supportive housing in Florida, Carrfour has supplied homes for more than 10,000 formerly homeless men, women and children since its founding.

Carrfour Supportive Housing's Verde Gardens in Homestead combines townhomes for formerly homeless residents and a 22-acre organic farm, produce nursery and on-site public farmer's market. With a range of supportive services offered that integrate innovative farming techniques with much-needed job and life skills, residents are given the opportunity to earn a living working at the Farm at Verde Gardens and the Homestead Harvest Market - which is open to the public year-round on Fridays and Saturdays.

The efforts at Verde Gardens, a 2013 BEST Neighborhoods grantee, were boosted by its residents taking charge of volunteer projects including a KaBOOM! Playground build for on-site children, meals for families and gardening projects. A total of 1,833 volunteers, including 1,081 first-time volunteers, participated in service projects benefitting the Verde Gardens community.





INCLUSION

Recognizing that national service includes everyone, Volunteer Florida engages in programs, trainings and presentations to boost enrollment of persons with disabilities in service. In 2013, approximately 11.2% of AmeriCorps members identified themselves as having a disability.

► *Hassan Roberts heard about Project Impact through a counselor at Miami Dade College, Wolfson Campus. He started an internship with Centro Campesino in September 2013 and has enjoyed helping with the organization's administration while he continues pursuing his associate's degree at Miami Dade College. "It's a great experience – it's my first real job," Hassan said.*

Hassan hopes to earn his undergraduate degree and pursue a career in web design and computer programming.



PROJECT IMPACT

► *Project Impact supports high school and college-age students with disabilities as they learn about volunteering and service.*

The second year of Project Impact / Service Works, a \$240,000 grant awarded to Volunteer Florida from the Institute for Community Inclusion via the U.S. Health and Human Services, Maternal Health Bureau, significantly impacted students with disabilities.

The purpose of the three-year Project Impact grant is to identify how participation in national service initiatives affects employability and social skills development of 100 students who have an Autism Spectrum disability. Students with disabilities in Duval and Lee Counties received ongoing mentoring from AmeriCorps members, culminating in student-led service projects benefiting the community.

Partners in this project include: the Center for Autism and Related Disabilities Tampa, Independent Living Resource Center, Jacksonville, AmeriCorps Duval Reads/Communities in Schools of Jacksonville, AmeriCorps Youth Transition/ARC of Jacksonville and Duval County Public Schools. Lee County Project Partners: AmeriCorps Red Cross of the Florida Gulf Coast, Goodwill of Southwest Florida and the School District of Lee County.

In Duval County, students at Forest High School developed a school food drive and collected over 600 pounds of canned and dry goods. Students delivered and sorted the food at the Second Harvest of North Florida Food Bank. Englewood High School students served the Jacksonville Zoo by cleaning picnic areas and making activity items for birds and cats.

In Lee County, Island Coast High School students served low socio-economic students by cooking lunch for them and establishing a mini food pantry that students could visit and choose canned and dry foods to take home to their families.



PROJECT IMPACT PARTNERSHIP WITH AMERICORPS

AmeriCorps members with Literacy Palm Beach AmeriCorps* mentored students from the Believers Academy, a charter school serving persons with different disabilities. Mentoring included instruction on job readiness skills and communication. For their service project, Believers Academy students were paired with AmeriCorps members to read to students at the elementary located next door to the Believers Academy.

AmeriCorps members from AmeriCorps St. Lucie Reads* mentored 50 students from different St. Lucie County High Schools. These AmeriCorps members accompanied students to Mets Stadium, where the students learned about job opportunities at the stadium. The AmeriCorps members supported the students by asking questions and having meaningful conversations about personal goal development.

*These Project Impact sites are not associated with the Service Works grant

GOVERNOR'S INITIATIVES

Donations to the Volunteer Florida Foundation Annual Fund and corporate sponsorships support all of the special programs and Governor's initiatives listed below.

- ▶ Florida Black History Month
- ▶ Florida Hispanic Heritage Month
- ▶ Governor's Veterans Service Award
- ▶ Governor's Shine Award
- ▶ Champion of Service Award
- ▶ Gubernatorial Fellows Program
- ▶ Florida Mentoring Partnership
- ▶ Florida Disaster Fund





CHAMPION OF SERVICE AWARD

The Champion of Service Award was established in 2013 by Volunteer Florida to honor individuals and groups for their outstanding efforts in volunteerism and service. This award is frequently presented by Governor Scott during Florida State Cabinet meetings.

