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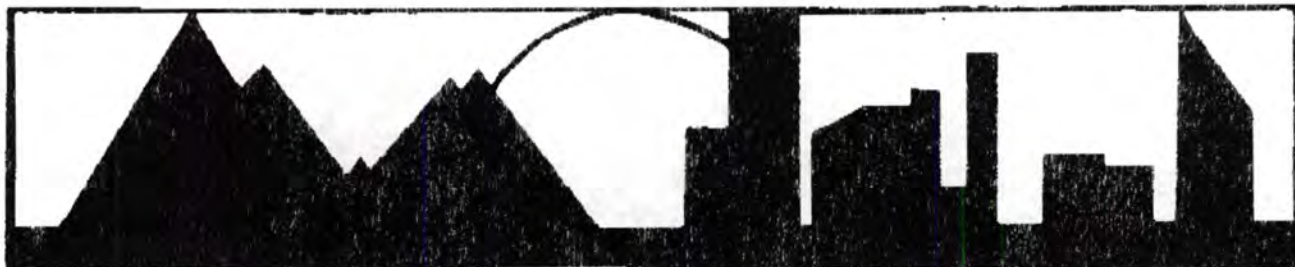
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**D Y N A M Y**

27 Sever Street

Worcester, MA 01609

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DATE:

3/11/93

TO:

Susan Strout National Service Trust

FAX #:

(202) 456-6420

FROM: WORCESTER DYNAMY

FAX #: (508) 755-4692

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**D Y N A M Y**

27 Sever Street • Worcester, MA 01602 • (508) 755-2571 • Fax: (508) 755-4692

March 11, 1993

Ms. Susan Strout
National Service Trust
CEOB Rm 145
Washington, D.C. 20500

Dear Ms. Strout,

Dynamy has been running an urban internship/work/service program here in Worcester Massachusetts since 1969. We work with students from 14 to 22 years old. The ideas I have been reading and hearing about the National Service Initiative are very exciting and very consonant with the work we are doing here.

I would like to set up an appointment to speak with you to learn more about the National Trust Service and to offer our expertise in experiential education to further the goals of creating a national service experience that is available to American youth. I am also faxing a letter I sent to Mr. Segal in mid February explaining a little more about our programs.

I will be available on Monday (15th) afternoon and on Tuesday. Please call me so that we can schedule a mutually convenient time.

Sincerely,

A handwritten signature in dark ink, appearing to read "David Rynick". The script is fluid and cursive.

David Rynick
Executive Director

February 12, 1993

Mr. Eli Segal
National Service Trust
The White House
Washington, D.C.

Dear Mr. Segal,

I am very excited about the ideas I hear of the National Service Trust and would like to do what I can to help it become a reality. As a teacher, past headmaster of a progressive independent high school, and Executive Director of Worcester Dynamy, an urban internship/work/service program, I have seen the transformation in young people who know they have made a contribution to the world that too often appears to be something very separate from them. I also have the experience of working with young people in a structured non-academic service/work setting and have learned some of the potential difficulties of such a program.

There are several areas of expertise we have developed here at Dynamy that could be applied to a National Service program. Foremost is the skill we have gained in running an urban internship/work/service program since 1969. We work with 14 to 22 year olds in a primarily non-academic setting to help them reflect upon and learn through their involvement in community, work, and service. Our goal is to increase young people's connectedness to and competence within the adult world so that they can become responsible and aware individuals, participating in and appreciating the world around them.

Students have come to us from a wide variety of backgrounds and one of our objectives has been to involve them in the city around them on a number of different levels. Internships have always been the core of our program so we have extensive experience in setting up, monitoring, and trouble shooting internships. This has involved working with over 400 different sponsors in the past ten years from human service and education agencies, to governmental and business organizations.

We have also organized community service projects for our students in almost every area of the city. These projects not only allow our students to accomplish something productive, they give them a new awareness of and connection to people who come from backgrounds that may be different than their own. Through all these activities, we focus on developing leadership and cooperative group skills. Through weekly meetings, workshops, and discussions, we foster the growth of the personal and social skills that these young people will need to become leaders in their lives.

I am enclosing information on our two programs, the Dynamy Year Program and the John S. Laws Institute. The Year program is a one year residential program for 17 to 22 year olds. All of them are high school graduates and some have completed a year or more of college before they come to us. These students have 33 hour a week internships as well as seminars, workshops, outdoor challenges, and personal advising. Their experience at Dynamy teaches them the skills to actively shape their own lives and the quality of life in the community around them.

The John S. Laws Institute was begun in 1989 as a program to use our model to work with low income high school students. We work with public high school students to encourage them to stay in school and to motivate and prepare them for college. Through a unique collaboration with the Worcester Consortium of Higher Education, we are able to guarantee that all our graduates will get full tuition scholarships to any of the Consortium schools they are accepted to.

I am planning to be in Washington on March 16 and would welcome the opportunity to speak with you to learn of your ideas and to offer Dynamy's help in creating a successful National Service program.

Sincerely,

David Rynick
Executive Director

enc: DY Brochure & Profile
JSI Brochure & Description
News Clippings

THE WHITE HOUSE

WASHINGTON

FAX COVER SHEET

Office of National Service
Room 145 - OEOB
Washington, D.C. 20500
(202) 456-6444 Phone

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ORGANIZATION: HHS

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DATE: 4-1-93

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M. I. T. VIRGINIA SORENSON 617-253-1000

BOSTON UNIVERSITY RUTH SHANE 617-353-3552

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BUNKER HILL MIGHT BE GOOD ^{IT} SHOWS DIVERSITY BECAUSE IT IS A COMMUNITY COLLEGE.

THE ONLY ^{LOCAL} YOUTH CORP IN MASS IS CITY YEAR YOUTH BOND HAS AN OPERATION IN BOSTON.

**Assumption College
Worcester, MA**

SOS for Education will develop and implement an individualized service-learning tutorial program for 100 elementary students per year identified as at risk for dropout. The program will challenge elementary students with problems faced by the the Worcester community and require them to call upon their own life skills and problem solving abilities. Approximately 30 Assumption College volunteers per semester will oversee the program. The program will not only increase the children's awareness of the problems of their community, but also increase ~~the~~ awareness of their own ability to make a difference, while exposing them to a positive role ~~model~~.

Grant Amount: \$16,300.00

Project Name: SOS for Education
Contact: Ms. Wendy O'Leary
Address: Assumption College, 500 Salisbury St.
P.O. Box 15005
Worcester, MA 01615-0005

Phone: 508-752-5615 ext. 142
Fax: 508-756-1780

**Ball State University
Muncie, Indiana**

Through the project, service learning opportunities for 300-500 students would be expanded and integrated into the curriculum in the Teachers College. The social work students and staff would be involved in a research project, and an advisory committee would be established to recommend training and evaluation processes.

This was a solid service learning project that would build materials and curricula for teacher training. Reviewers felt it was well thought out and represented a solid partnership between the community and the university.

Grant Amount: \$22,344.00

Project Name: Expanding Service Learning Through Collaboration between Student Voluntary Services and Academic Departments
Contact: Ms. Susan P. Wanzer
Address: 400 N. McKinley
Ball State University
Muncie, IN 47306

Phone: 317-285-1094
Fax: 317-285-1027

**Bentley College
Waltham, MA**

Bentley, a small business school in suburban Boston, will expand a community service program through which business students would work with Project Place, a community-based organization. They will help Project Place build its capacity in fiscal management, economic development and strategic planning. Bentley students will work with the Project Place staff on a variety of projects, including pre-employment skills development, literacy tutoring, program analysis and redesign, marketing research and the implementation of entrepreneurial ventures. About 110 students are expected to participate through various courses and an additional 10 volunteers are expected to provide service on specific projects.

Grant Amount: \$75,000.00

Project Name: Redefining Opportunity: The Bentley-Project Place Partnership
Contact: Mr. Edward Zlotkowski
Address: Bentley College
175 Forest Street, MOR 324
Waltham, MA 02154-4705
Phone: 617-891-2170
Fax: 617-891-3410

**California Department of Education/California Campus Compact
Sacramento, CA**

California will develop regional collegiate service collaborations that will establish community service programs on campuses through which students will address social problems related to disadvantaged youth. These collaborations will apply for funds to integrate service into the curriculum, train teachers to develop and supervise community service activities, and develop tutoring programs. The tutoring program will be specifically targeted towards projects that pair college students with those they serve.

Grant Amount: \$100,000.00

Project Name: California Campus Compact
Contact: Mr. Wade S. Brynerson
Address: CCPMD, 721 Capitol Mall, 2nd Floor
P.O. Box 944272
Sacramento, CA 94244-2720
Phone: 916-657-3115
Fax: 916-657-3112

Orientation

Some institutions use part of their freshman orientation to introduce incoming students to the school's service mission and volunteer opportunities. Students thus gain exposure to their college or university's ethic of service during their first few days on campus.

Ferrum College
Virginia
Contact: Shonda Wilson
(703) 365-4284

One of the three primary information sessions during Ferrum College's freshman orientation period is one in which the community service staff informs the incoming students about Ferrum's volunteer opportunities. Freshmen are also able to visit some of Ferrum's volunteer sites, such as the Henry Fork Center, Ferrum Elementary Schools and the Ferrum Community Center, in order to develop a better idea of the service possibilities that the college offers. Additionally, all freshmen attend a volunteer fair at which they may sign up for volunteer experiences with any of the community agencies present at the fair.



Massachusetts Institute of Technology
Massachusetts
Contact: Virginia Sorenson
(617) 253-0742

Two days of MIT's freshman orientation have been planned to familiarize incoming students with volunteer opportunities and give them the option of performing public service. Day one of this program will entail a half or full day of volunteer work at nearby service agencies. MIT plans to bus every third, fourth and fifth grader in the city of Boston to its campus on the second day. Once on campus, the schoolchildren will receive three meals and freshmen will hold most of the responsibility for entertaining their young guests with games and other activities. The day will end with speeches given by the mayor of Boston, the president of MIT and possibly the president of Harvard, addressing issues of volunteerism and civic responsibility.

Trinity College of Vermont
Vermont
Contact: Bruce Darwin Spector
(802) 658-0337 x331

Trinity College's freshman orientation involves all first-year students in a half-day service project. Each freshman devotes a half-day of work to one of six nonprofit agencies located in Burlington. This one-day event consistently evokes an extremely positive response from everyone involved.

Wheaton College
Massachusetts
Contact: Dr. Daniel Golden
(508) 285-2908

A major part of Wheaton College's freshman orientation program focuses on introducing incoming students to the volunteer possibilities that the college offers and to the college's philosophy behind volunteerism. Shortly after they arrive on campus, freshmen spend the first half-day in informal discussion groups with faculty and administrators, who ask the students to contemplate their futures in the context of the civic responsibilities that they might face upon graduation. After this introduction to Wheaton's ethic of community service, the students disperse to 30 locations throughout eastern Massachusetts and Rhode Island to participate in a half-day service event. Following their volunteer experiences, incoming students have the opportunity to discuss the day's activities and reflect upon their commitment to community service. As one administrator put it, "We decided that the best orientation we could offer first-year students would be to try to show them what it

Jo 44 VII

Health/AIDS

This section details efforts to provide health care, assist health care institutions, support people suffering from serious illness and raise awareness of issues surrounding illness and health care. Because AIDS is an extremely pressing issue in health care, programs that deal specifically with that disease are featured here.



Boston University
Massachusetts
Contact: Jen Rosado
(617) 353-4710

Pediatric AIDS is increasing in prevalence and Boston has the eighth highest incidence of it in the country. Students work with children infected by the HIV through Project STAR, a day care program for infected children under five years of age, and the children's AIDS program, which is run out of Boston City Hospital. Responsibilities and activities at both agencies include basic child care, playing, helping with meals, reading stories and leading sing-alongs. The Community Service Center and the agencies provide training that teaches volunteers the necessary precautions for protecting themselves and the children with whom they work.

College of St. Benedict
Minnesota
Contact: Sr. Mary Margaret Yaeger
(612) 363-5806

The Veteran's Administration Medical Center involves student volunteers in many aspects of its services. On an individual basis, students may choose to assist hospital staff in almost any area. Students transport patients to and from their rooms, assist staff as needed and organize the center's weekly social, a chemical-free dance with a band where students may visit socially with patients.

Grand Valley State University
Michigan
Contact: Jay Cooper
(616) 895-3295

- The American Red Cross offers an intensive 35-hour training program to students interested in becoming AIDS educators. Once trained, the students conduct information and education sessions at local high schools, churches and community agencies.
- Nightreach is an AIDS prevention and education program initiated by GVSU last year. One night each month, Nightreach volunteers go out into communities considered at-risk of AIDS, and distributed condoms, bleach for cleaning needles, and literature provided by the Grand Rapids AIDS Resource Center. This year the 60 volunteers included students, representatives from community agencies and university staff. Next year, faculty members will also participate in the project and AIDS educators trained through the Red Cross will be expected to participate at least once during the year.

