

2017 NYC Volunteers Count

NYC Service™
nyc.gov/service



Bill de Blasio, Mayor
Paula Gavin, Chief Service Officer

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MISSION

NYC Service promotes volunteerism, engages New Yorkers in service, builds volunteer capacity, and mobilizes the power of volunteers and national service members to impact New York City’s greatest needs.

VISION

Inspire and empower all New Yorkers to volunteer and serve New York City and each other.



THE CITY OF NEW YORK
OFFICE OF THE MAYOR
NEW YORK, NY 10007

April 2018

Dear Friends:

It is a great pleasure to present NYC Service's 2017 NYC Volunteers Count report, an annual reflection on the ways our residents come together to uplift each other and New York City through volunteerism and service.

The numbers in this report, which were provided by over 450 organizations, represent more than 560,000 residents and 440,000 students who are taking an active part in shaping the civic framework of our city. It also continues the annual tradition of highlighting New York City's role as the first City of Service in the nation, which has inspired over 200 cities to join us in this coalition.

As we approach the ten year anniversary of NYC Service in 2019, we remain firmly grounded in our mission to unite our residents through volunteerism. It is more important than ever before that we stand together to strengthen democracy and preserve our city's trademark diversity, and we are proud to connect New Yorkers with volunteer opportunities that will affect change in our neighborhoods, across our city, and beyond.

By working with nonprofits, City agencies, schools, and businesses to engage residents, NYC Service mobilizes the power of volunteers to address New York City's greatest needs. To learn more about NYC Service tools, resources, and trainings for building and strengthening volunteer networks, visit nyc.gov/service. Together, we will work towards our shared goal of making New York City the fairest big city in America by inspiring and engaging all New Yorkers to forge stronger, more resilient, and more equitable communities where all people can rise.

Sincerely,

Bill de Blasio
Mayor

Paula Gavin
Chief Service Officer

Inspiring and Empowering through Service

Each year, NYC Volunteers Count celebrates the collective strength nonprofits, faith-based organizations, colleges and universities, and City agencies bring to our city when engaging residents, and the power this impact creates across all five boroughs.

NYC Service's theme of **8.6 Million New Yorkers. Together, Serving Each Other.**, brought collective action and local engagement into focus this past year. We worked to both understand neighborhood volunteerism in our city, and align support to those engaging volunteers in local communities. We are excited to report over 1 million volunteers for the first time.

2017 NYCivic Engagement: Neighborhood Volunteer Study

NYC Service worked with the CUNY Graduate Center, the Mayor's Community Affairs Unit, and the Mayor's Public Engagement Unit to conduct a door-to-door survey and focus groups in four Western Queens neighborhoods and published findings in July 2017. In speaking with 900+ residents to gather quantitative and qualitative data, we found:

- Residents are already engaging at high levels, with 48% of those surveyed reporting they volunteered in the last 12 months.
- Residents primarily engaged in local opportunities, especially through faith-based organizations and houses of worship, supporting causes that connect to their own experiences or needs seen on a local level.

Based on these findings, NYC Service launched a new Neighborhood Volunteer Action Plan in 2017. We seek to bring resources to five NYC communities to enhance neighborhood-based nonprofits' abilities to communicate their message and engage new volunteers, build organizational capacity to effectively manage and support volunteers, and enhance volunteer tracking to share impact with key stakeholders and inform programming. (To read the report and plan, visit nyc.gov/service and click Reports under the About tab.)

NYC Service Path of Engagement

NYC Service aligned its support to nonprofit organizations, City agencies, and businesses in 2017. This suite of resources, designed to facilitate strategic volunteer engagement and growth, provides partners with a pathway to determine their needs surrounding their volunteer capacity. In addition, the path offers suggested tools, resources, and programs to support strategic volunteer growth at any stage.

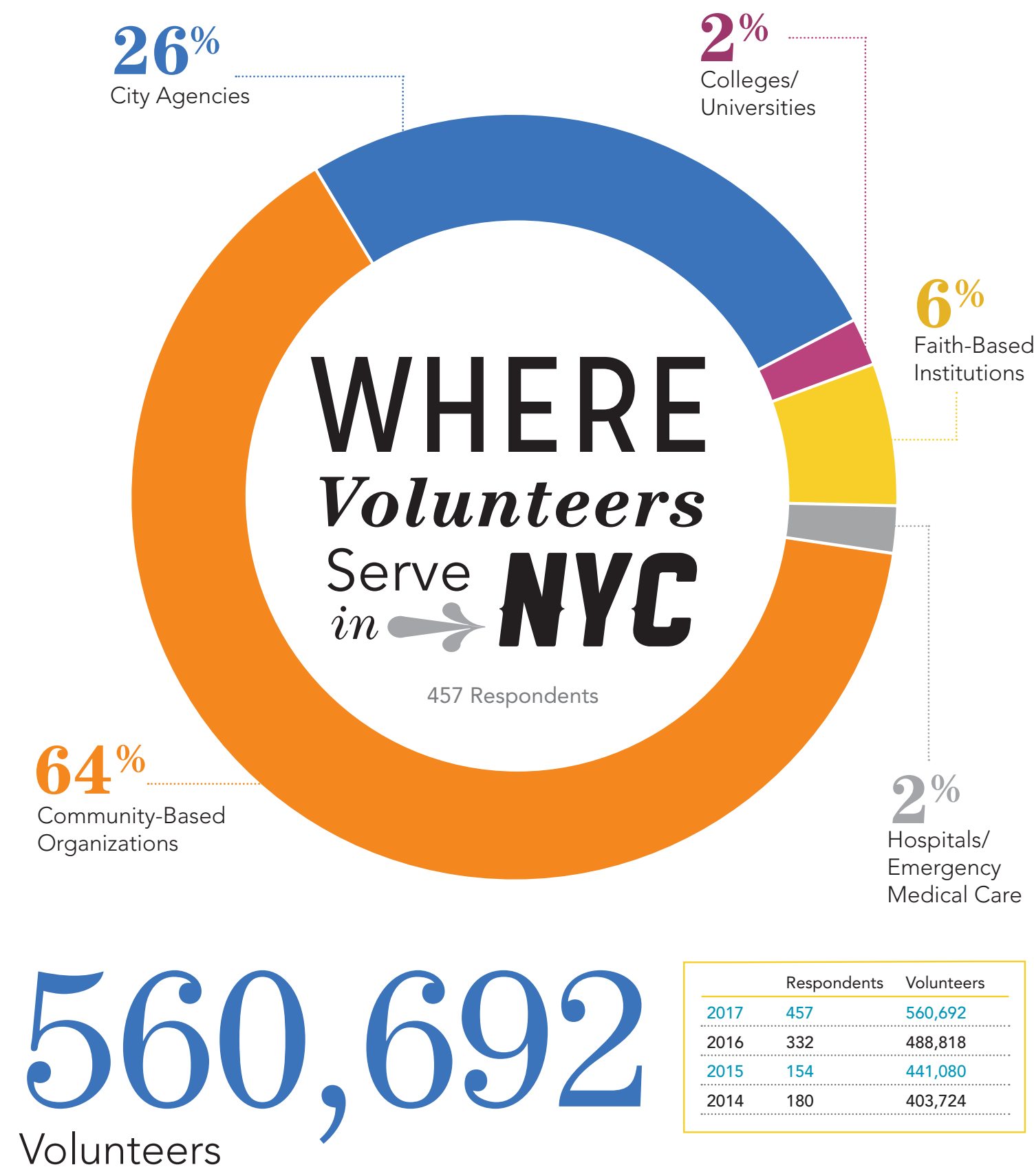
The NYC Service Path of Engagement (pages 14-15) illustrates the ways NYC Service can actively support and collaborate with organizations and city agencies to strengthen and further develop their capacity to strategically engage volunteers.