Awards are given to an individual or group (informal, organization, agency, educational, government or business) who:

- ▶ Demonstrates excellence in volunteerism, community service, national service, civic, social or corporate responsibility
- ▶ Utilizes people, resources and opportunities creatively
- ▶ Advocates for volunteerism in the local community
- ▶ Makes outstanding contributions to community service efforts
- ▶ Exhibits an honorable commitment to volunteer service

▶ *“It is an honor to present the Champion of Service Award to these hardworking, deserving volunteers. Their commitment to helping others is commendable and I thank them for their continued service.”*

-- Governor Rick Scott



21
2.68
547.20
672.08

31142.45

+ 3542.55
+ 1352.14
+ 2100.36
+ 854.94

=====
38992.44

7761.67

30589.



FINANCIAL OVERVIEW

Volunteer Florida administers a combination of federal, state and private funding to deliver high-impact national service and volunteer programs in Florida. This funding is subgranted to educational foundations, nonprofits, faith-based organizations and other qualifying organizations to strengthen Florida's communities.

With oversight from Commissioners and staff, grantees are required to compete for grants, provide local match and deliver measurable impacts in the areas they serve. The Commissioners work through a Finance and Audit Committee. This committee is responsible for ensuring the Commission executes its responsibility as a steward of public funds.

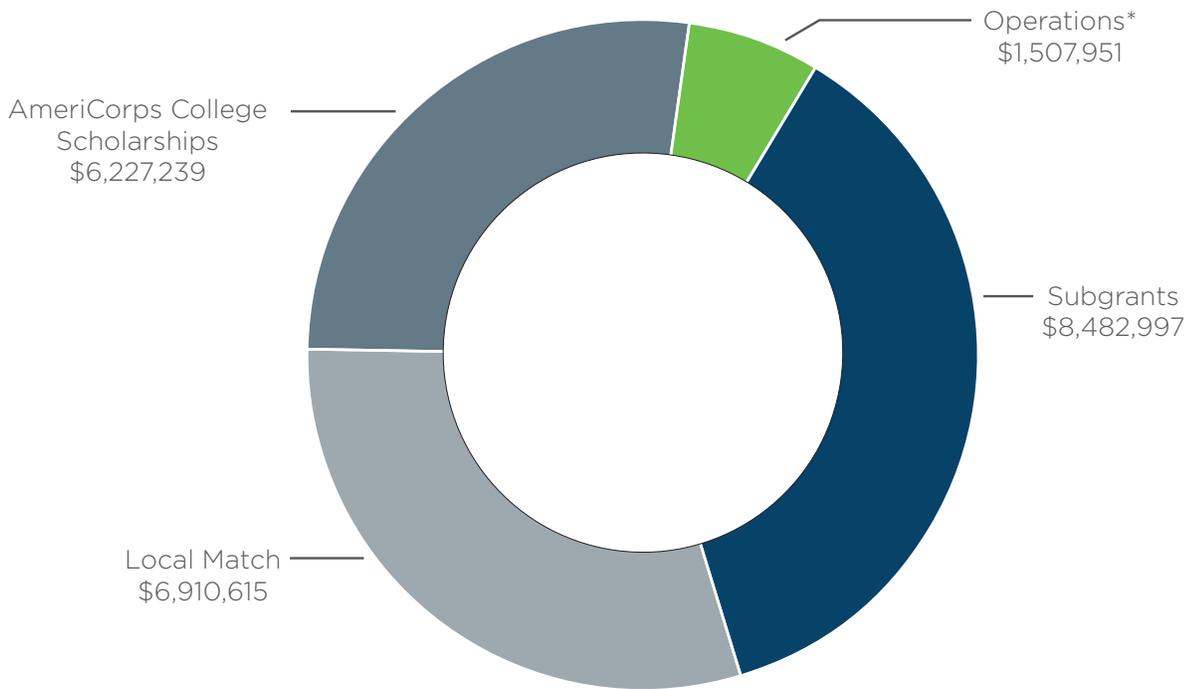
► *85% of Volunteer Florida's funding is subgranted to educational foundations, nonprofits, faith-based organizations and other qualifying organizations for national service and volunteer programs.*



2012-2013 FUNDING

FUNDING TOTAL: \$23,128,802

For every **\$1** the State of Florida invests, approximately **\$26** in additional revenue is secured from non-state funding sources.



*Funding from the Corporation for National and Community Service and the State of Florida.

