



State Service and Strategic Plan 2019-2022

OVERVIEW

Louisiana is a state with many entrenched social and environmental challenges that require innovative solutions. National service and volunteerism are highly effective, cost-efficient strategies for addressing critical community needs. As the state service commission, Volunteer Louisiana is uniquely positioned to promote civic engagement and connect our citizens with service as a solution to our most pressing problems.

Housed in the Office of Lt. Governor, Volunteer Louisiana oversees AmeriCorps State programs, promotes volunteerism statewide, and is charged in the state’s Emergency Operations Plan with coordinating spontaneous, unaffiliated volunteers statewide in times of disaster.

MISSION

Volunteer Louisiana’s mission is to help meet the needs of Louisiana’s citizens through volunteerism and national service.

2019-22 STATE SERVICE AND STRATEGIC PLAN

CFR 45 2550.80 requires that State Commissions, such as Volunteer Louisiana, develop and annually update a statewide plan for national service covering a three-year period consistent with the broad goals of the Corporation for National and Community Service. Our 2019-22 State Service and Strategic Plan identifies the following goals, objectives, and strategies for the Volunteer Louisiana Commission.

<p><i>Goal 1: Promote national service in Louisiana and develop a high-quality, diverse portfolio of AmeriCorps subgrantees</i></p>	
<p><i>Objective 1: Increase geographic and focus area diversity in the AmeriCorps portfolio</i></p>	<p>Strategy 1: Conduct targeted outreach to organizations in underrepresented geographic and focus areas about AmeriCorps and national service resources</p> <p>Strategy 2: Conduct broad-based public outreach through multiple platforms</p> <p>Strategy 3: Provide training and technical assistance for potential applicants relating to CNCS grant writing and planning grants</p>

Goal 2: Maximize the efficiency and effectiveness of volunteers in times of disaster	
Objective 1: <i>Improve pre-event preparedness</i>	<p>Strategy 1: Develop a comprehensive communications plan for disaster-related volunteerism</p> <p>Strategy 2: Cultivate strategic relationships with VOADs, non-profit organizations, and emergency officials</p> <p>Strategy 3: Support and promote pre-event volunteer affiliation and the development of CERT teams statewide</p> <p>Strategy 4: Develop specific roles and responsibilities for subgrantees and A-DRTs in times of disaster</p>
Objective 2: <i>Improve post-event response and recovery</i>	<p>Strategy 1: Support and promote an online volunteer management system to coordinate event-specific spontaneous, unaffiliated volunteers</p> <p>Strategy 2: Collaborate with the Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP) on the documentation and collection of volunteer hours</p> <p>Strategy 3: Develop local resilience teams to assist with long term recovery</p>

Goal 3: Build a culture of service and volunteerism in Louisiana	
Objective 1: <i>Recognize outstanding Louisiana volunteers and national service participants</i>	<p>Strategy 1: Promote and expand Volunteer Louisiana-determined awards (Louisiana Volunteer Service Certificate, Louisiana Volunteer Service Award, Champions of Service)</p> <p>Strategy 2: Promote other awards and recognition, including the Community Service Diploma Endorsement</p>
Objective 2: <i>Offer easy public access to volunteer and service opportunities throughout Louisiana</i>	<p>Strategy 1: Promote VolunteerLouisiana.gov as the statewide hub for connecting volunteers with volunteer organizations</p> <p>Strategy 2: Support and promote national days of service such as MLK Day, National Volunteer Week, 9/11 Day of Service and Remembrance</p> <p>Strategy 3: Promote volunteer opportunities in each region of the state</p>
Objective 3: <i>Increase awareness of Volunteer Louisiana, service, and volunteerism</i>	<p>Strategy 1: Develop a comprehensive communications plan to promote service and volunteerism statewide</p> <p>Strategy 2: Educate and engage elected officials and state leaders regarding Volunteer Louisiana programs, activities, and initiatives</p> <p>Strategy 3: Cultivate strategic partnerships with volunteer centers, volunteer connection agencies, foundations, governmental agencies, etc.</p>

MAINTENANCE OF OPERATIONS

The 2019-22 state service and strategic plan represents a forward-facing vision for the next three years that is intended to complement core business functions. Volunteer Louisiana recognizes the primacy of core commission functions and the importance of maintaining effective and efficient operations.