New Jersey Institute of Technology
New Jersey
Contact: Dr. Ann Wilson
(201) 596-6590

NJIT students serve the St. Michael's Medical center both as skilled technicians and as caring community members.

- As part of the course requirement for "Computers in Society," students trained the hospital staff on the use of hardware packages, prepared wiring, standardized the computer system and repaired monitors. They provided a needed service that has increased the productivity of the staff.
- The Community Connections Volunteer Clearinghouse introduces NJIT students to the opportunity to help care for babies with AIDS at St. Michael's.

YOUTHBUILD

Young recruits for YOUTHBUILD come from a background of "poverty and powerlessness." This national program based in Boston, strives to put the individuals on track toward a more productive future through service to their communities. While involved, the members

primary activities consist of 1) building houses for homeless and low income people and 2) academic and job skills training and counseling on an alternating work week schedule.

The program lasts one year before the members move on to higher education or construction related jobs. There are 13 components to the Youthbuild program that include work-site training, cognitive skills development to prepare students for the GED, leadership development, counseling, and job placement.

Dorothy Stoneman
Executive Director
58 Day Street, 3rd Floor
West Somerville, MA 02144-2800
617-623-9900
617-623-4331 fax

Cities where there are YOUTHBUILD programs:

Boston MA	Cleveland, OH	Gary, IN
San Francisco, CA	Tallahassee, FL	Atlantic City, NJ
Gretna, FL	Indianapolis, IN	Milwaukee, WI
Philadelphia, PA	Pittsburgh, PA	St. Louis, MO
New York, NY		

file: MA

TASK FORCE FOR A STATE OFFICE ON VOLUNTEERISM

5/26

May 21, 1993

Susan
FYI.

EQ

Mr. Eli Segal
Director
Office on National Service
The White House
Washington, D.C. 20500

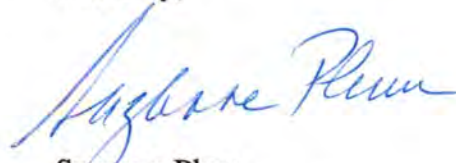
Dear Mr. Segal,

It is with pleasure that the Task Force for a State Office on Volunteerism for Massachusetts presents you with a copy of the *Conference Report* from a recent Forum sponsored by the task force at Phillips Academy in Andover. The report summarizes the Forum agenda, and details the issues discussed. We believe that the report provides a definitive response to the issues raised in Andover. We regret that you were unable to be with us and, per your request, we will keep you informed of progress in this effort.

The creation of a State Office on Volunteerism in Massachusetts supports the mission of the White House Office on National Service in its endeavors to support and build upon existing local and state-wide volunteer networks as it develops and expands national service opportunities. The statewide network established by the task force is the most extensive network of its kind in the commonwealth.

In our efforts to establish an SOV for Massachusetts we have designed a model that is cost effective, productive, and directly and primarily responsible to its customers. Task force members believe that our *Massachusetts Model* embodies the principles of entrepreneurial government and establishes the standard for twenty-first century SOVs.

Sincerely,



Suzanne Plum
for the Task Force for a
State Office on Volunteerism

Enc.

THE MASSACHUSETTS MODEL

The Massachusetts State Office on Volunteerism is envisioned as a public-private partnership substantially supported through private-sector funding - a premier example of entrepreneurial government. It will represent a "radically different way of doing business in the public sector," (Osborne and Gaebler, Reinventing Government, p. xvii). **From its inception, the Massachusetts State Office on Volunteerism will be structured to capture and utilize resources in the most cost-effective, efficient and productive manner. Indeed, it will serve as a model for other agencies of state government.**

The Massachusetts SOV will enable the commonwealth to provide better services at a lower cost. Directly, through the incorporation of unpaid staff, or coproducers within the state's service delivery structure, and indirectly through the assistance this office will provide to the private sector and to institutions of local government seeking to effectively integrate volunteers into their service delivery structures, the State Office on Volunteerism will enable organizations to provide mandated services in the most cost-effective manner. The incorporation of coproducers into the service delivery mechanism will introduce competition into the mix while making access to specialized or scarce skills available, as needed. It can, and has been shown that State Offices of Volunteerism effect **cost savings to, and on behalf of, governments.**

The SOV will encourage the development of a statewide network of local service providers. The existence of, and access to such a network, will significantly reduce the cost of service delivery through the elimination of duplicative services. This model of service delivery is designed to encourage a sense of ownership on the part of both the providers and consumers of services rendered, and allows for significant flexibility. The SOV will be close to its customers. Much of the public and private funding available for the support of voluntary community service rewards this type of innovative, flexible, responsive, and decentralized structure.

Staffing of the SOV office will be minimal. Large numbers of employees will be unnecessary. The majority of work will be accomplished through volunteer service providers, advisory committees, and consultants. The energies of paid staff will be directed toward those functions which, by statute or design, can be performed only by employees of state government. State-of-the-art information technology will be fully utilized.

Given the rich variety of resources available within this commonwealth, it is conceivable that the Massachusetts SOV could become supported entirely through non-state resources within three to five years of its inception. Sources of such support include unpaid coproducers, corporations, foundations, federal grants, endowments, special events, proceeds from a "Friends" group, and program income generated through the publication of research findings, conference and workshop fees, and technical assistance. Not only is this funding strategy feasible, it is essential to the long-term survival of the office.

TASK FORCE FOR A STATE OFFICE ON VOLUNTEERISM

STATE OFFICE ON VOLUNTEERISM

FORUM

CONFERENCE REPORT

**Phillips Academy
Andover, Massachusetts**

February 26, 1993

STATE OFFICES ON VOLUNTEERISM

The State Office of (on) Volunteerism (SOV) occupies a particularly important position on our government. No state agency, other than the SOV, fulfills the role of a statewide focal point which serves as the liaison among public and private, local, state, and national volunteer programs. The mission of the SOV is to promote, coordinate, and enhance citizen participation by creating, developing, or supporting public, private, and nonprofit volunteer programs on a statewide basis...

In these times, economic, social, and governmental changes necessitate that state governments respond increasingly to the continued growth of human service needs. Volunteerism, since the first American settlements, has been an integral element in meeting these needs. Today, state governments, via a Governor's Office or legislative initiative, have the opportunity to address these needs by supporting volunteer efforts through a State Office of Volunteerism.

The State Office on Volunteerism Program was established in March, 1974, (by the federal ACTION Agency) as an ACTION demonstration grant program to promote volunteerism at the state level... Designed in cooperation with the 1973 National Governors' Conference, the program was fashioned after offices of volunteerism already established by a few governors in their respective states. Using those existing programs as prototypes, the program provided for an office of volunteer coordination to be located within the executive branches of state governments. These offices were intended to offer various types of support for the extensive network of government and private voluntary organizations within the states. They were intended to encourage and coordinate existing voluntary programs within state government departments and to assist with the design and development of additional voluntary offices and programs. Local, private voluntary organizations within the states were to be assisted and supported, as were the programs of ACTION and other national voluntary organizations.

*Reprinted from THE STATE OFFICE OF VOLUNTEERISM MANUAL,
New Jersey Office of Volunteerism: February, 1989, pp. 3,7.*

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INTRODUCTION

On February 26, 1993, sixty volunteer, corporate, and legislative leaders gathered at Phillips Academy for a discussion on the merits of a Massachusetts State Office on Volunteerism, (SOV). The Forum was convened for the purpose of "going public" on the issue of an SOV after nearly three years of behind-the-scenes activity by members of the Task Force for a State Office on Volunteerism.

The morning session was opened by Dr. John Bachman, Associate Headmaster of Phillips Academy. In his remarks, Dr Bachman argued the parallels between voluntary human service as practiced in an Anglo-European environment, and the culture of service embodied in Islamic Humanism. "It is voluntary service that unites mankind," argued Dr Bachman, as he set the tone for the day's activities.

Forum moderator, and task force member, Joanne Patton, shared information on the mission of the Task Force for State Office on Volunteerism, and provided the rationale for the forum objectives. The morning session was thus devoted to a statement of purpose, a review of the agenda, and addresses by task force members and invited speakers. Those speakers included task force members Helen Mahoney and Suzanne Plum who spoke briefly about the origins of the state office movement, the the need for an SOV in Massachusetts - as envisioned by Jane Harper, corporate consultant on volunteerism, and Valaree Crawford, then Director of Volunteers for the New England Shelter for Homeless Veterans, who organized the Task Force for a State Office on Volunteerism - and the proposed relationship between an SOV and other volunteer operations within the commonwealth. Representative Forrester A. "Tim" Clark, Jr., the original legislative sponsor of House Bill 1193, traced the history of the bill from its inception, when he was its sole sponsor, to its present position as a critically important piece of legislation with broad bipartisan and bicameral support. Carol Todd, member of the Vermont Commission on Volunteerism, shared the history of the commission, and provided insight into the making of a successful SOV. Arkansas Division of Volunteerism director, and Chair of the National Assembly of SOVs, Billie Ann Myers, spoke of the need for enhanced, supported, and coordinated efforts on behalf of volunteers, statewide, to ensure that all who wish to serve are, themselves, well served by a government body cognizant of their value and potential. Volunteers as problem-solvers, argued Myers, can work together to form more perfect societies.

The afternoon was set aside for a period for discussion. Questions received prior to the forum were addressed by task force members, and questions from the floor followed. Tables of participants worked on follow-up strategies and presented these in written form to the task force for action. Summaries of those discussion topics and recommended actions form the body of this report.

The task force extends its gratitude to all who participated in the forum. We especially thank those of you who offered to be a part of our enlarged group and to work with us toward our goal of ensuring the creation of a centralized point of coordination, training, information, and advocacy for volunteerism in the Commonwealth of Massachusetts.

HIGHLIGHTS OF OPENING REMARKS

Dr. John Bachman, Associate Headmaster, Phillips Academy:

Volunteerism unites humanity in global service... The concept and spirit of community service and service learning has been brought back to school curricula, and is currently being incorporated into the curriculum of Phillips Academy... Phillips Academy is proud of this opportunity to be a part of this effort to establish a State Office on Volunteerism for Massachusetts...

Representative Forrester A. "Tim" Clark, Jr.:

I was pleased to initiate and support the legislation which would result in the creation of a State Office on Volunteerism for Massachusetts... I am personally aware of the good works of one task force member...and what a single, committed volunteer can do for a community... I am sad to report that for three years this bill has not been reported out of the House Committee on Ways and Means... It is important for the group assembled at this forum in Andover to push for the passage of this legislation...

Joanne Patton, Task Force Member:

For the best part of the past three years the Task Force for a State Office on Volunteerism has worked to pass legislation creating a State Office on Volunteerism for Massachusetts... It was suggested to the task force that word of this effort needed to be communicated to those who might have an interest in such an office... The task force decided upon a forum format and invited leaders of key constituencies, whom we believed would want to become informed on the legislation and the positive opportunities a State Office on Volunteerism represented. The task force was prepared to provide that information...

Suzanne Plum, Task Force Member:

The Task Force for a State Office on Volunteerism envisions an office that will set the pace for SOVs nationwide. A true public/private partnership, the Massachusetts SOV will embody twenty-first century principles of government... This will be an office responsive to its customers, one that will broaden the base for political, financial, and popular support of volunteerism in the commonwealth.

Helen Mahoney, Task Force Member:

The Massachusetts State Office on Volunteerism will be a participant in state government at a level where it is respected... It will be governed by a director with specialized duties, and an advisory council, whose membership will be limited in number, but broad in its experience and composition. The task force is looking to this group to fine tune the SOV message. It is an open process and you can affect this process...

Carol Todd, Founder and Member, Vermont Governor's Commission on Volunteerism, and Director, Norwich University Center for Volunteer Administration:

What we have learned in Vermont is that a successful office on volunteerism depends upon close ties to the Office of the Governor... It is important, as well, to carefully consider the makeup of the advisory body to the office... The promotion of collaboratives inside and outside the state is an important function of any SOV.

Billie Ann Myers, Chair, National Assembly of State Offices of Volunteerism, and Director, Arkansas Division of Volunteerism:

Today volunteerism is a recognized force in our society. We depend upon citizens to volunteer in their communities in private and public efforts... There are many valid reasons for becoming involved. We have learned that if this nation is to survive, we must work together. One way to do that is through a State Office of Volunteerism. The State Office of Volunteerism occupies a particularly important position in our government. No state agency, other than the SOV, fulfills the role of a statewide focal point which serves as the liaison among public and private, local and state, and national volunteer programs. The purpose of the SOV is to promote, coordinate, and enhance citizen participation by creating, developing or supporting public, private, and non-profit volunteer programs on a statewide basis... While the technical assistance and promotion functions of our operation are important, the most important thing we do is serve as the neutral representative of the Arkansas volunteer effort. That means never being in competition with our constituency, always performing as servant-leader to the state's citizen involvement. Whether in the non-profit/volunteer sector, the for profit/business sector, or the public/government sector the role is the same... All of the SOV's programs belong to the people of Arkansas. They have ownership of the Division on Volunteerism and all its activities... Our method of operation and our focus remain the same: volunteerism is a means of community and agency problem solving... We believe that we the people in order to form a more perfect government must work together voluntarily. What you are doing today in Massachusetts confirms your intention to do the same.