NYC Service and You

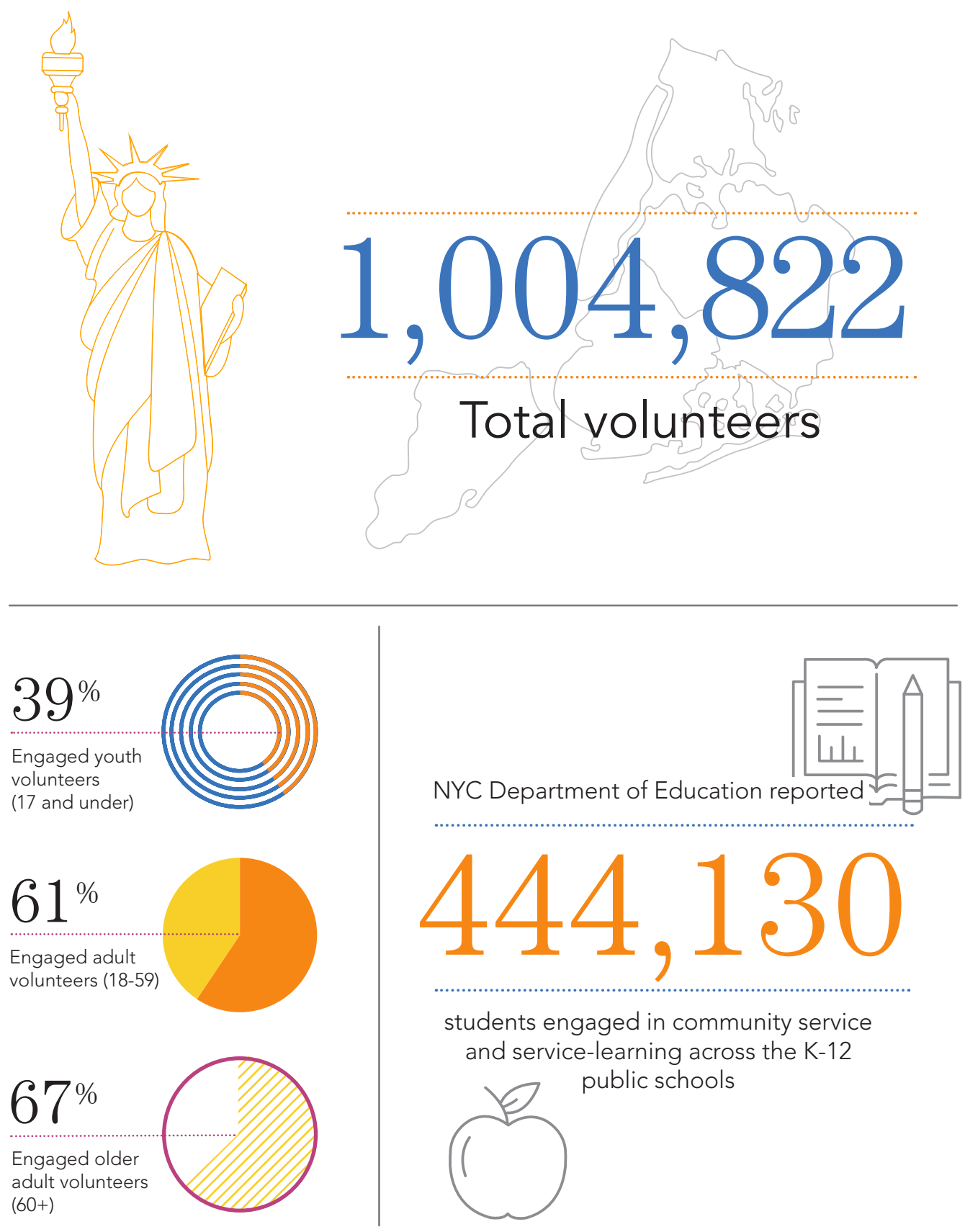
In 2018, NYC Service invites you to celebrate the important work of the organizations featured in this report, engage with our resources and initiatives to strengthen your own volunteer program, and continue the important work you do each day contributing to our great city through volunteerism.

8.6 Million New Yorkers. Together, Serving Each Other.

2017 NYC Volunteers Count Overview



2017 NYC Volunteers Count Overview





“ Our volunteers introduce girls to new experiences that show them they’re capable of more than they ever imagined. In addition, they guide and mentor girls helping them develop essential life skills and confidence that will last a lifetime.

~ Girl Scouts of Greater New York



“ The voluntary commitment of our citizens, especially young people, is an important pillar for the growth of the society. Volunteering indeed has gain not only for economics, but also allows transmission of basic democratic values such as commitment, solidarity, and tolerance.

~ Agency of International Cooperation for Development, Inc.



“ This essential work – to assist our community’s most vulnerable as they seek to maintain or achieve self-sufficiency – would not be possible without the efforts of our volunteers.