**FLORIDA COMMISSION ON COMMUNITY SERVICE
SCHEDULE OF REVENUES, EXPENDITURES, AND CHANGES IN FUND
BALANCE BUDGET AND ACTUAL - GOVERNMENTAL FUND
Year Ended June 30, 2013**

	Governmental Fund			
	Special Revenue			
	Budgeted Amounts			
	Original	Final	Actual	Variance- Favorable (Unfavorable)
REVENUES				
Federal grants	\$ 10,214,803	\$ 10,214,803	\$ 9,632,819	\$ (581,984)
Program matching contributions	8,287,426	8,287,426	7,871,530	(415,896)
State matching funds	733,182	733,182	733,182	-
Other income	-	-	134,331	134,331
	<u>19,235,411</u>	<u>19,235,411</u>	<u>18,371,862</u>	<u>(863,549)</u>
EXPENDITURES				
Current				
Volunteer Services:				
Sub-grantee transfers	8,888,968	8,658,133	8,597,354	60,779
Program matching expenditures	8,287,426	8,287,426	7,871,530	415,896
Personnel services	1,332,667	1,427,230	1,412,912	14,318
Operating expenses	726,350	862,622	467,843	394,779
TOTAL EXPENDITURES	<u>19,235,411</u>	<u>19,235,411</u>	<u>18,349,639</u>	<u>885,772</u>
EXCESS OF REVENUES OVER EXPENDITURES \$	<u>- \$</u>	<u>-</u>	<u>22,223</u>	<u>\$ 22,223</u>
ASSIGNED FUND BALANCE, BEGINNING OF YEAR			<u>99,686</u>	
ASSIGNED FUND BALANCE, END OF YEAR			<u>\$ 121,909</u>	

*Draft financial statements per 2012-2013 Financial Audit.

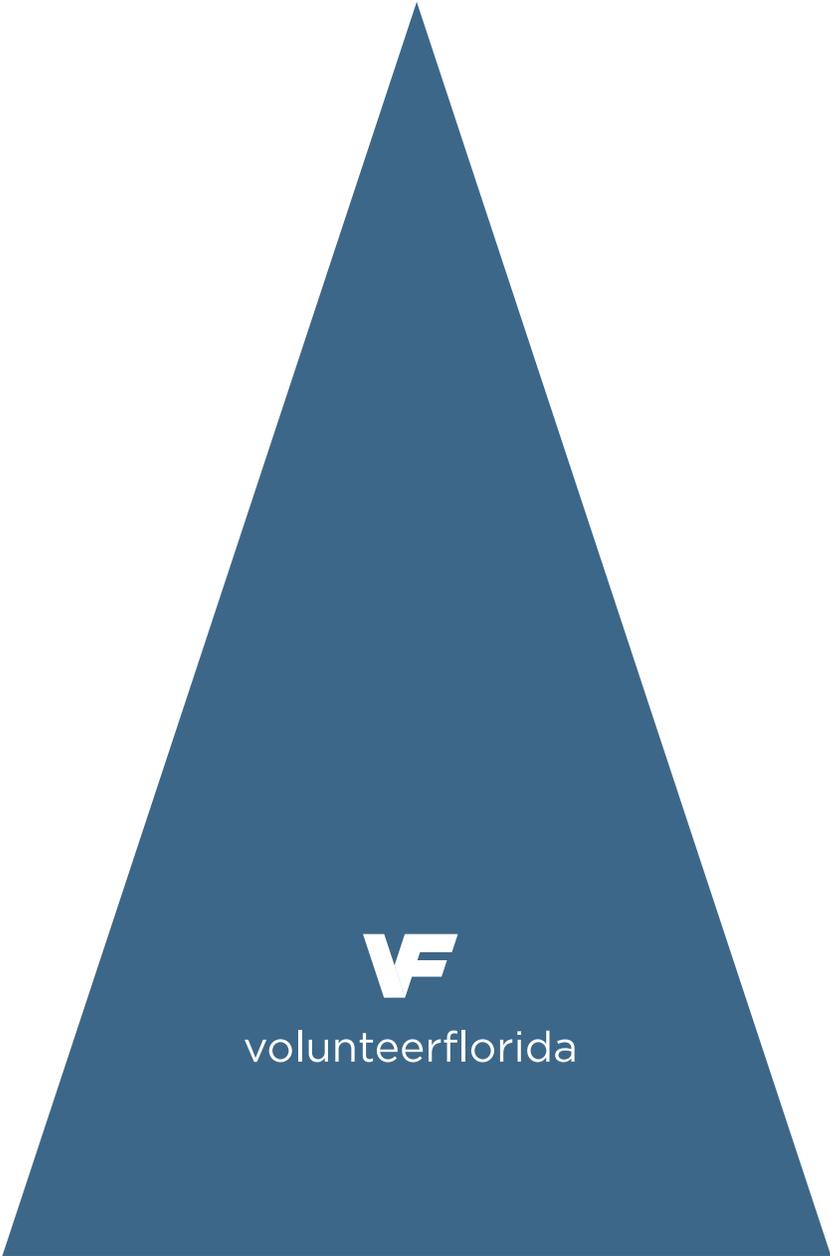




SPONSORS

Volunteer Florida thanks our 2013 and 2014 sponsors for their support of our programs and initiatives.





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