COMMENTS, SUGGESTIONS, and QUESTIONS

The following questions and answers address the issues raised by forum participants during the discussion period. Several of the questions came from the floor while others were presented to the task force prior to the forum for discussion at that time.

What will a Massachusetts State Office on Volunteerism do?

The Task Force for a State Office on Volunteerism in Massachusetts envisions a State Office on Volunteerism which incorporates successful elements of existing SOVs while meeting the unique needs of Massachusetts' volunteers and volunteer administrators **statewide**. A partial listing of the activities envisioned for the Massachusetts SOV follows:

- **COMMUNICATIONS:** The identification, coordination and sharing of information on volunteerism **statewide**. The Task Force envisions a **comprehensive**, computerized information bank, inclusive of information on volunteerism across the commonwealth, to be shared and accessed **statewide**:

- **TECHNICAL ASSISTANCE:** The provision of technical assistance to new and experienced volunteer administrators and to organizations, **statewide**, that wish to initiate or enhance volunteer programs. Conferences and targeted workshops will be offered **statewide**. Envisioned within this scheme is both a computerized resource library and a lending library. SOV staff will be experienced individuals whose interest and expertise is in the field of volunteerism.

- **RESEARCH:** The provision of a scholarly and rigorous study of volunteer activities, accomplishments, and value. Findings will be published and used to identify program models for recognition and replication. Findings will also be used to support requests for resources, including monetary, for organizations, **statewide**, as appropriate. An adjunct "Think Tank" is envisioned for this office.

- **ASSISTANCE TO STATE GOVERNMENT TO BETTER MEET ITS SERVICE MANDATE:** The establishment of a volunteer skills bank for use by state agencies of government to support coproduction goals. The SOV can work in conjunction with state agencies to incorporate voluntary coproducers into their service delivery systems.

- **ADVOCACY:** The creation of a climate in Massachusetts that effectively addresses the issues of leadership, recognition, funding, legislation, and change in the volunteerism arena.

In the spirit of Osborne and Gaebler, (Reinventing Government, 1993), the Massachusetts State Office on Volunteerism will be an agency of government that will steer rather than row, empower rather than serve, inject service competition into service delivery, be participatory and team-oriented, and be customer-driven.

How will an SOV directly benefit me?

- The SOV will increase the quality and quantity of services to the community through the use of trained and coordinated volunteers.

- The SOV will assist grassroots organizations and others inexperienced in the field of fundraising in obtaining resources to support volunteer efforts. It will be a goal of the SOV to increase the level of funding available to volunteerism, statewide, through its program of advocacy and research.

- The SOV will increase the visibility, and promote the recognition, of volunteerism.

- The SOV will provide training and technical assistance on a broad range of topics through: 1.) local, regional and statewide workshops; 2.) an annual statewide conference, and 3.) individual consultations. It will develop a list of trainers and set up training for trainers, thereby affording the individual director of volunteers an opportunity to develop professionally. It will also generate a newsletter to communicate training opportunities throughout the state.

- The SOV will tie individual organizations into larger networks.

- The SOV will research and share model activities and programs.

- The SOV will provide information and referral services, statewide, filling the gaps in areas where these services are not available.

- The SOV will demonstrate the cost-effectiveness of using volunteers.

- The SOV will focus national attention on Massachusetts, and possibly your project.

What research regarding SOVs has been done in Massachusetts and what was discovered?

Three years ago, shortly after the Task Force for a State Office on Volunteerism was organized, the group developed and distributed a needs assessment survey to several hundred agencies, community leaders, and directors of volunteers throughout the commonwealth. The purpose of the needs assessment survey was to determine whether or not there was a felt need for an SOV in Massachusetts, and if so, what concerns potential users of SOV services had with regard to its creation and operation. The task force received an overwhelmingly favorable response. Eighty-four per cent of the respondents indicated that Massachusetts needed a State Office on Volunteerism.

During the course of its existence, the task force has studied all existing SOV models. With few exceptions, it was discovered that SOVs 1.) conduct needs assessments within their states to determine unmet needs and ways to best assist communities to meet these needs through the use of volunteers, 2.) utilize needs assessment results to plan and develop programs, 3.) continually evaluate the effectiveness of their programs, 4.) conduct research on the impact of volunteerism on their economies, 5.) study models of volunteer programming, 6.) hold state conferences and other networking and problem-solving opportunities, 7.) establish and operate resource libraries which contain information regarding volunteer programs and successful program models both statewide and nationally, 8.) manage statewide, comprehensive information banks on volunteerism, and 9.) produce annual reports.

The two most important aspects of SOV operations discovered by the task force were: 1.) the **cost effectiveness** of using **trained and coordinated** volunteers, and 2.) the increase in the **quality and quantity** of services delivered by **trained** volunteers to the community and state governments.

Based on feedback from the Massachusetts needs assessment survey and information on successful State Offices on Volunteerism, the task force developed the legislation and model for Massachusetts presented at the SOV Forum.

How will the SOV interface with other community volunteer agencies? Will the SOV expect to exert some control over agencies, VACs, corporate councils, and other entities concerned with volunteer management?

The last thing volunteerism needs is containment. What is needed is an enhancement and expansion of efforts by organizations involving or seeking to involve volunteers. Many areas of the commonwealth have few or no resources, such as a VAC or a corporate council. While volunteer managers in these areas do a relatively good job despite the lack of resources, they are hampered in their efforts by the scarcity of recruitment, training, and consultant expertise available in other parts of the commonwealth. The SOV will strive to bring these areas into the resource loop through coordination, communication, training, advocacy, and networking. The result will be a stronger, more viable climate for volunteerism, **statewide**, and increased opportunities for volunteer managers to improve their skills and competencies.

How will the SOV interface with corporate efforts, or workplace efforts, in general?

Governments and communities do not have all the resources necessary to meet current economic, social, and educational needs. Corporations get involved with volunteerism because they know that a healthy environment is good for business, and that a healthy and educated workforce is needed in order to compete successfully in the world market. SOVs assist communities and governments in locating where the unmet needs are, and in drafting solutions to these problems using volunteers. SOVs do not replicate or replace local efforts. They augment these efforts by **linking the private sector with the public and not-for-profit sectors in providing community service**. For example, SOVs have information on one of the latest trends in volunteerism - corporate volunteer councils. They have information, as well, on which corporations have the best programs, and how they are designed. Corporations, on the other hand, can be linked to the process of solving unmet needs by underwriting SOV conferences and workshops, by funding special projects undertaken by SOVs, by supporting start-up projects with venture capital, and by sponsoring volunteer recognition and awards efforts. SOVs utilize corporate volunteers for technical assistance in fund raising, marketing, accounting, and service on boards of directors and state commissions.

What can the SOV do to improve communications between agencies and their volunteer programs, and the organizations, such as schools, that seek to place volunteers?

Through its efforts to raise the level of respect for professional managers of volunteers, the SOV can effect a better understanding and resolution of issues involved in the hiring and supervising of volunteers. Targeted workshops and newsletters also can enhance the effort to communicate with other volunteer-providing organizations.

How much will an SOV cost to operate, and who will pay for it?

The Massachusetts SOV is envisioned as a public-private partnership substantially supported through private-sector funding. An initial start-up budget of \$95,000 has been proposed to support the salaries of a director and secretary, and to cover the purchase of essential equipment and supplies. This budget figure does not reflect the donated manpower and material resources this office can expect to receive. Staffing of the SOV will be minimal. Large numbers of employees will be unnecessary. **The majority of the work of the office will be accomplished through volunteer service providers, advisory committees, and consultants.** The energies of paid staff will be directed toward those functions which, by statute or design, can be performed only by employees of state government. State-of-the-art information technology will be utilized fully. Support for SOV activities will come through a variety of sources which will include, but will not be limited to, the following: federal grants, corporations, foundations, unpaid coproducers, "Friends" groups, and program and publications income. This office will work toward a goal of self-sufficiency.

Will this office compete with other not-for-profit and charitable organizations for scarce federal, state, and private sector dollars?

It is the practice of SOVs to solicit and accept only funding that is not available or would not otherwise be available to individual organizations or groups. For example, in a number of states where SOVs operate, the federal government and large corporations funnel funding through State Offices on Volunteerism when it is neither feasible, desirable, or cost-effective to fund smaller organizations directly. More importantly, it is the goal of the SOV to **broaden the base of funding** support for voluntary citizen participation through its advocacy and research components. Rather than competing for a share of the limited funds currently available for the support of volunteerism, SOVs typically increase the total funding available to organizations.

Won't this office cost the Commonwealth of Massachusetts money at a time when it is cutting back on the funding of human service initiatives?

As a public-private partnership, the Massachusetts SOV will be a premier example of entrepreneurial government. It will represent a "radically different way of doing business in the public sector." (Osborne and Gaebler, Reinventing Government, p. xvii). From its inception,

the Massachusetts State Office on Volunteerism will be structured to capture and utilize resources in the most cost-effective, efficient, and productive manner. It will serve as a model for other agencies of state government. Not only will the SOV pursue a goal of financial self-sufficiency, it can be expected to **save the Massachusetts government money**. This office will leverage funding otherwise unavailable to the commonwealth, and will press into service, statewide, a significantly expanded corps of better trained and better supervised volunteers. Through the use of leveraged dollars and increased volunteer manpower, the SOV will enable the Commonwealth of Massachusetts to expand services and increase the effectiveness of existing services to all of its citizens.

Examples of savings generated by SOVs:

- **ARKANSAS:** In 1991, 86,304 Arkansas volunteers donated 6,264,369 hours of service to 182 agencies of state government. This represented a cost savings to the state of \$70,708,334, and 859,889 work years. Areas of service to the GOA included: management and administrative support, fundraising and other special events, social and community projects, public safety, research, education and training, professional and technical service, boards and commissions, medical services, and industrial, trade, and agricultural services.

(Source: "Economic Impact of Arkansas Volunteers - 1991," published by the University of Arkansas, Division of Business Studies, Center for Research and Public Policy, and the Arkansas Division of Volunteerism, July, 1992).

- **ILLINOIS:** In 1989, 72,433 volunteers in Illinois donated nearly 6,000,000 hours of service to the state of Illinois and saved the Government of Illinois \$56,000,000. One specific use of volunteers in the GOI is a program sponsored by the Department of Corrections. Volunteers in this program serve as educational advocates or surrogate parents for youths whose parents are "unavailable to look after their best educational interests."

(Source: "Volunteer Illinois," Fall/Winter, 1990-1991, p. 3).

- **MARYLAND:** For the fiscal year July, 1990, to June, 1991, 44,858 volunteers in Maryland donated 932,155 hours of service to agencies of state government. This represented a cost savings to the GOM of \$11,119,765. Departments utilizing volunteers included: the Office of the Attorney General, Aging Services, Department of the Environment, the Executive Department, the Departments of Health, Housing, Human Resources, Juvenile Services, Transportation, Natural Resources, Public Safety, (including the Departments of Corrections and Parole/Probation and the State Police), and the State Library. In addition to the time donated to state agencies, 178,490 volunteers gave 4,886,577 hours to the public schools representing a value of \$39,336,944.

(Source: Telephonic Interview with Dora Blackwell, MSOV).

- **VIRGINIA:** For the Fiscal Year 1992, 71,106 volunteers in Virginia donated 1,692,060 hours of service to Virginia state government. This represented a savings to the GOV of \$24,314,909. Agencies of government utilizing volunteers included offices under the Secretariats of Administration, Finance, Economic Development, Education, Health and Human Resources, Natural Resources, and Transportation.

(Source: "Volunteer Involvement in Virginia State Government - FY 1991," Virginia Office on Volunteerism, 1991).

- **RHODE ISLAND:** Thirty-five offices of state government in Rhode Island utilized volunteers in 1989. Within these offices 2,224 citizens volunteered 81,236 hours. The dollar value of these services to the state of Rhode Island was \$817,234. In 1990, 2,728 persons

sought volunteer assignments within state government. This represented a 27% increase over the figures reported for 1990. (Source: Rhode Island Office of Volunteerism).

And in MASSACHUSETTS: The State Office of Elder Affairs requires all Councils on Aging to submit volunteer hours as part of a report to qualify for a formula grant. From these collected statistics the state has determined that each local COA receives an average of 15 hours of volunteer service per 1000 seniors in the state. The EOEA estimates that there are 400,000 seniors in the state. Therefore, at an estimated value of \$10.00 per hour of service, for 15 hours of service a month, for each of Massachusetts' 400,000 seniors, the government of Massachusetts, through its local Councils on Aging alone, receives services that value \$720,000,000 annually. **An increase of only 1% in the senior volunteer population serving, generated through the training of COA directors in volunteer management, would result in an increase of \$7,000,000, per year, to towns in the commonwealth. Expanding upon this concept, the interpolation of the latest Gallup Survey figures suggests that if volunteerism, statewide, was increased by only one per cent, the commonwealth would realize a cost savings in excess of \$30 million.**

(Source: Marie Saunders, COA Director, Barnstable, MA, and The Gallup Survey, 1991).