~ Project Hospitality



“ Our volunteers in many cases are also our clients. Providing them these opportunities empowers them to serve others, not just be served themselves. It is a way to bring our diverse community together for a common goal of creating the community we want to live in.

~ Educational Alliance



PARTICIPATING ORGANIZATIONS & CITY AGENCIES

CITY AGENCIES	VOLUNTEERS
Fire Department of the City of New York	24,563
Mayor's Community Affairs Unit	750
Mayor's Office of Immigrant Affairs	914
New York City Administration for Children's Services	1,510
New York City Department of Correction	325
New York Police Department	5,599
NYC Community Boards	2,950
NYC Department for the Aging	669
NYC Department of Education, Division of Family and Community Engagement	26,320
NYC Department of Homeless Services HRA	2,600
NYC Department of Small Business Services	56
NYC Department of Social Services HRA	1,046
NYC Emergency Management	1,290
NYC Medical Reserve Corps	9,308
NYC Parks	69,643

COLLEGES/UNIVERSITIES	VOLUNTEERS
Borough of Manhattan Community College	200
Brooklyn College	156
College of Mount Saint Vincent	1,020
Kingsborough Community College	150
LIU Brooklyn	1,060
Macaulay Honors College	2,286
Marymount Manhattan College	62
New York University	2,587
Office Of Community Engagement and New Student Programs: Lehman College	261
Pace University	1,699

FAITH-BASED INSTITUTIONS	VOLUNTEERS
Catholic Charities - Bayside Senior Center	9
Catholic Charities - Brooklyn and Queens	4
Catholic Charities - Howard Beach Senior Center	125
Catholic Charities - Seaside Senior Center	18
Church of Jesus Christ of Latter-day Saints	1,852
Cru	40
Friday Soup at All Souls	550
Holy Apostles Soup Kitchen	15,325
Monday Night Hospitality	1,550
NY City Serve	8,000
NYDIS	107
The Union Grove Baptist Church	400
UJA Federation of New York	6,129
Union Grove Missionary Baptist Church	800

HOSPITALS	VOLUNTEERS
Brookdale Hospital Medical Center	757
Jamaica Hospital Medical Center	366
Lenox Hill Hospital	321
Maimonides Medical Center	1,577
Montefiore Medical Center	1,222
Mount Sinai St. Luke's	246
Mount Sinai West Hospital	209
New York Presbyterian/Brooklyn Methodist Hospital	1,078
New York Presbyterian/Columbia	793
New York Presbyterian/Lower Manhattan	204
New York Presbyterian/Morgan Stanley	471

HOSPITALS {Continued}	VOLUNTEERS
New York Presbyterian/Queens	724
New York Presbyterian/The Allen Hospital	206
New York Presbyterian/Weill Cornell	1,001
New York Prebysterian/Westchester	132
NYC Health + Hospitals/Coney Island	407
NYC Health + Hospitals/Jacobi	558
NYC Health + Hospitals/Metropolitan	420
NYC Health + Hospitals/North Central Bronx	312
NYU Langone Hospital-Brooklyn	667
NYU Langone Medical Center	395
NYU Orthopedic Hospital	150

NONPROFIT/COMMUNITY-BASED ORGANIZATIONS		VOLUNTEERS	
9/11 Memorial & Museum	863	Big Apple Greeter, Inc.	305
A Forum for LIFE, Inc.	44	Big Brothers Big Sisters	2,639
A Free Bird Organization	101	Bike New York	1,313
AARP, NY	2,000	Bloomington Aging in Place	160
Abe Stark	20	BoardAssist	40
ABSW Senior Center	10	Boy Scouts of America	4,131
Academy of Medical and Public Health Services	66	Braata Productions	25
Agency of International Cooperation for Development	13	BRC SENIOR CENTER	746
Agudath Israel/Bookdale Neighborhood Senior Center	5	Broadway Housing Communities	25
AHRCNYC	600	BronxWorks	16
Allen Community Senior Center	15	BronxWorks, Inc./Heights Neighborhood Senior Center	50
Alley Pond Environmental Center, Inc.	201	Brooklyn Bar Association Volunteer Lawyers Project	381
Alms Chic, Inc.	10	Brooklyn Bridge Park Conservancy	785
Alpha Phi Alpha Senior Citizens Center	80	Brooklyn Community Services	800
American Family Community Services	30	Brooklyn Public Library	2,000
American Pakistan Foundation	97	Brooks Senior Center	23
American Red Cross of Greater New York	4,494	BUILD NYC	150
AMICO 59th Street Senior Citizen Center	75	buildOn	1,920
AmPark NORC Supportive Senior Services Program	142	Bushwick Hylan NORC	14
Anderson Neighborhood Senior Center	35	Canaan Senior Service Center	30
Apex for Youth	347	Carter Burden Network	3,361
Arab American Association of New York	109	Casa Boricua Innovative Senior Center	38
ARC XVI Fort Washington Senior Center	132	CASES	39
Arrochar Neighborhood Center	45	Cassidy Coles Neighborhood Senior Center	25
Asian American Federation	41	Catholic Charities of the Archdiocese of New York	6,613
Association to Benefit Children	1,200	CCNS Howard Beach Senior Center	120
Back on My Feet	475	CCNS Riverway Innovative Senior Center	12
Bay Ridge Center, Inc.	100	CCNS The Bay Senior Center	25
BCA 6th Ave Neighborhood Senior Center	13	CCNS Woodhaven/Richmond Hill Senior Center	26
Beatrice Lewis Senior Center	4	Center on the Square	20
Behind the Book	373	Central Harlem Senior Citizen Center	15
Bellevue Day Care Center, Org.	8	Central Park Conservancy	4,000
Bensonhurst Senior Center	53	Central Queens & Samuel Field Y	400
Bergen Beach Youth Organization	25	Cents Ability	300

(Continued on next page)

