



# 2025-2028 State Service Plan

## **VOLUNTEER LOUISIANA COMMISSION OVERVIEW**

The National and Community Service Trust Act of 1993 established state service commissions as the key state-level agencies that coordinate and oversee AmeriCorps and national service programming. Volunteer Louisiana was established as the Louisiana State Service Commission in 1995 in the office of Lieutenant Governor. Per Louisiana RS 49:1112, the purpose of the 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 (DBA AmeriCorps).
- (5) Serve as the state's liaison to other national and state organizations which support its mission.

The mission of the Volunteer Louisiana Commission is to strengthen Louisiana communities through volunteerism and national service.

## **STATE SERVICE PLAN**

CFR 45 2550.80 requires that state service commissions develop and annually update a statewide plan for national service covering a three-year period consistent with the broad goals of the AmeriCorps agency through an open and public process. The Volunteer Louisiana 2025-2028 State Service Plan was developed using data from the following public processes:

- 1) Surveys of current AmeriCorps members and program staff conducted online from October through December 2024. These surveys engaged 126 participants representing AmeriCorps programs throughout Louisiana.
- 2) Interviews with 9 regional VOAD's conducted from June to August 2024.
- 3) Data collected from a regional VOAD Roundtable and SWOT analysis conducted on December 12, 2024.
- 4) Report from America's Service Commissions (ASC) Strengths Accelerator conducted in December 2024.
- 5) Volunteer Louisiana staff and commissioner input via 6 strategic planning sessions conducted in February and April of 2025.

While the goals of the 2025-28 State Service Plan are similar to previous plans, several broad themes emerged from public input that helped inform the objectives and strategies herein, including:

- The need to increase awareness of the AmeriCorps brand across all streams of service.
- The need to expand the commission's critical and natural role as convener, facilitator, trainer, and thought leader/partner in all its activity areas.
- The need to expand and diversify stakeholders to increase commission sustainability.
- The need to improve internal systems and processes.

This 2025-28 State Service Plan incorporates these themes into a strategic framework designed to provide the resources, opportunities and infrastructure necessary to strengthen Louisiana communities through volunteerism and national service.

| <b>Goal 1: Strengthen AmeriCorps throughout Louisiana</b>   |   |
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| <b>Objective 1:</b> <i>Promote and elevate AmeriCorps throughout Louisiana</i>  | <b>Strategy 1:</b> Increase awareness of AmeriCorps opportunities and impact.<br><b>Strategy 2:</b> Coordinate with all AmeriCorps streams of service to ensure comprehensive and inclusive storytelling.   |
| <b>Objective 2:</b> <i>Implement intentional strategies to increase the geographic, focus area, and organizational diversity of AmeriCorps programs</i> | <b>Strategy 1:</b> Conduct targeted outreach about AmeriCorps resources and opportunities, especially to intermediaries and organizations in underrepresented geographic and focus areas.<br><b>Strategy 2:</b> Mitigate barriers to AmeriCorps for smaller, newer, and rural organizations.<br><b>Strategy 3:</b> Coordinate with all AmeriCorps streams of service to ensure comprehensive resource and impact mapping. |
| <b>Objective 3:</b> <i>Foster collaborative AmeriCorps ecosystems</i>   | <b>Strategy 1:</b> Foster connections within and among state and national AmeriCorps networks.<br><b>Strategy 3:</b> Foster engagement with philanthropic and other partners to identify and align strategic funding priorities and maximize community impact.<br><b>Strategy 4:</b> Foster in-agency collaboration and bridge-building between AmeriCorps and disaster/volunteer activities.                             |
| <b>Objective 4:</b> <i>Ensure high-quality AmeriCorps programs</i>  | <b>Strategy 1:</b> Conduct timely, responsive, and efficient monitoring.<br><b>Strategy 3:</b> Provide ongoing training and technical assistance (TTA) to subgrantees and applicants.<br><b>Strategy 4:</b> Help ensure a positive AmeriCorps member experience that improves member recruitment and retention.   |

## Goal 2: Strengthen Louisiana's disaster resilience

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| <b>Objective 1:</b> <i>Improve pre-event preparedness</i>  | <p><b>Strategy 1:</b> Provide support and leadership for statewide emergency-related entities, such as Louisiana VOAD (Voluntary Organizations Active in Disaster) and GOHSEP (Governor's Office of Homeland Security and Emergency Preparedness).</p> <p><b>Strategy 2:</b> Ensure commission readiness in partnership with the Office of the Lt. Governor.</p> <p><b>Strategy 3:</b> Promote pre-event volunteer affiliation and preparedness through flexible, scalable skilled volunteer training.</p> <p><b>Strategy 4:</b> Share best practices and resources for voluntary organizations.</p> |
| <b>Objective 2:</b> <i>Improve post-event response and recovery</i>                                | <p><b>Strategy 1:</b> Provide support and leadership for post-disaster response and recovery initiatives.</p> <p><b>Strategy 2:</b> Improve coordination of event-specific spontaneous, unaffiliated volunteers.</p> <p><b>Strategy 3:</b> Improve volunteer tracking and documentation of disaster-related cost share.</p> <p><b>Strategy 4:</b> Leverage AmeriCorps and national service resources for response and recovery interventions.</p>  |
| <b>Objective 3:</b> <i>Foster a whole community approach to disaster volunteerism in Louisiana</i> | <p><b>Strategy 1:</b> Facilitate learning and networking opportunities for disaster sector leaders that strengthen connections across Louisiana, with an emphasis on whole community engagement.</p> <p><b>Strategy 2:</b> Foster connections within and among state and national disaster response networks.</p>  |

### **Goal 3: Strengthen Louisiana's Culture of Service and Volunteerism**

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| <b>Objective 1:</b> <i>Promote and celebrate service and volunteerism in Louisiana</i> | <b>Strategy 1:</b> Promote and celebrate Volunteer Louisiana-determined awards; including Louisiana Volunteer Service Award and Champions of Service.<br><b>Strategy 2:</b> Promote and celebrate service and volunteerism statewide. |
| <b>Objective 2:</b> <i>Promote volunteer engagement best practices.</i>                | <b>Strategy 1:</b> Support and facilitate flexible, scalable training that improves volunteer engagement and management.<br><b>Strategy 2:</b> Support commission and staff engagement in state and national volunteerism networks.   |

### **Goal 4: Strengthen internal operations**

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| <b>Objective 1:</b> <i>Ensure continuity of operations readiness</i>                           | <b>Strategy 1:</b> Annually review and update commission governance and policy documents.<br><b>Strategy 2:</b> Ensure a clear, accessible, up to date public interface at VolunteerLouisiana.gov.<br><b>Strategy 3:</b> Annually develop a pool of high-quality commission nominees consistent with statutory membership requirements.<br><b>Strategy 4:</b> Ensure robust onboarding for new commissioners and staff. |
| <b>Objective 2:</b> <i>Exercise responsible grants management and stewardship of resources</i> | <b>Strategy 1:</b> Fully expend all Commission grant awards, state general funds, and other revenue streams.<br><b>Strategy 2:</b> Maintain compliance with grant requirements and reporting deadlines.   |
| <b>Objective 3:</b> <i>Ensure strategic focus and continuous improvement</i>                   | <b>Strategy 1:</b> Annually review and update strategic planning documents.<br><b>Strategy 2:</b> Cultivate diverse stakeholders and funding streams to ensure long-term sustainability.<br><b>Strategy 3:</b> Establish performance expectations for commissioners and staff.<br><b>Strategy 4:</b> Ensure continuing education opportunities for commissioners and staff.   |