The federal ACTION agency in Massachusetts estimates that its four major volunteer programs, VISTA, the Retired Senior Volunteer Program, the Foster Grandparent Program, and the Senior Companion Program contribute **2,579,563 hours of volunteer service with an estimated value to the citizens of Massachusetts of more than \$28.5 million. RSVP, FGP and SCP generate an additional \$1.2 million of other public and private sector funds.** The value to the commonwealth of VISTA, the nation's only program of national domestic service, cannot begun to be estimated.

(Source: ACTION's Current Year Operating Plan.)

Examples of other cost savings to government include California where volunteers extend public services in several offices of government by \$1 million. In North Carolina volunteers provide teaching services within the state's prison system, saving the taxpayers the cost of teacher's salaries. The U.S. Forest Service estimates that the value of services provided by volunteers to be \$15 million, where volunteers accounted for 1,238 person years. The USDA estimates that there are 2.9 million extension volunteers assisting 11,200 paid agents in delivering services to 45 million adults and youth. SCORE, the Service Corps of Retired Executives, has three volunteers for every paid staff member, and 40 volunteers for every staff member devoted to the same function.

(Source: Jeffrey L. Brudney, Fostering Volunteer Programs in the Public Sector, pp. 37-38.)

If the SOV is largely funded from private sources won't the director of the office be forced to spend the majority of his or her time fundraising?

Fundraising will be the responsibility of the SOV Advisory Committee. Directors of state agencies in Massachusetts are prohibited, by law, from raising funds to support their operations.

Will the establishment of an SOV result in interference from government?

The advisory committee will guard against government interference. Volunteerism will flourish; it will not be controlled. The location of the SOV within state government will ensure that the commonwealth will consider volunteers, and their management, a more important commodity and a stronger priority in the future.

What about inclusiveness?

The SOV will have, as a guiding principle, the active inclusion of all demographic, geographic, collegial, and cultural entities within the commonwealth.

How do SOVs and Community Service Commissions work together in states where they coexist?

The Massachusetts Community Service Commission was established in August, 1991, by executive order of the governor, "to formulate a coordinated state plan in response to the National and Community Service Act of 1990." (Executive Order No. 314, August 9, 1991). The order also requires the commission to "establish guidelines, policy, and procedures for the solicitation, review, and selection of proposals for funding, advocate publicly for increased citizen service and for community service learning, and evaluate community service programs through the national legislation." The mission of the MCSC is "to foster an ethic of community service throughout the state and generate a continuum of service opportunities from the earliest ages, resulting in a life-long commitment to community development and change through community service." (MCSC, Massachusetts Plan for Community Service, 1992, p. 1). On the other hand, State Offices on Volunteerism, created in 1974 by the federal ACTION Agency in response to a specific request from the National Governor's Association, "fulfill the role of a statewide focal point which serves as a liaison among public and private, local, state, and national programs. The mission of the SOV is to promote, coordinate, and enhance citizen participation by creating, developing, or supporting public, private, and nonprofit volunteer programs on a statewide basis..." (State of New Jersey, SOV Manual, p. 4, emphasis added). The purpose of the Massachusetts SOV will be to provide training and technical support in the areas of volunteer management, communications, advocacy, fundraising, and research, statewide, to enable organizations to **create or expand opportunities to use volunteers in the delivery of essential services, and to utilize all volunteers more effectively.** SOVs and CSCs currently interface in areas of activity funded by the National and Community Service Act. In states where SOVs exist, they generally fulfill the role of "lead agency" required by the NCSA legislation. In Massachusetts, where no SOV currently exists, the Department of Education serves as the lead agency for NCSA purposes. It is important to note, however, that the White House is proposing national service legislation patterned after the Community Service Commission/Lead Agency model. This very important piece of legislation - one which is envisioned as the "signature piece" of the Clinton Administration - will focus on broader segments of the population than that currently served by the Massachusetts Department of Education. It is imperative that the Commonwealth of Massachusetts have a State Office on

Volunteerism in place in order to capture the funding and opportunities for volunteer service provided for within this legislation.

Can the SOV bring some clarity to the confusion of new labels that are affecting us because they are really synonymous with volunteerism, such as citizen participation, community service, and the like?

The SOV, because of its position as a state agency with strong links to the local scene, can launch an effective campaign to educate the public about the value of volunteerism, what it is and is not, its history, and the current status of volunteerism in the commonwealth.

Shouldn't the State Office on Volunteerism focus should be redirected to include the broader issues of not-for-profit organizations.

State Office on Volunteerism activities support the missions of both not-for-profit and governmental concerns. The task force argues that the Massachusetts SOV model addresses the needs of non-profits while recognizing and promoting the role of government as an important user and supporter of volunteers.

GENERAL COMMENTS

The following comments and suggestions were offered by conference participants in response to a request for ideas regarding the present and future direction of task force activities:

- *Clarify the need for a State Office on Volunteerism.*
- *Clarify the need for another office of state government.*
- *Clarify the differences between a SOV and a VAC.*
- *Indicate how an SOV will specifically assist other agencies.*
- *How will the SOV benefit the state?*
- *How did the bill get lost?*
- *How can this state be competitive in national and community service without a State Office on Volunteerism?*
- *Provide cost-benefit data and publish examples of how SOVs save governments money.*
- *Provide a budget showing where the \$95,000 start-up funds will be spent.*
- *I feel that if we were a part of an SOV, more dollars would have been available (to efforts supporting voluntary community service).*
- *The task force must enlist the support of more volunteers, the co-chair of Community Service '90, the Massachusetts Community Service Commission, the legislative branch of the United Way and others whose interest extends beyond that of volunteer administrators.*
- *The task force should focus more on youth service groups.*
- *The state should support this office with sufficient funding to allow it to operate without significant private funding.*
- *It is unreasonable for this state to require an office of government, with the potential this one offers for expanding greatly needed services, to seek its funding in the private sector!*
- *We need to educate the public on the roles volunteers play in the general scheme of things.*
- *It needs to be made clear to union members that volunteers do not threaten jobs.*
- *A potential \$30,000,000 return in volunteer services to the state may fall into the category of "funny money." It is difficult for legislators to make the connection between volunteers and revenue for the state.*
- *Do we have the governor's support?*
- *Media recognition is a must!*
- *We have a real need in this state for an office like this that can bring statewide coordination to our fragmented volunteer services field.*

PRIORITIES AND NEXT STEPS: WHO and WHAT

Forum participants offered the following suggestions for priority next steps toward successful legislation creating a State Office on Volunteerism. In general, comments from each group focused on the need to spread the word about H1193 and to lobby for its swift passage.

- *Find the means to put this idea forward to all citizens.*
- *Organize an expanded statewide network of supporters to advocate for this office.*
- *Centralize and link this network.*
- *Define the convincing arguments in a document that can serve as the basis for letters, speeches, and other means of communication on the issues.*
- *Set specific dates for advocates to contact their legislators.*
- *Target the Committee on Ways and Means, particularly its chairman, Thomas Finneran.*
- *Organize an expanded statewide network of supporters to advocate for this office.*
- *Organize a letter campaign to potential supporters, clearly defining the goals and functions of the SOV.*
- *Organize a fundraising committee and develop a strategy for raising the initial \$95,000 projected SOV start-up cost.*
- *Get significant media coverage.*
- *Organize additional forums involving legislators who have not signed onto H1193.*
- *Start TODAY!*

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APPENDICES

House Bill 1193: *An Act Establishing the Office of Volunteerism in the Commonwealth*

How To Write Your Legislator

Sample Letter

Supporting Arguments

House Ways and Means Committee List

Task Force Membership

AN ACT ESTABLISHING THE OFFICE OF VOLUNTEERISM IN THE COMMONWEALTH

House Bill 1193

*Be it enacted by the Senate and House of Representatives in General Court assembled,
and by the authority of the same, as follows:*

Chapter 6 of the General Law is hereby amended by inserting after section 204, the following sections: -

Section 205. There is hereby established a Massachusetts Office of Volunteerism, in this section and in sections two hundred five A to two hundred five D, inclusive, called the office, consisting of an executive director, in this section and in sections two hundred five A to two hundred five D, inclusive, called the director, and an advisory council, as hereafter described. The director shall be appointed by the governor, after consultation with the advisory council and shall serve at the pleasure of the governor. The director shall, at the time of appointment, have substantial professional experience in all aspects of the field of volunteer administration, including, but not limited to, human resource management, communications, fund raising, training and education. The position of director shall be classified in accordance with section forty-five of chapter thirty, and the salary shall be determined in accordance with section forty-six C of said chapter thirty. The director shall, with the advice of the advisory council, have sole charge of the supervision and administration of the office. The director may, subject to appropriation, employ and remove such assistant directors and other employees and consultants as may be deemed necessary to enable the performance of duties. The provisions of chapter thirty-one and section nine A of chapter thirty shall not apply to the director or to such assistant directors and consultants as may be appointed. In making such appointments, the director shall make every reasonable effort to ensure that volunteers are actively involved and that persons having experience with volunteer efforts are employed.

Section 205A. Subject to the approval of the secretary of administration, the director may apply for and accept on behalf of the commonwealth any federal, local or private grants of money or property, whether real or personal, from any source, whether public or private, bequests, gifts or contributions to aid the financing of any of the programs or policies of the office. Such funds shall be received by the state treasurer on behalf of the commonwealth and deposited in a separate account and shall be expended under the direction of the director, with the approval of the secretary of administration.

The office may make agreements with other departments and agencies of the commonwealth and may contract with other individuals, organizations, corporations, associations and other legal entities including private agencies, or any departments or agencies of the federal government or the commonwealth or any political subdivisions thereof, to carry out any of the functions and purposes of the office. The director shall establish standards and procedures governing such agreements and contracts subject to the approval of the secretary of administration.

Section 205B. The office, in order to plan, initiate, promote and evaluate a statewide program of services on behalf of the volunteer community shall have the following powers and duties:

- (a) to identify, coordinate and share information on resources on volunteerism and to

encourage the participation of all segments of the community in volunteerism;

(b) to provide the volunteer community with technical information and access to the skills and knowledge necessary to make current programs more effective, and to encourage their growth and experimentation with new ideas;

(c) to be an advocate for volunteerism to help build within the commonwealth a positive climate for volunteerism that addresses issues of leadership, recognition, legislation and change;

(d) to encourage the corporate community of the commonwealth to become an active partner in the support of volunteer services in the commonwealth, in the public and not-for-profit sectors, in the areas of youth development and education, on policy-making boards, and with the encouragement of employees' participation in volunteer efforts;

(e) to serve as a clearinghouse, to facilitate the sharing of ideas, materials and experiences; to recognize and promote successful learning models and service opportunities in a statewide network, identifying projects with the most valuable learning potential and thereby reducing duplication of effort and costs;

(f) to assist and support public sector volunteer programs;

(g)(1) to prepare and submit to the governor an annual report which shall be a public document which shall include the description, and evaluation of activities of the office in implementing the aforementioned duties and functions, (2) to prepare and submit a description, evaluation and analysis of public policies, programs, services and regulations that affect or may affect volunteer efforts and services, (3) prepare and submit recommendations for the development, coordination and improved responsiveness of such policies, programs, services and regulations.

Section 205C. In order to fulfill the functions of the office such information as the director may require shall be made available, upon request, by any department, division, board, bureau, commission, or agency of the commonwealth.

Section 205D. The governor initially shall appoint an advisory council on volunteerism which shall consist of no fewer than twelve and no more than twenty members. Persons shall be eligible for appointment if their positions, knowledge or experience enables them to represent the concerns, needs and recommendations of volunteerism and if they have been recommended by the director. The council members shall at all times be persons actively engaged in activities concerning volunteerism. Each member shall serve for a term of four years as governed by council by-laws.

The director initially shall nominate persons whose service will ensure representation of the interests of the volunteer community at large from all areas of the commonwealth. Council membership shall include at least three current volunteer administrators; a minimum of one representative from the corporate section; a minimum of one representative from community service programming in education, and one volunteer. The director's nominations shall be from a list provided by consumer groups, social service agencies or individuals representing volunteers.

Once established, the advisory council shall elect a chairperson and establish by-laws which shall govern all aspects of its operation. These by-laws shall be subject to the approval of the governor. The advisory council shall meet at least eight times a year, and shall serve without compensation.

Said advisory council shall advise the director on policy, planning and the needs of the commonwealth for programs and services encouraging and strengthening the volunteer system in the commonwealth; assist the director in establishing priorities for office activities, and annually review the programs, budgets and policies of the office.