PARTICIPATING ORGANIZATIONS & CITY AGENCIES

NONPROFIT/COMMUNITY-BASED ORGANIZATIONS

Chai Lifeline, Inc.	3,835
Change for Kids	1,452
CHAZAQ	21
Chelsea Film Festival	100
Children of Promise, NYC	91
Children's Magical Garden	248
Choral Chameleon, Inc.	5
Christ Disciples International Ministries, Inc.	70
Christopher Blenman Neighborhood Center	20
CIDNY-Center for Independence of the Disabled, NY	97
Citizen Schools New York	432
Citizens Committee for New York City	9,959
City Hall Senior Center	36
City Harvest	8,348
Clearview Assistance Program	20
Clothe'd With Love, Inc.	20
Colonial Farmhouse Restoration	147
Community Agency for Senior Citizens	23
Coney Island Beautification Project, Inc.	1,500
Coney Island Seaside Innovative Senior Center	30
Co-op Village NORC	67
COPO	60
Cornucopia Society	300
Corsi House Neighborhood Senior Center	12
Council Center for Senior Citizens	137
CPC Queens Nan Shan Senior Center	7
Cypress Hills Fulton Street Neighborhood Senior Citizen Center	15
Deepdale CARES NORC	41
Dellamonica Steinway Senior Center	5
Diana H. Jones Innovative Senior Center/ RiseBoro Community Partnership	13
Dominico-American Society of Queens	15
Dorchester Senior Citizens Center	60
DOROT	7,000
DREAM (formerly Harlem RBI)	515
Dreiser Senior Center	20
Dyckman Senior Center	18
East Harlem Council for Human Services, Inc.	4
Edible Schoolyard NYC	347
Edie Windsor SAGE Center	440
Educational Alliance	1,584
Eileen Dugan Amico Senior Center	45
El Centro del Immigrante	59
Elmcor Senior Center	41
Elmhurst Senior Center	5

VOLUNTEERS

Encore Senior Center	1,900
English in Action English-Speaking Union	400
Every Day is a Miracle, Inc.	110
Fathers Alive In The Hood, Inc.	30
FGC- Maria Lawton Neighborhood Center	2
Fiver Children's Foundation	74
Florence E. Smith Senior Services	100
Food Bank For New York City	12,945
Food Bank Neighborhood Center	2,502
Forestdale, Inc.	230
Fort Greene Albany Neighborhood Center	12
Fort Greene Grant Square Neighborhood Center	12
Fort Greene Park Conservancy	1,869
Fort Greene Strategic Neighborhood Action Partnership	10
Fortune Society	154
Foundation For A Drug Free World	4
Free Arts NYC	2,763
Fresh Art, Inc.	35
Fresh Meadows NORC	18
Fresh Youth Initiatives, Inc.	40
Friends of Corlears Hook Park	200
Friends of MacDonald Park	120
Friends of Mosholu Parkland	20
Friends of the High Line	280
Friends of Van Cortlandt Park	930
Friends Shelter	100
GallopNYC	1,629
Girl Scouts of Greater New York	8,207
GO Project, Inc.	1,399
Goddard Riverside Community Center	20
God's Love We Deliver	10,000
Gowanus Canal Conservancy	1,310
Grace Agard Harewood	11
Grand Central Neighborhood	65
Grand Coalition of Seniors	50
Grand St. Settlement	300
Grand Street BID	12
Great Kills Neighborhood Senior Center	268
Greenwich House, Center on the Square	60
GrowNYC	674
H.E.A.L.T.H for Youths	123
Habitat for Humanity	4,908
Hamilton Grange Senior Citizens Center	8
Hamilton Madison House City Hall Senior Center	30
HANAC Angelo Petromelis	23



“ We see volunteers from all walks of life, of all ages, ethnicities and backgrounds. But what we love the most is how our relationships continue and blossom from participant, to volunteer, to staff.

~ Sunnyside Community Services



PARTICIPATING ORGANIZATIONS & CITY AGENCIES

NONPROFIT/COMMUNITY-BASED ORGANIZATIONS

		VOLUNTEERS	
HANAC Extended Services	12	Krakus Senior Center	10
HANAC Harmony JVL Innovative Senior Center	29	LaGuardia Senior Center	45
HANAC, Inc.	173	Lantern Community Services	100
Harlem Educational Activities Fund	467	Latinas On the Verge of Excellence - L.O.V.E.	46
Harlem Lacrosse	157	Lenox Hill Neighborhood House	495
HeartShare Human Services	317	Let's Get Ready	421
Hebrew Home at Riverdale by RiverSpring Health	301	Lighthouse Guild	570
Heights and Hills	922	Literacy Trust	3
Henry J. Carter Specialty Hospital & Nursing Facility	98	Literacy, Inc. (LINC)	238
Henry Street Settlement	277	LiveOn NY	56
Homecrest Bensonhurst Neighborhood Senior Center	8	Lloyds Bank	182
Hour Children	744	Long Island City Partnership	226
House of Jacob Senior Center	6	Long Term Care Ombudsman Program for New York City at CIDNY	97
Hudson Guild	500	Los Sures "David Santiago" Senior Center	13
Hugh Gilroy N.C	15	Lotus Music and Dance	62
Hunger Free America	1,151	Lower East Side Ecology Center	91
iMentor	3,882	Make the Road New York	247
iMishpacha, Inc.	152	Marble Hill Senior Center	15
Independence Neighborhood	7	Marine Park	25
Indo-American Arts Council	53	Mentoring USA, Inc.	98
Indochina Sino-American Community Center	5	Metropolitan Council on Jewish Poverty	1,400
International Neighborhood Senior Center	15	Mexican Coalition	75
International Rescue Committee	35	Midwood Neighborhood S.C.	25
Intrepid Sea, Air & Space Museum	140	Millennium Development	18
Italian/Newtown Senior Center, Inc.	20	Mitchell Senior Center	22
Jackie Robinson Senior Center	2	Modest Community Services	16
Jacob A. Riis Neighborhood Settlement	220	More Gardens! Fund	700
JASA	1,000	Moriah Senior Center	40
Jay Harama Senior Center	28	Morningside Retirement and Health Services	195
JCC Innovative Senior Center - CLLD	175	Mosholu Montefiore Sr. Ctr.	35
JCC of Staten Island- Innovative Senior Center/CLLD	180	Mount Loretto Neighborhood Center	60
JDRF	25	Museum of the City of New York	72
John Paul II Friendship Center	6	Musicians On Call	80
Judith C. White Senior Center at Greenwich House	28	My Friends Place NY, Inc.	20
Junior Achievement of New York	8,000	NADAP	2
Junior League of the City of New York	2,745	Natural Areas Conservancy	679
Kew Gardens Community Center	50	Neighborhood SHOPP	160
Kingsbridge Heights Community Center	60	New Women New Yorkers	34
Kips Bay Boys & Girls Club, Inc.	69	New York Blood Center	32
Kips Bay Castle Hill Senior	64	New York Cares	58,311
Knickerbocker Village Senior Services NORC	59	New York City Lions Youth Football League	25
Korean American Family Service Center	204	New York City Relief	2,000
Korean Community Senior Center	85	New York City Urban Debate League	1,613
Korean Community Services of Metropolitan New York, Inc.	18	New York Classical Theatre	26