<i>Maintenance of Operations</i>	
<p>Objective 1: <i>Exercise responsible grants management and stewardship of resources</i></p>	<p>Strategy 1: Fully expend all grant awards, state general funds, and other revenue streams Strategy 2: Maintain compliance with grant requirements and reporting deadlines Strategy 3: Implement a timely, responsive monitoring schedule using improved assessment tools Strategy 4: Ensure that subgrantees fully expend CNCS grants awards and maintain fidelity to deadlines and requirements Strategy 5: Provide ongoing training and technical assistance, included program-specific TTA, relating to all aspects of program management</p>
<p>Objective 2: <i>Foster communication, coordination, and collaboration among commission stakeholders</i></p>	<p>Strategy 1: Facilitate peer to peer learning for subgrantees Strategy 2: Support collaborative service and training opportunities for subgrantees to increase efficiency and national service connections Strategy 3: Coordinate with CNCS to promote diverse national service solutions to state problems Strategy 4: Participate in trainings, conferences, and additional activities with national service, volunteer, and service sector partners and stakeholders</p>
<p>Objective 3: <i>Maximize continuity of operations readiness</i></p>	<p>Strategy 1: Annually update Volunteer Louisiana Policy and Procedure manual Strategy 2: Develop and annually update working group plans and personnel-specific duties and responsibilities</p>
<p>Objective 4: <i>Ensure strategic focus and continuous improvement</i></p>	<p>Strategy 1: Annually review and update state service plan Strategy 1: Annually review and update Commissioner duties and responsibilities Strategy 3: Establish expectations for Executive Director and annual performance review</p>

ABOUT VOLUNTEER LOUISIANA

As established in Louisiana RS 49:1112, the purpose of the Volunteer Louisiana Commission shall be to:

- (1) Encourage community service as a means of community and state problem solving.
- (2) Promote and support citizen involvement in government and private programs throughout this state.

- (3) Develop a long term, comprehensive vision and plan for action for community service initiatives in this state.
- (4) Act as the state's policymaking body for the Corporation for National and Community Service.
- (5) Serve as the state's liaison to other national and state organizations which support its mission.

ABOUT STATE SERVICE PLANS

CFR 45 2550.80 requires that state service plans meets the following minimum requirements:

- (1)** The plan must be developed through an open and public process (such as through regional forums or hearings) that provides for the maximum participation and input from a broad cross-section of individuals and organizations.
- (2)** The plan must ensure outreach to diverse, broad-based community organizations that serve underrepresented populations by creating State networks and registries or by utilizing existing ones.
- (3)** The plan must set forth the State's goals, priorities, and strategies for promoting national and community service and strengthening its service infrastructure, including how Corporation-funded programs fit into the plan.
- (5)** The plan must ensure outreach to, and coordination with, municipalities and county governments regarding the national service laws.
- (6)** The plan must provide for effective coordination of funding applications submitted by the State and other organizations within the State under the national service laws.
- (7)** The plan must include measurable goals and outcomes for national service programs funded through the State consistent with the performance levels for national service programs.
- (8)** The plan is subject to approval by the chief executive officer of the State.
- (9)** The plan must be submitted, in its entirety, in summary, or in part, to the Corporation upon request.

The Volunteer Louisiana 2019-2022 State Service Plan was developed using data from the following sources:

- (1)** A series of 7 regional Listening Sessions conducted between August 26 and October 23, 2018 in Lake Charles, Shreveport, Alexandria, Lafayette, Baton Rouge, New Orleans, and Monroe that engaged 123 participants representing 83 organizations. Invitees included national service programs, community-based agencies, organizations with a demonstrated record of providing educational, public safety, human, or environmental services, residents of the State, including youth and other prospective participants, State Educational Agencies, traditional service organizations, labor unions, and other interested members of the public.
- (2)** Volunteer Louisiana staff and commissioner input.