HOUSE BILL 1193 LEGISLATIVE SPONSORS

Representative Forrester A. "Tim" Clark, Jr.
4th Essex - (R) Hamilton

Representative Marie-Louise Kehoe
11th Norfolk - (D) Dedham

Representative Thomas P. Kennedy
9th Plymouth - (D) Brockton

Representative John C. Klim
2nd Barnstable - (D) Cotuit

Representative Nancy "Hasty" Evans
13th Middlesex - (R) Wayland

Representative Sally P. Kerans
13th Essex - (D) Danvers

Representative Peter J. Larkin
3rd Berkshire - (D) Pittsfield

Representative Kevin O'Sullivan
13th Worcester - (D) Worcester

Senator Lucille P. Hicks
5th Middlesex - (R) Wayland

Senator Frederick Berry
2nd Essex - (D) Peabody

HOW TO WRITE YOUR LEGISLATOR

Elected officials want to know how their constituents feel about public policy issues pending before the legislative branch of government. The more often you write careful and concerned letters to your senators and representatives, the more influence you will have with your elected representatives.

Below are a few suggestions for writing an effective letter:

- *Keep each letter reasonably brief and limit your subject to a single issue. State the topic clearly in the first paragraph so that the letter can be assigned to the appropriate legislative assistant for handling.*

- *When writing about legislation, refer to the bill title and number, if possible.*

- *Explain why you are personally advocating a specific position. Give a reason why the legislator should support the position you espouse. If the issue has personal importance to you, say so; explain why.*

- *Make your communication your own and not a "form" letter.*

- *Be positive in your approach and, if possible, compliment the legislator on some recent action, vote or public speech.*

- *In any case, make the letter as supportive as possible, even if you do not agree with the legislator on the issue at hand. If you supported the legislator in the previous election, let him or her know it. If you have any areas of agreement, state them. The legislator will then know that he or she at least has a chance for your support and should take your views seriously.*

- *To obtain a personal response, ask a thoughtful question about an issue that concerns you. For example, at the end of your letter, inquire, "Can I count on your support on this vital matter?" or "Please let me hear from you about your position on this bill."*

- *Never threaten or beg an elected official. Always appeal to a lawmaker on the merits of an issue.*

With thanks to the National Council on Aging

SAMPLE LETTER

date _____

The Honorable _____
House Ways and Means Committee
State House
Boston, Massachusetts 02133

Dear Representative _____,

This letter is to request your support of **House bill 1193, *An Act Establishing A State Office on Volunteerism for Massachusetts***. H1193 is currently before your committee.

As I understand the role of the House Ways and Means Committee, it is your task to review the costs and benefits of each piece of legislation. With H1193, the Committee has an opportunity to leverage small costs into large benefits.

A State Office on Volunteerism leverages federal, state, and local financial resources. It promotes, coordinates, and enhances citizen participation through the development and support of public, private, and not-for-profit volunteer programs statewide and encourages local solutions to local problems. It encourages and supports the development of networks of local service providers for the purpose of enhancing the quality of services while eliminating duplication. It provides information on unmet needs in communities across the state, and addresses those needs through the use of trained and coordinated volunteers in the community. (*See examples of other benefits on attached list*).

Thirty-five states currently have State Offices on Volunteerism. These SOVs have proven and documented outcomes demonstrating the cost effectiveness of using trained and coordinated volunteers in the delivery of essential services. In the Commonwealth of Massachusetts, for example, the government currently receives services valued at \$720,000,000 per year through its Council on Aging volunteer programs. It is estimated that if a Massachusetts SOV generated only a one per cent increase in services, the dollar value of those services to the state would exceed \$30 million.

Thank you, Representative _____, for your support of this vital piece of legislation. (*Close or continue with a personal observation, request or question*).

Sincerely,

cc: Task Force for a State Office on Volunteerism (*Please!*)

SUPPORTING ARGUMENTS

The following activities are among the many that can be cited in support of an SOV and incorporated into a letter to legislators, and others, supporting House bill 1193:

- *Increase the quality and quantity of volunteer services to the commonwealth.*
- *Promote and enable the inclusion of all citizens of the commonwealth in voluntary community service, regardless of age, economic status, organizational affiliation, etc.*
- *Significantly reduce, if not eliminate altogether, the fragmentation that now exists in the field of volunteerism in Massachusetts.*
- *Encourage and enable the formation of local networks throughout the commonwealth for purposes of mutual support and the elimination of service duplication.*
- *Link public, private, local, and national volunteer programs.*
- *Increase the overall funding available to volunteer efforts in the commonwealth.*
- *Position the SOV to access federal dollars.*
- *Provide training and technical assistance in volunteer management to all agencies and organizations in the commonwealth requesting such assistance.*
- *Provide specific training and technical assistance to volunteer administrators, statewide, in all areas of volunteer management.*
- *Present statewide workshops and conferences based on the expressed needs of volunteers and volunteer administrators.*
- *Establish and maintain research and lending libraries on volunteerism and related topics.*
- *Establish and maintain a statewide information bank on volunteerism that can be shared and accessed statewide.*
- *Conduct, support, compile, and publish research on volunteer activities statewide for the purpose of recognizing and publicizing the value of these activities and accomplishments.*
- *Promote and share information on model projects.*

- *Enhance current efforts to address community needs and explore new approaches,*
- *Track and publicize legislation relating to volunteerism.*
- *Promote the promulgation of legislation serving the cause of volunteerism.*
- *Promote the recognition of volunteers.*

HOUSE COMMITTEE ON WAYS AND MEANS, 1993

Chair: Thomas Finneran Boston: 722-2990
Vice-Chair: Thomas P. Kennedy Brockton: 722-2575

David B. Cohen	Newton
Anthony M. Scibelli	Springfield
M. Joseph Manning	Milton
J. Michael Ruane	Salem
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William G. Reinstein	Revere
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Charles Decas	Wareham
Robert Kraus	Kingston
Jacqueline Lewis	Bridgewater
Thomas Palumbo	Newbury
Michael Sullivan	Abington

TASK FORCE FOR A STATE OFFICE ON VOLUNTEERISM

MEMBERSHIP

**Valaree Crawford
Massachusetts Department of Elder Affairs
Boston**

**Donald P. Gage, D.Mn.
Westboro State Hospital
Westboro**

**Jane Harper
Corporate Consultant
Wayland**

**Helen Mahoney
Consultant
Worcester**

**Anne Messier
Sturdy Memorial Hospital
Attleboro**

**Mary Minard
Phillips Academy
Andover**

**Joanne Patton
Patton Consultant Services
South Hamilton**

**Suzanne Plum
ACTION
Boston**

**Jean Ryan
Berkshire Medical Center
Pittsfield**

**Marie Saunders
Barnstable Council on Aging
Hyannis**

**Catherine Touchette
VAC, United Way of Springfield, Inc.
Springfield**



Northeastern University

Office of the President

March 22, 1993

Mr. Eli Segal
Office of National Service
Room 145 OEOB
Washington, D.C. 20500

Dear Eli,

I thought you would be interested in Northeastern University's establishment of a formal educational partnership with City Year. As one key element of that agreement, we are very pleased to provide tuition assistance to each City Year graduate. It is my hope that colleges and universities across America could commit help to the President's National Service participants in similar fashion.

Jane Scarborough and I enjoyed our visit with you. The Cooperative Education professional associations will be forwarding their ideas for a greater coordination with National Service in the near future. In the meantime, Northeastern University will be responding to the "Summer of Service" RFP by April 1.

My very best wishes to you.

Sincerely,

John A. Curry
John A. Curry
President

JAC:cam

cc: Jane Scarborough, President, National
Commission for Cooperative Education
Thomas P. O'Neill, III

challenge

file: MA
higher ed

Karen
Need nice
response.

Susan
There's some
good stuff here
-- especially since
we plan to challenge
Universities. Northeast
may not get
all the nuances
of service,
but getting 7
schools
to give
scholarships
is pretty
good.
CL



The City Year-Northeastern Relationship

City Year greatly appreciates and values its strong relationship with Northeastern University, which began in 1988 and has grown ever since.

Alice Alexander, Northeastern University Assistant Dean and Director of Cooperative Legal Education, is a parent of City Year alumnus Melanee Alexander and a founding member of the City Year Citizen Finance Board; since 1990-1991, Northeastern University has annually offered one City Year graduate a full, one-year tuition waiver at Northeastern; City Year has used the Northeastern campus for educational activities; and dozens of Northeastern students and administrators have participated in City Year's annual Serve-a-thon.

Most recently, Northeastern President John Curry joined with Massachusetts Secretary of Education Piedad Robertson to request that other college presidents join Northeastern University in offering one or more scholarships to City Year graduates. As the attached report details, to date seven colleges have agreed to provide scholarships to City Year graduates as a result of President Curry's letter.

Now, as City Year prepares to grow in Boston and nationally, we would like to deepen and strengthen the relationship with Northeastern University. It is our hope that City Year and Northeastern can form a creative partnership that meets the educational needs of young people in Greater Boston and furthers Northeastern's position as a community-based university that values community service, community involvement and experiential education. City Year would like to discuss the following possible partnership expansions with Northeastern:

- Partnership with City Year in applying for funds under President Clinton's "Summer of Service" initiative. City Year is strongly considering applying to run a summer service program with 50+ participants and needs a higher education partner to assist in a variety of possible ways, including: site for training and or housing of participants; referral of potential corps members;
- Offer City Year graduates a \$2,500 tuition waiver to be matched by the Commission on National & Community Service (CNCS). Under City Year's grant from the CNCS, City Year needs to identify a local \$2,500 match for a \$2,500 scholarship from the Commission (for a total benefit of \$5,000). If Northeastern provides a \$2,500 waiver to all City Year graduates, we estimate that 10 to 20 students would attend Northeastern annually and take advantage of the \$5,000 total educational benefit. (They could save more if they are eligible for additional aid or loan programs).
- Offer college credit to City Year graduates to recognize the learning that a corps member completes during a year of service and intense reflection about Greater Boston, its people, and its neighborhoods..
- Offer occasional or full-time access to Northeastern dormitories and facilities.



**Responses to President John Curry's letter seeking scholarship
support for City Year graduates
(as of March 15, 1993)**

Aquinas College

Committed a full tuition scholarship worth \$6,800 which would be renewable.

Bentley College

"Bentley will award five scholarships to students who have demonstrated an interest in community service, volunteerism, and compassion for those in need. Each scholarship will be worth \$5,000 a year and will be on top of need-based aid." (This commitment is not specifically for City Year.)

—letter from President Joseph M. Cronin

Bunker Hill Community College

"will provide one scholarship."

—letter from President C. Scully Stikes

Babson College

"pleased to join Northeastern University in providing a full tuition scholarship to an eligible corps member."

—letter from President William F. Glavin

Gordon College

"considering the possibility of providing a freshman year full tuition scholarship to an eligible City Year corps member."

Hebrew College

"Hebrew College will be pleased to offer a tuition scholarship to an eligible corps member upon completion of service."

—letter from President David M. Gordis

Marian Court Junior College

"... your letter ... requesting Marian Court Junior College to provide a freshman year full tuition scholarship to an eligible corps member upon completion of City Year service. We would be happy to do so."

—letter from Joanne Bibeau, RSM, President

Massachusetts College of Pharmacy and Allied Health Sciences

"a freshman year full tuition (only) scholarship will be made available to a qualified corps member applicant to the College upon completion of service."

—letter from Abraham J. Haddad, Ph. D., Vice President for Administration

Worcester Polytechnic Institute

committed a \$5,000 scholarship, renewable for four years.



Office of the President

March 22, 1993

Mr. Michael Brown
Co-Director
City Year
11 Stillings Street
Boston, MA 02210

Dear Mike:

It was a great pleasure to see you, Judith, and Greg at Northeastern University the other day. Northeastern University is very pleased to enter a formal, creative partnership with City Year.

As I indicated to you, Northeastern University will offer to all City Year graduates who qualify for admission a \$2,500 tuition waiver to be matched by the Commission on National and Community Service. We will also work to insure that additional financial aid is provided to City Year graduates who are eligible for grants and/or loans. In addition, we will continue to offer access to our campus for City Year educational activities.

We are also proud to be your partner in your application for funds under President Clinton's "Summer of Service" initiative. As I indicated, I have asked Dean Holly Carter, my special assistant, to serve as Northeastern's point person for you as we develop a proposal. Holly will be able to bring the appropriate Northeastern University personnel to the table as the proposal develops.

I look forward to working closely with you in the years ahead.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Jack', enclosed within a circular ink flourish.

John A. Curry
President

JAC:cam

file: MA
higher ed



MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. I, No. 1

March, 1990

Public Service Center

MIT Public Service Center
77 Massachusetts Avenue
Room 3-123
Cambridge, MA 02139
(617) 253-0742

Coordinator:

Virginia M. Sorenson

Staff:

Elena Koutras
David Carroll
Ephraim Lin
Rosina Samadani

Steering Committee:

Priscilla Gray, Co-Chair
Robert Mann, Co-Chair
Shirley McBay, ODSA
Chee Chew, TCA
Scott Davis, DormCon
Kevin Iga, APO
Arthur Lent, TBP
Guillermo Muhlmann, GSC
Jason Slibeck, UA
Scott Tang, Urban Action
Alfred Tom, IFC

We're here for you!

Outreach

The Occasional Newsletter of the
MIT PSC

What is the Public Service Center?