NONPROFIT/COMMUNITY-BASED ORGANIZATIONS

		VOLUNTEERS	
New York Common Pantry	16,377	Raices Times Plaza Neighborhood Senior Center	23
New York Immigration Coalition	163	Raices Wyckoff Gardens-Spanish Speaking Elderly Council	2
New York Public Library	1,712	Rainbow Heights Club	135
New York Public Library, Ottendorfer Branch	10	Randall's Island Park Alliance	2,217
New York Restoration Project	2,410	Read Ahead	1,517
New York Road Runners	20,852	Reality House, Inc.	6
NORC at Franklin Plaza	3	Red Hook Conservancy	442
NORC Forest Hills, QCH	10	Red Hook Neighborhood Senior Center	2
North Side Senior Center	20	Rego Park Senior Center	86
Northeast Bronx Senior Center	45	Remsen Neighborhood Center	3
Northeast Senior Citizen Center	53	Repair the World NYC	3,201
Northridge/Brulene/Southridge NORC	20	Ridgewood Bushwick N.S.C.	195
Npower	270	Ridgewood Older Adult Center	56
NY Chinatown Neighborhood Senior Center	19	Riverdale Senior Services (RSS)	99
Ocean Parkway Senior Center	10	Riverside Language Program	45
Only Make Believe	3,500	Riverside Park Conservancy	6,100
Open Space Alliance for North Brooklyn	400	Riverstone Senior Life Services	31
Organization of Chinese Americans - New York Chapter	21	Rochdale Village Senior Center	25
Part of the Solution (POTS)	3,500	Roosvelt Island Senior Center	50
PENCIL, Inc.	1,224	Roy Reither Senior Center	13
PennPAC	140	RSVP NYC	2,300
Pete McGuinness Senior Center	15	Safe Passage Project	750
Peter Cardella Senior Center	13	Samuel Field Y	20
Piatigorsky Foundation	10	Saratoga Square Senior Center	2
Project by Project	35	SBH Community Services Network	1,500
Project FIND	15	SCORE - Staten Island	850
Project FIND Woodstock Senior Center	223	Search and Care	189
Project Hospitality	1,029	Selfhelp Austin Street Senior Center	93
Project Sunshine	1,057	Selfhelp Big Six NORC Program	15
Prospect Hill Senior Services Center	35	Selfhelp Clearview Senior Center	76
Prospect Park Alliance	3,001	Selfhelp Community Services, Inc. Maspeth Senior Center	34
P.S. 71 Rose E. Scala	5	Selfhelp Innovative Senior Center	220
PSS (Presbyterian Senior Services)	106	Selfhelp Maspeth Senior Center	41
PSS Highbridge Senior Center	21	Selfhelp Queens North Case Management Program	18
QCH-Forest Hills Neighborhood Center	50	Selfhelp Queensview/North Queensview NORC	16
Queens Borough Public Library	1,390	Senior Alliance Senior Center	20
Queens Botanical Garden Society, Inc.	1,899	Senior Citizens League of Flatbush/Midwood	65
Queens County Farm Museum	154	SEO Scholars	406
R.A.I.N Boston Secor Senior Center	25	Services for the UnderServed	322
R.A.I.N. Boston Road Senior Services Center	19	Shalom Task Force	80
R.A.I.N. Eastchester Neighborhood Senior Center	15	Shore Hill Neighborhood	20
R.A.I.N. Inwood Senior Center	9	Sing for Hope	709
R.A.I.N. Nereid Senior Center	17	Sirovich Center for Balanced Living	463
R.A.I.N. Parkchester Senior Center	20	Sister Annunciata Bethell Neighborhood Senior Center	28
Raices Astoria Neighborhood Senior Center	3	SNAP Brookville Senior Center	25

PARTICIPATING ORGANIZATIONS & CITY AGENCIES

NONPROFIT/COMMUNITY-BASED ORGANIZATIONS

SNAP Innovative Senior Center of Eastern Queens	110
South Beach Civic Association	110
South Bronx United	309
Sports & Arts in Schools Foundation	308
Spring Creek Senior Partners NORC	12
St. Charles Jubilee	31
St. Gabriel's Neighborhood Senior Center	15
Star Learning Center Goddard Riverside Community Center	278
Stein Neighborhood Senior Center, Inc.	15
Student Sponsor Partners	1,064
Stuyvesant Gardens Senior Club	3
Stuyvesant Heights Neighborhood Senior Center	18
Sunnyside Community Services	525
The Battery Conservancy	699
The Bowery Mission	10,000
The Center at the Red Oak	25
The Family Center, Inc.	150
The Frick Collection	35
The HOPE Program	70
The Marlene Meyerson JCC Manhattan	2,375
The Mission Continues	393
The New York Legal Assistance Group (NYLAG)	608
The Salvation Army Greater New York Division	3,211
Theodora G. Jackson Adult Center	45
Thomas Guess Neighborhood Senior Center	37
Thrive Collective	830
Todt Hill Neighborhood Senior Center	45
Trees New York	2,473
Trippinz Care, Inc.	20
Union Settlement - Senior Services	711
United Senior Center of Sunset Park	37
United Yes We Can, Unidos Si Se Puede	38
University Neighborhood Housing Program	86
University Settlement	20
Urban Pathways	50
Vandalia Neighborhood Center	16
Vandalia Senior Center	4
Virtual Education Life Skills Mentoring Service, Inc. (V-EL-MS)	48
VISIONS at Selis Manor	250
VISIONS Services for the Blind and Visually Impaired	281
Visiting Neighbors	353
Visiting Nurse Service of New York	577
Volunteers Of America-Greater New York	3,338
Washington Square Park Conservancy	100

VOLUNTEERS

Wayside OutReach Development, Inc. - Tompkins Park Neighborhood Senior Center	24
Weinberg Center for Balanced Living	50
West Side Campaign Against Hunger	598
Wildlife Conservation Society/Prospect Park Zoo	124
WNET	54
Woodside on the Move	60
Woodside Senior Center	2
World Cares Center	815
Year Up New York	763
YM & YWHA Center for Adults Living @ the Y	63
YMCA of Greater New York	15,919
Young Israel of Forest Hills Senior League	29
Young Israel of Queens Valley Senior League	16
Young Israel of Wavecrest And Bayswater Senior League	5
Young Israel Senior Services of Midwood	10
Young Women's Leadership Network (YWLN)	700
Youth, Inc.	375



“ Our volunteers/service efforts help to improve the service and lightens the burden, allowing professional and clinical staff more time to care for patients. The NYC residents receive an extra dimension of care and supportive service that help in their recovery.

~ Jamaica Hospital Medical Center

“ Volunteers increase our capacity to do this vital work, and they play a critical role in helping us further our mission to build and strengthen the communities we serve.

~ Riis Settlement



VOLUNTEER PROMOTION

Recruitment:

- NYC Service Website
- NYC Service Newsletter
- NYC Corporate Service Look Book

Days Of Service:

- 9/11 Day
- Martin Luther King Jr. Day
- Mayor's Day of Service

CITYWIDE VOLUNTEER RECOGNITION

- Mayoral Service Recognition Program
- NYC Volunteers Count

TRAININGS & TOOLS

Trainings:

- Great Volunteer Management System
- NYC Good Governance Blueprint

Tools:

- Strategic Planning Jumpstart
- Pro Bono/Skills-Based Volunteering
- NYC National Service Support Center
- GoPass

COALITION-BUILDING

- Mentoring
- Nonprofit Board Development
- CBO Corporate Service
- College and Universities

VOLUNTEER ENGAGEMENT

Corporate:

- Corporate Mentoring
- Corporate Service

Youth:

- Youth Leadership Councils

Neighborhoods:

- Neighborhood Volunteer Capacity Building
- Love Your Block

ORGANIZATION DEVELOPMENT & SUSTAINABILITY

- National Service Programs (NYC Civic Corps, NYC VISTA, City Service Corps)
- Strategic Volunteer Planning - Service Enterprise

Stop 1



NYC Service cultivates community connections for long-lasting impact. We use the NYC Service website to recruit volunteers and mentors who live, work, or worship near the schools we serve. The payoff for our students: adult neighbors investing in their future.

Thrive Collective

Stop 2



The [GVMS] facilitator and the handbook provide a very useful “how-to” guide for building a coordinated volunteer department within the organization.

RiseBoro Community Partnership

Stop 3



We recognize our volunteer members on April of every year for their continued service and commitment to our Senior Center. However, with the Annual Mayoral Service Recognition Program, there is that X-Factor that we wouldn't be able to provide. Our volunteers who have done 100+ hours in the year very much appreciate the extra recognition from the City.

Henry Street Settlement Senior Center

Stop 4



The NYC Nonprofit Board Development Coalition has been a tremendous resource to Support Center and the community organizations and board members we serve. The work of NYC Service to support this coalition is invaluable, and the effort to share governance resources across organizations from finding new board members to highlighting practices that work is just the kind of thing that we need to make us stronger.

The Support Center for Nonprofit Management

Stop 5



Within the past year, the once empty lot on College Ave has been transformed into the beautiful College Ave Garden of Hope that it is today. We are truly grateful to Citizens Committee of New York City and NYC Service its Love Your Block grant – the garden is not just about planting seeds in the ground, it is about the relationships and connections created in the community.

College Avenue Block Association

Stop 6



Our Civic Corps members provide invaluable assistance in helping to recruit, train, and manage the volunteers who power our entire organization and the work we do. Having two people dedicated full-time to focusing on this portion of the organization is a huge benefit to our small staff who are spread thin with other administrative tasks and responsibilities.

Sing For Hope

GOAL 1

Promote Civic Engagement through Volunteerism & National Service Programs

Citywide Volunteer Promotion & Recognition

NYC Service uses its website, social media channels, newsletter as well as other electronic and print media to connect New Yorkers to volunteer opportunities hosted by organizations throughout the five boroughs, recognize volunteers, as well as encourage and inspire more New Yorkers to serve each other. Our website features 800+ volunteer opportunities at any given time listed by 800+ nonprofits and City agencies, and is visited by over 45,000 unique visitors each month.

Visit nyc.gov/service to learn how your organization can register and post volunteer opportunities.

Neighborhood Volunteer Action Plan

The **NYC Neighborhood Civic Engagement Study & Plan** supports OneNYC and the goal to increase the NYC volunteer rate across NYC. Completing a four neighborhood door-to-door survey in Western Queens in early 2017, and discovering the volunteer rate is significantly higher than reported in the national U.S. Census volunteering report, NYC Service launched a new initiative this year to support neighborhood-based service projects in every borough and engage more New Yorkers in service. Access the study at nyc.gov/service by clicking under the About tab.

Love Your Block

In partnership with Citizens Committee for New York City, NYC Service provides twenty-five resident-led volunteer groups across the five boroughs with a \$1,000 grant and City services provided by the Department of Sanitation, NYC Parks, Department of Transportation and Department of Environmental Protection to help beautify their block and deepen community engagement. In addition to the grant and City services, neighborhood groups receive project planning and community building assistance.

NYC Volunteers Count

NYC Service is publishing its fourth annual *NYC Volunteers Count* report to identify volunteers across NYC in 2017. The count allows NYC Service to celebrate and illustrate the important contributions volunteering and service make in the City each year. This year features more than 560,000 volunteers reported by over 450 community organizations, City agencies, colleges and universities, and faith-based organizations contributing to the report, a 15% increase from 2016.

Mayoral Service Recognition

The Mayoral Service Recognition Program recognizes individual volunteers, board members, and businesses that have demonstrated a measurable commitment to service. Nonprofits nominate volunteers who have served 100 hours or more, and companies are recognized for engaging at least 20% of their New York City-based employees in volunteerism. In 2017, NYC Service recognized over 4,600 individuals, including 91 board members, and almost 30 businesses, a growth of 43%.

Expand and Leverage Volunteer Outreach

NYC Service creates new volunteer outreach campaigns to engage skilled volunteers in volunteer initiatives. In addition, we run social media and bus shelter campaigns to promote the recruitment of mentors, youth leadership council members, and service year members. We also piloted a new multilingual volunteer recruitment campaign in 2017 with the Mayor's Office of Immigrant Affairs (MOIA) and the Mayor's Office of Food Policy. NYC Service plans to increase multilingual campaigns in the future.