The MIT Public Service Center was created in November of 1988 to serve students and the MIT community as a whole. One of the main purposes of the Center is to aid student involvement in community and public service. We can help with one-day projects for groups and semester-long internships for individuals. We work with people ranging from first-time volunteers to groups with long histories of service. The Center offers continuous services such as:

- Serving as a clearinghouse to direct students and groups to local service agencies.
- Keeping files on local service agencies with current opportunities. The Center has information on 150 local service agencies in need of volunteers and/or interns.
- Raising awareness within the MIT community of the various opportunities for public service in the Boston/Cambridge area. Look for our "Volunteer Opportunities" column in the *Tech and Tech Talk*.

The Center has also organized and helped with specific projects to carry out its goals, including:

- The IAP '90 seminar, American Miseries: Can We Overcome?, that combined hands-on fieldwork with reading, lectures, and intellectual discussion.
- The Giving Tree, which brought over 700 gifts to children in the Boston area this past December.
- Campus-wide Public Service Day this past fall that gave 350 members of the MIT community an opportunity to do public service as a group.
- Spring clothing drive to benefit homeless shelters.
- A dinner forum last spring to discuss and debate national legislation linking public service with financial aid.
- Freshman community service drive last spring at which 300 people pledged at least two hours for the semester.
- IAP '89 Midway in which over 400 people spoke with 24 community agencies.

The MIT Public Service Center gladly welcomes any questions, comments or suggestions as to how it can better serve the MIT community. We're located on the Infinite Corridor. Please call or stop by!



Outreach

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. II, No. I

November, 1990

Public Service Center

PSC Update

Steering Committee

Sean Barrett
PSC

David Carroll
PSC & Hunger Action Group

E. Yegin Chen
Sloan Volunteer Consulting Group

Scott Davie
Dormitory Council

Iris Garcia
Alpha Phi Omega

Priscilla Gray
Co-Chair

Christina Liu
Technology Community Association

Christine Ma
PSC & Panhellenic Council

Robert Mann
Co-Chair

Derek Mayweather
Tau Beta Pi

Jason Slibeck
Undergraduate Association

Arthur Smith
Dean for Student Affairs

Virginia M. Sorenson
PSC Coordinator

Gil Speyer
Urban Action

David Steel
Graduate Student Council

Alfred Tull
Interfraternity Council

Robert Trejo
PSC

Jennifer J. Zemach
Share A Vital Earth

The MIT Public Service Center, created in November of 1988, aids and encourages MIT involvement in community and public service. The Center can help individuals and groups interested in beginning (or already involved in) public service in many ways by:

- Serving as a clearinghouse to direct students and groups to local service agencies.
- Keeping files on local service agencies with current opportunities. The Center has information on 100 local service agencies in need of volunteers and/or interns.
- Raising awareness within the MIT community of the various opportunities for public service in the Boston/Cambridge area. Look for our "Volunteer Opportunities" columns in the *Tech* and *Tech Talk*.

The Center also organizes activities to promote public service. Over the past two years this has included (among others) a clothing drive, an IAP seminar linking learning and service, and the Giving Tree, a project which brought over 700 gifts to children in the Boston/Cambridge area last December.

If you're interested in starting any type of public service, take a look at the columns in the *Tech* or *Tech Talk*. If you want further information, please stop by the office (3-123) or call at 253-0742. We have many ideas; the community has many needs. We can help you create your own opportunity to fit your special interests and skills, from one-time to long-term projects.

Recent Activities

Public Service Midway: The members of the class of 1994 have active interests in public service, according to responses from a summer mailing. At the R/O Activities Midway, students interested in education and underprivileged youth asked to meet community groups working in these areas; the Public Service Center organized a mini-midway on September 18, at which several community organizations and first year students had a chance to match needs with interests.

ESL Training: The Public Service Center, along with MIT staff member Angela Katsos, organized training classes for people in the MIT community interested in tutoring English as a Second Language. Twenty people were trained during three sessions from September 25 to October 2, and most have now been placed with tutees. The Panhellenic Council has taken over this initiative and will sponsor an annual class. For details, call Christine Ma at 225-9648.

Fellowship Dinner: A dinner was held October 29 to honor the recipients of the Summer 1990 Public Service Fellowships sponsored by the Boston Foundation.

77 Massachusetts Avenue
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Outreach

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. III, No. 1

December, 1991

Public Service Center

Steering Committee

Jason Bock
Technology Community Association

Jennifer Catelli
Alpha Phi Omega

F. Yegin Chen
Sloan Volunteer Consulting Group

Judy Chin
Dormitory Council

Mark Duggan
Tau Beta Pi

Cindy Evanko
PSC

Nicole Freedman
PSC

Priscilla Gray
Co-Chair

Parag Gupta
Share A Vital Earth

Mursaleena Islam
Hunger Action Group/PSC

Rodhill Jack
PSC

Christine Ma
PSC

Robert Mann
Co-Chair

Stacy McGeever
Undergraduate Association

Ed Moore
Urban Action

Paul Parravano
Community Service Fund

Holly Simpson
InterFraternity Council

Arthur Smith
Dean for Student Affairs

Virginia Sorenson
PSC

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MIT Public Service Fellowships IAP '92 and Spring '92

MIT Public Service Center awarded twenty \$1,200 fellowships for undergraduates to work on public service projects with local community organizations. The fellowships were sponsored by the Lord Foundation and the MIT Employees Federal Credit Union. Listed below are the winners with brief descriptions of their projects:

Sean W. Barrett: *Organizing the Parents Forum*, a discussion group where parents of 10-15 year-olds can discuss concerns and struggles of helping their children go into adolescence.

Marcie R. Black: *Boston Museum of Science*. Using her technical background to work with computers and other electronic equipment. Assisting with physical science demonstrations.

Mark Duggan: *Graham and Parks Alternative Public School* (elementary). Teaching the students, staff, and teachers how to work with Macintosh computers.

Cynthia Evanko: Compiling an institute-wide inventory of products used at MIT and setting up a departmental use-reduction and recycling program.

Nicole Freedman: *Project Bread*. Serving as a volunteer management consultant to develop emergency feeding programs and implementing other volunteer projects.

Deborah Gustafson: *Boston Community Center, Girls' Center*. Working with 12-15 year-old girls to develop and implement a career midway and encourage positive personal, educational, and career goals.

Mursaleena Islam: *Cambridge Economic Opportunity Committee*. Developing an educational program on hunger issues for the Cambridge schools to enhance the awareness of children in this community. Meeting with teachers, principals, and superintendent to implement the program.

Judy E. Kim: *Massachusetts Mental Hospital*. Teaching basic math, checkbook balancing, social skills, cooking, and shopping to the mental patients of the Kent Street Residence.

Hartley Kuhn: *Boston Harbor Association*. Evaluating environmental impacts of several major developments along the Boston Harbor. Organizing a discussion with planners to affect policy.

Gwendolyn Lee: *Cambridge Department of Human Service Programs, Community & Youth Division*. Designing and teaching a curriculum in experimental science for 4-6th graders, as an afterschool enrichment course.

Dale L. Lefebvre: *National Society of Black Engineers*. Writing a condensed version of "Minority Guide to Higher Education". Distributing it to parents and students in the Cambridge/Boston area and getting feedback on its effectiveness to aid in writing the final version.

Nithya Nagarajan: *House of Representatives, State House*. Developing a School-Bank Program to teach students how to maintain their finances and develop management and leadership skills. Coordinating meetings between bank officials and school teachers and principals.

Michelle P. Perry: *Dating Violence Intervention Project*. Teaching and working with teens on the issue of dating violence, as part of the Peer Leader Training course. Using this experience to educate the MIT community.

Richard L. Pryll: *MIT Summer Employment Initiative*. Contacting small technical companies and planning and implementing a Job Fair and interviews. Providing a service to students by opening up more job opportunities.



Outreach

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. III, No. 2

March, 1992

Public Service Center

MIT PSC Fellowships Fall 1992 Awards of \$1200 for Undergraduates

Steering Committee

Jason Bock
Technology Community Association

Jennifer Catelli
Alpha Phi Omega

E. Yegin Chen
Sloan Volunteer Consulting Group

Mark Duggan
Tau Beta Pi

Cindy Evanko
PSC

Nicole Freedman
PSC

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Parag Gupta
Share A Vital Earth

Mursaleena Islam
Hunger Action Group/PSC

John Kassarian
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Stacy McGeever
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Ateev Mehrotra
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Elizabeth Smith
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Jill Soley
PSC

Virginia Sorenson
PSC

Christopher Stipp
Graduate Student Council

77 Massachusetts Avenue
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Cambridge, MA 02139
(617) 253-0742

These awards will be given for intensive work on public service projects carried out in conjunction with a Boston/Cambridge public service organization. Students define their own project and submit a proposal and a statement of endorsement from the sponsoring agency. Numerous opportunities are available in areas of education, environment, health, hunger/homelessness, and youth. The Public Service Center will help students find projects that represent a substantial effort in the interest of serving community and local needs. The fellowships can be a substitute for other paid employment during the term.

Apply now! Deadline: April 6, 1992

PSC fellowships are sponsored by the Lord Foundation and the MIT Employee's Federal Credit Union.

Experiences of IAP '92 Fellowship Winners

Marcie R. Black worked in the Technical Support Department of the Museum of Science. She used the software packages Hollywood and Persuasion to introduce graphics in the information display screens, to make them more interesting for the visitors.

What I enjoyed most about my work was the freedom I had to explore any options that had the possibility of making the [information] screens better.

Marcie Black

Mark Duggan worked in the Macintosh Computer Lab of Graham and Parks Alternate Public School in Cambridge. He helped fifth and sixth graders with educational software and was a student tutor for seventh and eighth graders.

The fellowships are a fantastic idea for MIT students to get involved in Cambridge. It is a great way to earn money while helping someone else.

Mark Duggan

Judy Kim worked for the Massachusetts Mental Health Center. She volunteered at the Kent Residence in Brookline and was involved with all aspects of this community for adults with chronic mental illness.

Hartley M. Kuhn worked in The Boston Harbor Association, a non-profit organization working for a clean, alive, and accessible Boston Harbor. She studied the redevelopment plan for Fort Point Channel District. Her project focused on the environmental impact of building a Federal Courthouse on Fan Pier.

The projects helped me to learn a lot about Boston's waterfront, environmental issues, and about planning and policy in general. I hope to continue helping The Boston Harbor Association in my free time.

Hartley Kuhn

Nereyda J. Rodriguez worked with children at the Community Art Center in Cambridge. She helped them with homework, organized various group activities, and worked on the production of a play.

I never had to deal with drug-addictive parents, drug-dealing siblings, and living in a foster home because my mother was in jail. I wanted to help them [the children] in any way possible, talk to them about their worries and concerns, and comfort them when they were afraid.

Nereyda Rodriguez



Outreach

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. IV, No. 1

December, 1992

Public Service Center

City Days : A Two-Way Street The Year-Long Program Perspective

Steering Committee

Jason Bock
Technology Community Association

Kate Curtis
Alpha Phi Omega

Mark Duggan
PSC

Amy Dunn
PSC

Priscilla Gray
Co-Chair

Parag Gupta
Share A Vital Earth

Meluan Islam
Hunger Action Group

John Kassakian
Co-Chair

Gwendolyn Lee
PSC

Atcey Mehrotra
InterFraternity Council

Paul Parravano
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Arthur Smith
*Dean for Undergraduate Education
and Students Affairs*

Elizabeth Smith
Dormitory Council

Virginia Sorenson
PSC

Christopher Stipp
Graduate Student Council

Roddy Tranum
Tau Beta Pi

Scott Winham
PSC

R/O

City Days: A Two-Way Street was produced by MIT's Public Service Center, Residence/Orientation Committee, Undergraduate Academic Affairs Office, and Office of Community Relations, in collaboration with the School Department of the City of Cambridge. *City Days* brought MIT together with Cambridge for two days during R/O. On Labor Day MIT students went into Cambridge and cleaned up local elementary school playgrounds. They also performed light maintenance, yardwork, and painted at various community agencies. On September 8 Cambridge elementary students arrived at MIT to participate in various events, ranging from basketball to scientific experiments. Over 2000 people participated in this two-day event.

Fall

During the fall term, five independent groups (Chi Phi, Kappa Alpha Theta, Lambda Chi Alpha, Phi Beta Epsilon, and Zeta Psi) have been regularly sending members to five Cambridge elementary schools to aid the Science Resource Teacher. The activities range from working with individual students to organizing science fairs. These groups will continue their involvement throughout the entire year.

IAP: \$1200

During IAP fourteen MIT undergraduates will be Fellows in each of the Cambridge schools. Thirteen will be responsible for working with the Science Resource Teachers in the schools and organizing various scholastic events; the fourteenth will be organizing the Science Olympiad at the high school. The Fellows are: Roberto Almeida '95, Anup Bagaria '94, Ross Crowley '95, Brian Davison '95, Grant Eiselen '93, Kathy Howe '93, Francis Lee '93, Bryn Mowry '95, Jee Park '93, Yvonne Romero '93, Brian Rose '93, Rohit Sakhuja '94, Aafia Siddiqui '94, and Lucy Tsirlinik '93.