Coalitions to Promote Volunteerism and Service Year Programs

NYC Service brings together coalitions of City agency and nonprofit partners to coordinate volunteer impact around the City's greatest needs. Coalitions include over 100 nonprofit and City agency partners, as well as 49 corporate members, and focus on national service, mentoring, and corporate service. In addition, NYC Service collaborates with over 30 City agencies and over 970 nonprofits across our programs.

GOAL 2

Increase Volunteerism to Address the City's Greatest Needs

Volunteer Management Programs

NYC Service partners with City agencies to support eight volunteer management programs. City agencies lead these programs, while NYC Service provides technical assistance and funding to support each initiative and the use of volunteers to focus on City needs.

Education

Service in Schools

Lead by NYC Department of Education (NYCDOE), Service in Schools (SIS) strives to expand the number of NYC students engaged in transformative community service and service-learning. These experiences enable them to use their voice, skills, and critical thinking to affect positive change in their

communities and the world. Professional development for educators and youth service events are all cornerstones of engaging over 440,000 K-12 students annually.

Economic Opportunities

Immigrant Services

The Mayor's Office of Immigrant Affairs (MOIA) supports immigrant community needs by connecting New Yorkers who are committed to MOIA's mission to promote the well-being of immigrant communities and educate communities about vital City services. Volunteers serve as event coordinators, interpreters, and English language class facilitators.

Older Adults/Senior Support

The NYC Department for the Aging (DFTA) works to increase the number of older adults being served by and serving in their communities. They also aim to support senior-serving organizations to develop and strengthen volunteer management systems. DFTA also leads the NYC Senior Service Providers Volunteer Coalition.

Healthy Futures

Shape Up NYC

The NYC Department of Parks and Recreation's Shape Up NYC program builds volunteer networks to support a free fitness program for City residents and offer classes ranging from yoga to kickboxing in diverse locations across all five boroughs. In 2017-2018 Shape Up NYC provided more than 15,000 opportunities for New Yorkers to be active and engage with other healthy members of the community.

Community Health Hubs

In partnership with the NYC Department of Health and Mental Hygiene (DOHMH) and the Center for Health Equity, NYC Service is conceptualizing a new neighborhood-based volunteer program to be housed in health hubs and engage local residents to support outreach and programming.



Bystander CPR and FDNY

In partnership with NYC Service and the Department of Education (NYCDOE), the Fire Department of the City of New York (FDNY) offers a free compressions-only bystander CPR program called "Be 911: Teens Take Heart" to high school students throughout the City. The program prepares them to act as citizen responders, stepping in and helping to save a life in response to a victim of cardiac arrest. During 2017-2018, the FDNY is on track to train 20,000 volunteers, including 10,000 high school students. The program is taught by a diverse group of certified Emergency Medical Service (EMS) professionals.

Environment

Stewardship

Led by NYC Department of Parks and Recreation, the NYC Parks Stewardship program has a mission to protect, restore, expand, and manage New York City's natural assets. Opportunities encourage active volunteer engagement with the City's natural infrastructure, and expand stewards' reach into the spaces that provide essential ecosystem services.

It's My Park

The NYC Department of Parks and Recreation brings thousands of New Yorkers together each year to volunteer and support their neighborhood parks and public spaces.

Volunteer Development Programs

NYC Service also works to strategize, develop, and scale new opportunities to increase the number of volunteers across the City. NYC Service drives these initiatives, and works with City agency partners to develop new programs from the ground up that create innovative strategies to engage residents from all five NYC boroughs.

Education

Youth Leadership Councils (YLCs)

NYC Service works with City agencies, high schools, and community-based organizations to engage youth in areas of policy, practice, and advocacy service to address community issues and build leadership and college/career readiness skills in high school youth. YLCs have grown from 66 councils two years ago to 159 in the 2017-2018 school year. Each YLC engages approximately 15-20 youth, and our vision is to engage 30,000 high school youth on a Youth Leadership Council by the end of 2021.

NYC Youth Mentoring Initiative

Partnering with the NYC Department of Education, and supported by the Center for Youth Engagement, Department for Youth and Community Development (DYCD), and Young Men's Initiative, as well as CBOs in the NYC Youth Mentoring Coalition, NYC Service saw an increase in mentors serving high school mentees in 2017. 10,000 mentors served 25,000 mentees across the City, working toward the NYC Youth Mentoring Initiative goals to establish mentoring in 400 NYC high schools by 2022, annually engaging 14,000 volunteer mentors with 40,000 students.

Emergency Preparedness & Response

Emergency Management

NYC Service partners with NYC Emergency Management (NYCEM) to create opportunities for residents to train and prepare as volunteers before, during, and after emergencies. The Volunteer Coordination Task Force convenes regularly and leads the effort to align City-identified needs and available volunteers during an emergency.

Partner Organizations Reporting in 2017 NYC Volunteers Count

By Impact Area	%
Benefits Access	9
Community Health	9
Emergency Management/Preparedness	13
Homeless Services	6
Immigrant Services	12
It's My Park	13
Love Your Block	7
Mentoring	33
Older Adults/Senior Support	18
Service in Schools	16
Shape Up NYC	13
Youth Leadership Councils	16

GOAL 3

Expand NYC National Service Programs to Address the City's Greatest Needs

NYC National Service Leadership Council

The NYC National Service Leadership Council seeks to mobilize NYC national service programs to support growth in impact and size of programming, doubling the number of service year members from the current approximate of 4,000 in NYC to 8,000 by 2020; it also aims to strengthen the positioning of national service organizations as well as their service year members. The Council identifies areas for growth, programmatic collaboration, and resource sharing.

Cross Service Year Programming

In 2017, NYC Service managed three AmeriCorps programs directly, with over 400 members in all five boroughs, making NYC Service the third largest AmeriCorps site in the City. NYC Service works to engage all members in professional development and training, and cross service year programming has aligned member recruitment strategy and messaging.