Also during IAP, there will be a three-unit fieldwork-based seminar entitled Doing Science/Math With City Kids. This seminar is limited to 26 people and is designed for freshmen. Thirteen male/female teams will be working with teachers and staff in Cambridge's elementary schools to promote active student involvement in science and mathematics.

An organizational meeting will be held on Thursday, Dec. 10, from 4-5 pm, in room 7-335A.

Spring

During the spring term the five independent groups will continue to aid their respective schools, while three more groups are expected to begin at other local schools. A similar program involving after-school sporting activities is also expected. Call us if

- your group would like to become affiliated with one of the three schools or
- you are interested in becoming involved in the sporting activities.

Summer: \$4800

Three \$4800 summer fellowships will be awarded to MIT undergraduates. More information will be available at the beginning of Spring semester. These fellowships, as well as those during IAP '93, are sponsored by the Lord Foundation.

77 Massachusetts Avenue
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Outreach

MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. IV, No. 2

May, 1993

Public Service Center

Steering Committee

Jee Ahn
PSC

Jason Bock
Technology Community Association

Kate Curtis
Alpha Phi Omega

Jeffrey D'Urso
InterFraternity Council

Mark Duggan
PSC

David Frohman
InterFraternity Council

Hans Godfrey
Undergraduate Association

Priscilla Gray
Co-Chair

Parag Gupta
Share a Vial Earth

Mehran Islam
Hunger Action Group

John Kassakian
Co-Chair

Sabrina Kwon
PSC

Gwendolyn Lee
PSC

Rita Nanda
PSC

Suchitra Natarajan
PSC

Paul Parravano
Community Service Fund

Tariq Shaukat
Dormitory Council

Arthur Smith
Dean for Undergraduate Education
and Student Affairs

Virginia M. Sorenson
PSC

Roddy Trunum
Tau Beta Pi

Miguel A. Valle
PSC

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This newsletter was printed
on recycled paper.

City Days through the School Year

A Two-Way Street

MIT Science Day

Over 100 fifth to eighth graders representing ten Cambridge schools converged at MIT for the first ever MIT/Cambridge Science Day. These students, all winners from their own schools, exhibited their science projects and took part in several science-related activities at the Institute. They were brought on tours of different facilities on campus, such as the Artificial Intelligence Lab and Athena. This event was a project of MIT's Educational Studies Program (ESP) and a part of City Days, a cooperative effort between MIT and the Cambridge schools to improve science education.

LINKS

Fifteen living groups (Alpha Chi Omega, Alpha Phi, Chi Phi and Friends, Kappa Alpha Theta, Lambda Chi Alpha, McCormick, New House, Phi Beta Epsilon, Phi Delta Theta, Phi Kappa Sigma, Sigma Chi, Sigma Kappa, Society of Women Engineers, Theta Xi and Friends, and Zeta Psi) have been regularly sending members to eight elementary schools in Cambridge to assist the Science Resource Teacher. Activities range from going on field trips to the Museum of Science, to organizing school science fairs, which culminated at MIT on April 29 during Science Day. Many volunteers have actually had the opportunity to teach in the classrooms. A similar program involving after-school sporting activities is currently being coordinated to begin next fall.

Fellowships: Summer

Three \$4800 summer fellowships for intensive work with coordinators of the Cambridge School Department have been awarded to MIT students. Bryn Mowry and Anup Bagaria will both be working with the Science Coordinator, and Ross Crowley will be working with the Coordinator of Educational Technology. The summer fellowships are sponsored by the Lord Foundation.

Campus News

MIT Serves the Community

Alpha Chi Omega held its fifth annual Lip Sync on March 5. Over \$2000 was raised for the Transition House, a battered women's shelter in Cambridge, and the MacDowell Colony, a community for the arts.

Alpha Chi Sigma hosted its second annual Boy Scout Merit Badge Day, where 50 Boy Scouts earned a Chemistry Merit Badge. Also the group sponsored a canned-food drive during the first week in April for the food banks in the Boston area.

Alpha Phi held its second annual Gong Show and raised over \$600 for the American Heart Association on April 24. The group also made and delivered Easter baskets to Rosie's Place, a shelter for homeless and battered women.

PSC



MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. I, No. 1

March, 1990

Public Service Center

Outreach

The Occasional Newsletter of the
MIT PSC

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Cambridge, MA 02139
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Coordinator:

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Steering Committee:

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Robert Mann, Co-Chair
Shirley McBay, ODSA
Chee Chew, TCA
Scott Davie, DormCon
Kevin Iga, APC
Arthur Lent, TBP
Guillermo Muhlmann, GSC
Jason Slibeck, UA
Scott Tang, Urban Action
Alfred Tom, IFC

What is the Public Service Center?

The MIT Public Service Center was created in November of 1988 to serve students and the MIT community as a whole. One of the main purposes of the Center is to aid student involvement in community and public service. We can help with one-day projects for groups and semester-long internships for individuals. We work with people ranging from first-time volunteers to groups with long histories of service. The Center offers continuous services such as:

- Serving as a clearinghouse to direct students and groups to local service agencies.
- Keeping files on local service agencies with current opportunities. The Center has information on 150 local service agencies in need of volunteers and/or interns.
- Raising awareness within the MIT community of the various opportunities for public service in the Boston/Cambridge area. Look for our "Volunteer Opportunities" column in the *Tech* and *Tech Talk*.

The Center has also organized and helped with specific projects to carry out its goals, including:

- The IAP '90 seminar, American Miseries: Can We Overcome?, that combined hands-on fieldwork with reading, lectures, and intellectual discussion.
- The Giving Tree, which brought over 700 gifts to children in the Boston area this past December.
- Campus-wide Public Service Day this past fall that gave 350 members of the MIT community an opportunity to do public service as a group.
- Spring clothing drive to benefit homeless shelters.
- A dinner forum last spring to discuss and debate national legislation linking public service with financial aid.
- Freshman community service drive last spring at which 300 people pledged at least two hours for the semester.
- IAP '89 Midway in which over 400 people spoke with 24 community agencies.

The MIT Public Service Center gladly welcomes any questions, comments or suggestions as to how it can better serve the MIT community. We're located on the Infinite Corridor. Please call or stop by!

We're here for you!



MASSACHUSETTS INSTITUTE OF TECHNOLOGY

Vol. II, No. 2

April, 1991

Public Service Center

Outreach

Learning by Doing

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PSC

David Carroll
PSC & Hunger Action Group

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Graduate Student Council

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Interfraternity Council

Robert Trejo
PSC

Jennifer J. Zemach
Share A Vital Earth

77 Massachusetts Avenue
Room 3-123
Cambridge, MA 02139
(617) 253-0742

"Politics, Cambridge, and the MIT Student." That's the name of a twelve unit seminar that eighteen students are taking this semester. This is a collaborative effort of the Political Science Department, PSC, and the Undergraduate Academic Support Office (UASO).

The seminar is different from most because most of the homework is not reading or problem sets. The students, instead, work six to eight hours a week working in the community. For some, it is a natural extension of work they were already doing. For others, it is a chance to explore new service opportunities in a structured way. For all, however, it is an opportunity to combine the "experiential learning" with reading and discussing political theory in a classroom setting.

Students are using their time working in Cambridge in many different ways. Cindy Hummel and Mary Baxter are working with the Women's Commission and the Peace Commission on a domestic partner policy which will be introduced to the Cambridge City Council in the coming months.

Senior Jennifer Windom is working on the problem of homelessness with the non-profit organization Homeowner's Rehab Inc. and with the City of Cambridge. She is helping with the tenant selection process for a recently renovated building, as well as collecting information about buildings which presently house low- and moderate-income tenants, but which could soon become high-priced units once the federal loans are paid.

Other students in the class are tutoring, serving meals to the homeless, and working with City Councillors.

Senior Russ Stevens views his work as part of a life-long commitment. "I think all my life I'll be doing volunteer work," he says. Jennifer Windom sees this class as helping her feel a part of the Cambridge community. "At college you're very segregated. [Now] I feel a sense of belonging."

Professor Michael Lipsky, who oversees 17S43, says that he cannot recall a similar class being offered by MIT since he has been here. This class is, however, in many ways an extension of last year's credit-bearing IAP seminar "American Miseries: Can We Overcome?", which also combined reading, class discussion, and writing with practical experience in a volunteer community position.

Plans are to offer it again next spring.

PSC



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Outreach

The Occasional Newsletter of the
MIT Public Service Center

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Summer '90 Fellowship Winners

The Public Service Center has begun offering fellowships for students involved with in-depth public service efforts. These fellowships are funded by a grant from the Boston Foundation and are meant to allow students to explore service interests while giving the financial support of semester campus jobs or summer jobs. PSC has recently announced the recipients of the five \$4000 summer fellowships: David Carroll '91, Emily Houh '93, Imtiyaz Hussein '91, Scott Ikeda '91, and Sallie Israelit '91. Following are descriptions of their summer plans.

David Carroll will be working with Fair Foods, Inc., a Dorchester-based organization whose goal is to ensure that everybody has enough nutritious food to eat. One of the main focuses of the organization is collecting perishable food (fresh produce and bread) from markets and distributors and delivering it via churches, shelters, and neighborhoods. "Children are often the hardest hit by hunger, and they are the ones who are most affected by vitamin and mineral deficiencies in their diets," David says. "Although this is not a permanent solution to the problem of urban hunger, it's a temporary solution that is necessary until the basic problems are solved."

Emily Houh became interested in Rosie's Place, a Boston shelter for women and their children, during IAP and has volunteered there regularly ever since. From the start she has been charmed by the children. While serving as a full-time summer staff person, she plans to develop programs especially for the children, many of whom are below level in reading and mathematics. In order to give them an opportunity to read, Emily will create a mobile library. She also wants to start a tutoring and reading program that will allow them to catch up and even get ahead. Emily hopes that her work will continue after this summer, and that other people "will get involved at Rosie's after learning from what I'll be doing."

Imtiyaz Hussein will be concentrating on preparing AIDS awareness and educational activities for the MIT community and Boston area. He will be coordinating a week-long conference in observance of World AIDS Day as well as preparing a play about AIDS. The conference will include a variety of workshops, such as the impact of AIDS on the MIT community, careers dealing with AIDS, safer sex, recent developments in treatments, and opportunities for unity and change on campuses. The play, which Imtiyaz is in the process of choosing, will "reach" (continued on back)

JINA - FYI



May 3, 1993

Eli Segal
Special Assistant to the President
Office of National Service
Old Executive Office Building
Room 146
1600 Pennsylvania Avenue
Washington, D.C. 20500

Dear Eli:

I am writing to convey my strongest support for a program that City Year has known and admired for several years: the Foreign Volunteer Intercultural Program (Foreign VIP). City Year first collaborated with Foreign VIP in the summer of 1990, when the very first two Foreign VIP's joined the City Year corps in serving at an inner-city summer camp, at homeless shelters, soup kitchens, elderly homes and other community groups throughout Boston.

I strongly believe that for national and community service to be the lever that moves the nations of the world along the path of social justice, service needs to be viewed as an arena where people of all backgrounds can come together. Foreign VIP is an idea whose time has come. Visitors from other lands can enrich this country – and help us as Americans to see our nation and national challenges more clearly.

Service to others provides enormous benefits, both to those who are served, and to those who serve. Service bridges cultures and knits people together. In an ideal world, each nation, no matter its national resources or the level of its economic development, would serve every other nation. People from all cultures would then be united in an unbroken circle of service, understanding, and mutual respect.

Tracy Mathieu, Foreign VIP's Executive Director, is an idealistic leader of vision and commitment. I strongly support the goals and ideals of Foreign VIP. Please feel free to contact me at (617) 451-0699 with any additional questions or ideas about the Foreign VIP program.

Thank you for your consideration.

Sincerely,

Michael Brown
Co-Director

BRIDGE

OVER TROUBLED WATERS, INC.

47 West Street, Boston, MA 02111 • (617) 423-9575

May 14, 1993

Mr. Eli J. Segal
Assistant to the President/
Director, Office of National Service
The White House
Washington, DC 20500

Dear Mr. Segal:

Bridge Over Troubled Waters, Inc. is a nationally recognized model program serving runaways, homeless youth, and other young people in high risk situations. We are writing to you, as the new Assistant to the President and Director of the Office of National Service, to offer information on this vulnerable population of young people, and how Bridge, with the help of federal initiatives, works to give them renewed hope and opportunities for lives away from the streets. As you and other members of the Clinton administration work to overcome the devastating problems our country faces now, we hope you will consider the needs of runaways and homeless youth, a population which will help to define our future.

It is difficult to estimate the number of homeless and runaway youth in the US; they are a group whose existence is barely recognized. They come from a range of socioeconomic backgrounds, and from the cities and the suburbs. Yet there is a striking similarity in their family experiences. Most have grown up in severely troubled families in which they were the victims of physical, sexual, and/or emotional abuse. They have lived with parental alcoholism and drug abuse, violence, and neglect. Invisible and overlooked, runaways and homeless youth have neither family support, access to most social services, nor other resources. A 1991 national survey of 185 youth agencies found that, among runaway and homeless youth across the country, 58% had trouble with school, 46% had a substance abuse problem, 14% had a substance abuse addiction, 31% suffered from physical abuse, 21% suffered from sexual abuse, and 21% had suicide ideation. Bridge youth are part of this troubled population.