AmeriCorps programs led directly by NYC Service include:

NYC Civic Corps

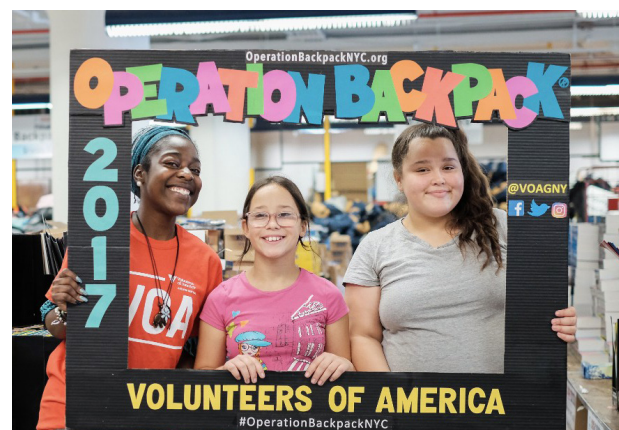
NYC Civic Corps builds volunteer capacity and volunteer management systems at community-based organizations and City government agencies in New York City. Each year, 100 Civic Corps members are placed at 50 City community-based organizations and city agencies to serve a 10 month term. These AmeriCorps members serve full-time to build volunteer management systems and leverage 50,000 volunteers who in turn address priority impact areas, including Disaster Services, Economic Opportunity, Education, and Healthy Futures.

NYC VISTA

Through the 40 member NYC VISTA program, NYC Service partners with New York City government agencies to increase the agencies' scale and reach, effectiveness, and efficiency as they work with local communities to serve targeted populations of New Yorkers and lift them out of poverty. New Yorkers with the greatest needs are able to easily access government benefits and services to help them rise out of poverty.

City Service Corps

City Service Corps, launched in November 2015, unites a group of 160 members to serve full-time for 10 months at City agencies. City Service Corps is comprised of high-impact service projects led by each agency in focus areas addressing critical capacity and community-related issues. Members perform direct service and capacity building while building critical workforce skills and civic leadership.



GOAL 4

Create Public/Private Partnerships to Catalyze Volunteerism & National Service Programs

The New York City Corporate Volunteer Council

The nearly 50-member New York City Corporate Volunteer Council (NYCCVC) brings together corporate social responsibility leaders for quarterly convenings to engage with and learn from each other and hear directly from high-level City leaders about the potential for employee volunteer engagement to drive solutions to challenges across the City.

NYCorporate Volunteer Engagement: A Guide to Impact

The **Guide to Impact** was designed and launched to help businesses of all sizes operate within the social impact and employee volunteer engagement space, and provides a compelling analysis of the value of corporate volunteering efforts to a City like New York City. Access the guide at nyc.gov/service by clicking *Engage Your Employees* under the *Businesses* tab.

Good for Me. Good for My City. Campaign

Through the *Good for Me. Good for My City.* Campaign, New York City businesses commit to increasing the number of employees engaged in volunteerism, with a priority focus on mentorship to high school students. In 2017, 20 businesses pledged to engage 30,000 of their New York City-based employees as volunteers, with 5,000 of them as volunteer mentors to high school students, and exceeded their collective goals with 35,700 employees and over 5,800 mentors volunteering.

Speed Mentoring

Speed mentoring, a series of short conversations between students and professionals, provides youth with an opportunity to gain knowledge from a variety of adults without the large time commitment of traditional mentoring.

The NYC Corporate Service Look Book

The **NYC Corporate Service Look Book** is a digital compilation of the various volunteering opportunities provided by nonprofit organizations to corporate groups.

Pro Bono/Skills-Based Trainings and Resources

Through its pro bono offerings, NYC Service connects nonprofits with readiness resources and tools to support them on their pro bono journey, links nonprofits to intermediary partners to provide pro bono volunteer time and support, and

provides nonprofits with trainings to better identify, scope, secure, manage, and evaluate pro bono volunteer projects.

Secret Snowflake

Secret Snowflake gives volunteers the opportunity to receive a letter from a child-in-need so that they may fulfill their holiday wishes. In 2017, Secret Snowflake served over 2,500 children through the support of 1,600 volunteers from the Mayor's Office and private sector. An additional 2,500 books, toys, and clothing were donated by over seven corporate sponsors and divided among the four City agency partners, distributed to additional children.

Supports Volunteers Count Respondents Received from NYC Service in 2017

Support	% Using
Training/Professional Development	16
Technical Assistance	4
Toolkits/Resource Guides	14
Listing Volunteer Opportunities on nyc.gov/service	29
Promoting Volunteer Opportunities through NYC Service Social Media or Newsletter	14
Participation in a Coalition Led by NYC Service	7
Mayoral Service Recognition	19
Strategic Volunteer Planning - Service Enterprise (SVP-SEI)	7
National Service Members (City Service Corps, Civic Corps, Community Schools Corps, VISTA)	11
Matching with Corporations for Days of Service	5
Matching with Probono Volunteers	2
Go Pass	4

GOAL 5

Build Capacity and Develop Resources for Volunteer & National Service Programs

Note: All resources in this section can be found at nyc.gov/service under the *Nonprofit Resources* and *Partner with Us* tabs.

Volunteer Management Resources

The Great Volunteer Management System (GVMS)

The GVMS, written in conjunction with New York Cares, offers best practices, tips, and ready-made templates on volunteer management essentials. NYC Service and NY Cares also offer free GVMS trainings for networks of nonprofits, upon request.

NYC Strategic Volunteer Planning-Service Enterprise Initiative (SVP-SEI)

Led in partnership with Points of Light, SVP-SEI is a free, year-long change management program that helps organizations transform the way they engage human capital for social good, culminating in certification as a Service Enterprise. Nonprofits operating as Service Enterprises more effectively address community needs and run on almost half the median budget.

GoPass

Offered in partnership with the NYC Department of Education, GoPass is a simple, thorough, and reliable screening process for volunteers who work with vulnerable populations. GoPass enables nonprofits to run comprehensive background checks, save on screening volunteers, maintain a database of their projects and volunteers, and receive continuous updates on volunteer background status.

Nonprofit Board Governance

NYC Good Governance Blueprint

This guide was developed by the NYC Nonprofit Board Development Coalition for nonprofit board and executive leadership, consolidating best practices, tools, and resources for governance. Free board governance trainings are offered annually.

Strategic Planning Jumpstart for Nonprofit Organizations

A guide for nonprofit executive directors and board members who would like to create or revise a strategic plan. The guide is available on our website in Arabic, Bengali, Chinese, Haitian Creole, Korean, Russian, and Spanish.



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