Bridge Over Troubled Waters was founded in 1970 by educators and health care professionals to assist homeless and runaway youth living on the streets of Boston. The Bridge founders, three of whom are still with the agency, were on the forefront of a movement in the 1960's and early 1970's to create alternative youth services separate from the criminal justice system and the courts. The work of the Bridge founders and others who recognized this growing need led to the passage of the Runaway and Homeless Youth Act in 1974. As a comprehensive and effective agency, Bridge is a current recipient of all three federal grants available under the Runaway and Homeless Youth Act: the Basic Center Program, the Transitional Living Program, and the Drug Abuse Prevention Program.

Throughout its 23-year history, Bridge has been the only agency in the Boston area with a streetwork program to reach troubled youth on their own turf, an open intake system to serve youth without restrictions, and programs designed specifically for high risk youth. With a staff of 42 and over 250 volunteers, Bridge serves over 4,000 youth each year.

THIS AGENCY IS
SUPPORTED BY



United Way

In order to develop fulfilling lives, neglected and abandoned youth, such as those served at Bridge, require a supportive, supervised environment away from the streets and their influences, where they can receive a broad range of services to address the complicated mix of social, economic, and personal problems. Without services such as those provided by Bridge and other similar programs across the country, runaways and homeless youth are likely to remain on the streets or in the adult homeless shelters, and remain at high risk to become the next generation of disenfranchised, homeless adults.

Thank you for your attention to our letter and for your outspoken concern for the most vulnerable members of our society. We look forward to working with you and the new administration to develop effective results-oriented programs and services, with funding adequate to achieve our goals of helping runaways, homeless youth, and all those most in need, to overcome barriers and become productive, secure, and fully integrated members of our society.

Sincerely,

A handwritten signature in cursive script, appearing to read "Barbara Whelan".

Sister Barbara Whelan
Executive Director

NATIONAL RECOGNITION HIGHLIGHTS

"... everyone we asked said that you run the best program of this type in the country ..."

— Bryant Gumbel, "Today" Show
April 12, 1990
during an interview with Barbara Whelan
Bridge Executive Director

1992

U.S. House of Representatives Subcommittee on Human Resources

Received testimony from a former Bridge client about the abuse she suffered in her childhood, her life on the streets, and the help Bridge has provided her through its multi-service program system.

1991

U.S. Senate Subcommittee on Juvenile Justice, Hearings on Status Offenders, Risks, and Remedies

Received Bridge testimony on sexual abuse experienced by street youth and the difficulty young runaways have in revealing and healing from the trauma.

1990

U.S. Senate Subcommittee on Children, Family, Drugs, and Alcohol

Requested testimony on current trends and realities that face youth today.

1989

U.S. Department of Health and Human Services, Office of Human Development Services

Commended Bridge Clinical Director for her work and policy development for youth infected with HIV.

1988

President's Commission on HIV

Received testimony by the Bridge Clinical Director on behalf of the *Child Welfare League of America* on the AIDS epidemic, runaways, and homeless youth.

1984

U.S. Department of Health and Human Services

Selected the first Bridge transitional living program as a national model to be replicated around the country.

1982

Act Together: a collaboration of the U.S. Department of Labor, the U.S. Department of Health and Human Services, and the Edna McConnell Clark Foundation

Chose Bridge from 500 applicants competing nationally for funding. Bridge was one of 13 agencies chosen to receive a major grant to develop its first transitional living residence, The Bridge House.

1975

U.S. Department of Health, Education, and Welfare

Cited the Bridge Runaway Program for excellence, deemed it a national model, and encouraged other runaway agencies throughout the country to study Bridge's program design and implementation methods.

Bridge Over Troubled Waters, Inc. was established in 1970 "to do whatever may be necessary or desirable in assisting youth who are on the streets with no one to comfort them to achieve a place in society as normal and useful citizens." Through the years, Bridge has evolved into a multi-service agency with programs designed to meet the changing needs of runaways and homeless youth, and serves about 4,000 young people each year.

Bridge Over Troubled Waters

Services to Runaway and Homeless Youth

Bridge Over Troubled Waters, Inc. was founded in Boston in July 1970 to serve runaways, homeless youth, and other youth on the streets with nowhere to turn. Since then, Bridge has evolved into a comprehensive multi-service agency, serving an average of 4,000 youngsters each year. Bridge services are summarized below.

Street Outreach:

- Intervenes in the lives of runaways, homeless youth, and other youth in high risk situations and offers alternatives to street life and substance abuse dependency.
- Visits areas where street youth gather each weekday afternoon and evening, develops trusting relationships with youth, explains services offered at Bridge, refers youth to appropriate services, and maintains contact with those who enter counseling.

Medical and Dental Services

- Provide medical and dental care to street youth, runaways, and throwaways.
- Promote the needs of street youth by acting as a liaison to the medical community.

Runaway Services

- Attempt to reconcile families of runaway youth or youth at risk by facilitating stronger family relationships through counseling and other supportive services and by providing temporary emergency housing, as needed.
- Arrange stable alternative living situations for youth when family reunification is not an option.

Counseling Services:

- Initiate and maintain positive relationships with street youth.
- Empower street youth to change their lives, become independent of street life, and move toward productive futures.
- Include long-term substance abuse counseling, personal counseling, basic survival services, and referrals.

Family Life Center:

- Provides pregnant and parenting teens with information, support, advocacy, and counseling to promote successful parenting skills, and includes workshops in pre-natal care, child development, nutrition, and well baby care.
- Encourages mothers to earn their GED diplomas through the Bridge GED program, provides child care when mothers attend class, and offers counseling to parents on educational, employment, housing, and child care needs.

Education/Pre-Employment Program

- Provides educational, pre-employment, guidance, and job development services necessary for youth to enter and advance in jobs, training programs, or higher education; and offers adult basic education classes to develop literacy needed for most employment.
- Offers a word processing training program for high school graduates and GED recipients.

Residential Component

- Houses homeless youth, young adults, and single parents in Bridge Houses (the Single Parent House and Transitional Living Program), providing affordable supportive housing plus weekly group counseling, individual counseling, independent living skills education, stress management and time management skills, support for completing a high school level education, and experience in daily housekeeping as well as working at a paying job.
- Houses residents in the Bridge Transitional Apartments, providing clients who have been through one of the Bridge Houses with an additional year of less formal supervision in their own apartments, plus individual and group counseling and other supportive services, leading to gradually increasing independence.

SPECIAL REPORT

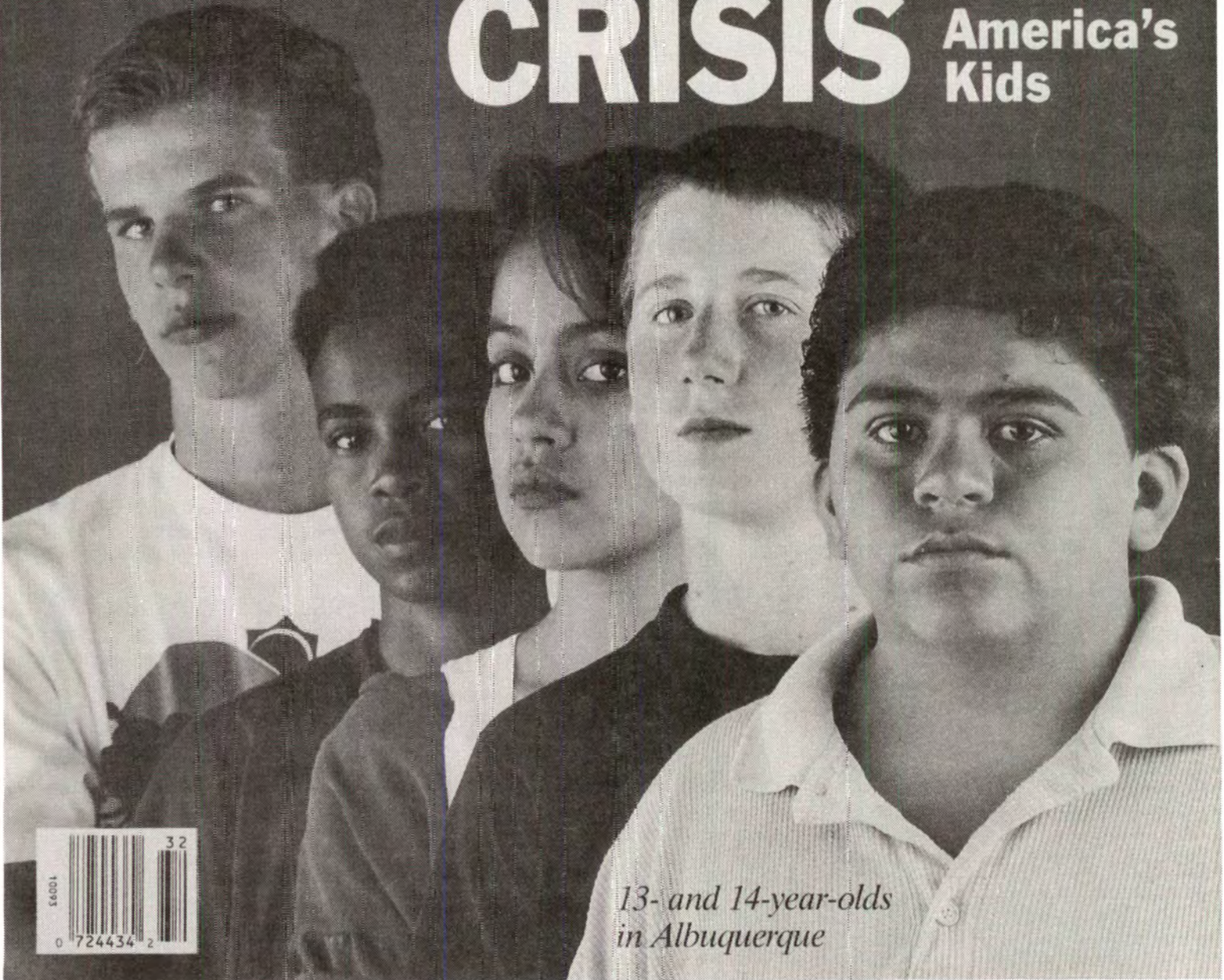
AUGUST 10, 1992

\$3.95

FORTUNE

CHILDREN IN CRISIS

The
Struggle
to Save
America's
Kids



*13- and 14-year-olds
in Albuquerque*



FORTUNE focuses on Bridge.
See over. ➡

Bridge Over Troubled Waters runs a "transitional living" program in Boston to help former runaways like Ronnie Lemieux, 16, left, put their lives together.



STRUGGLING TO SAVE OUR KIDS

Many more than ever face the crises of childhood: violence, drugs, bad schools, poverty, divorce, or two parents at work. And no one seems to care. • *by Louis S. Richman*

Teenagers, failed by parents, schools, and communities, are perhaps in the most danger. Today, some 600,000 feral youth roam the streets of America's cities and towns — long since having given up on school and putting themselves at risk of crime, drug addiction, and, increasingly, AIDS.

Ronnie Lemieux, 16, was one of them. He was born in a blue-collar neighborhood of Boston, the youngest of three children whose father left when he was 2. For the next ten years the family

lived with Ronnie's maternal grandmother, who provided the structure and love that their frequently absent mother could not. But when the grandmother died four years ago, Ronnie and his fragile family had to fend for themselves. As the Lemieux family wandered from apartment to apartment around Boston, Ronnie would enroll in a new school — eight over the next four years — but never went to class. He would hang out with friends on the streets where their mischief soon turned to drugs and crime. By 14, his daily drill involved buying a 40-ounce bottle of beer for breakfast, scoring some "herb" (marijuana), and downing more beer for lunch. For money, he and his friends broke into homes and mugged an occasional passer-by, but they soon found dealing drugs more profitable. Ronnie says he would earn several hundred dollars a week selling "angel dust" and cocaine. He bought a 9-mm handgun for protection. After a fistfight with his mother's boyfriend, he left home for good.

By the time Ronnie turned 15, he had seen a close friend killed and had been wounded himself. When, finally, the

Massachusetts Department of Social Services caught up with him last winter, even Ronnie knew that his life had become too dangerous to continue unchanged. He was referred to a private local group called **Bridge Over Troubled Waters** that works with homeless youngsters and was offered a place in its South End "transitional living" residence.

During the three months since moving into the **Bridge** facility, Ronnie has begun putting his life in order. The tightly structured but supportive program requires all its youngsters to attend school and hold a job. Despite his spotty education, Ronnie has already passed his high school equivalency exam. He works full time at a Cambridge restaurant and is saving money for college. "I'm determined to change," he says. "Nothing they ask me to do is hard because it is what I want."

And if he hadn't found a last chance with **Bridge**? "I'd have no choice but to go back to selling drugs," he says. "By 18, I'd be dead." For the health of its own civilization, America just cannot afford to let Ronnie fail again.