

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR**



Responses to Fiscal Year 2021 Performance Oversight Questions

**Alexis L. Squire
Chief Service Officer, Director Serve DC**

**Submission to
Committee on Recreation, Libraries, and Youth Affairs
Council of the District of Columbia
The Honorable Trayon White, Chairperson**

January 24, 2021
Virtual Hearing
12:00 PM

1. Please provide the legislative history for the creation of the Office, which includes the following information:

a. The legislative vehicle by which the Office was created (Mayor’s Order, Resolution, or Statute).

Answer: Mayor’s Order 2000-113, dated July 21, 2000, established the District of Columbia Commission for National and Community Service. The purpose of the Commission was to encourage community service and volunteer participation, and to promote and support voluntary citizen involvement in government and private programs through the District. Subsequently, on September 13, 2013, Mayor’s Order 2013-171 was issued and rescinded 2000-113. Mayor’s Order 2013-171 re-established the Commission in the Executive Office of the Mayor.

b. What powers the Office has been delegated through Mayor’s Order.

Answer: The Office has not been delegated any powers through a Mayor’s Order.

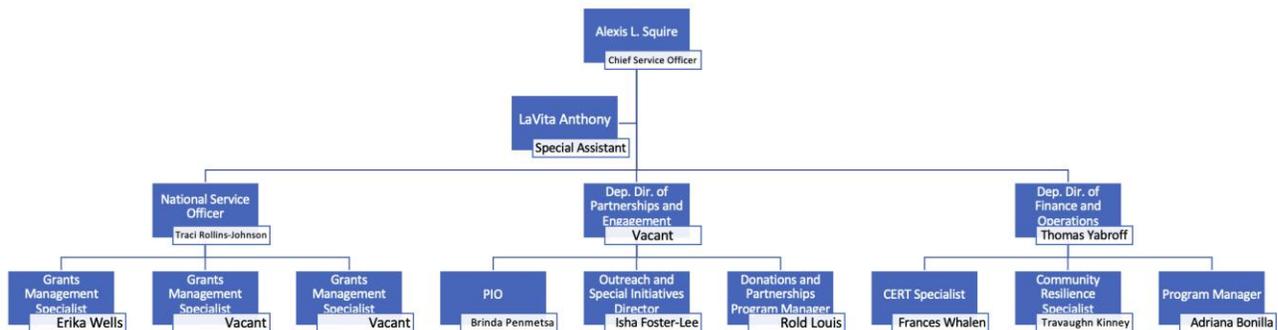
c. The legislative vehicle by which the Director was appointed (Mayor’s Order, Resolution, Statute).

Answer: Mayor’s Order 2013-171 established the composition of the Commission.

2. Please explain the mission of your Office

Answer: Serve DC works to connect people, funding, knowledge, volunteer opportunities and resources to residents, business leaders, and philanthropic partners working together to give back and improve the lives and communities of DC. We do this by curating the philanthropic and volunteer ecosystem by connecting each act of the service from donation to action, responding to our city’s needs through targeted philanthropic partnerships, volunteer opportunities, training, orchestrating, organizing and promoting major gifts and resources as needed

3. Please provide a complete, up-to-date organizational chart for each division within the office, including an explanation of the roles and responsibilities for each division and subdivision.



a. Please provide a list of all employees (name and title) for each subdivision and the number of vacant positions.

Answer: Please see the attachment referenced above for all employees' names and titles for each subdivision. Serve DC currently has three vacant positions.

b. Please provide a narrative explanation of any organizational changes made during the previous year.

Answer: No organizational changes were made during FY21 or FY22 to date.

4. Please provide a complete position listing for your office for fiscal year 2022 to date, including the following information.

Answer: Please see attachment labeled "Question 4. Schedule A"

5. Does the office conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

Answer: The Executive Director conducts regular performance reviews and provides written and verbal feedback for corrective measures. Annual evaluations of staff will be conducted in FY22.

6. Please provide a list of employees detailed to, or from your office. Provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

Answer: No one is detailed to or from Serve DC at this time.

7. Please provide the Committee with:

a. A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at the Office's expense.

Staff Member	Device
Alexis Squire	iPhone
Adriana Bonilla	iPhone
Erika Wells	iPhone
Isha Foster-Lee	iPhone
Thomas Yabroff	iPhone
LaVita Anthony	iPhone
Travaughn Kinney	iPhone
Frances Whalen	iPhone
Rold Louis	iPhone
Brinda Penmetsa	iPhone
Traci Rollins-Johnson	iPhone

b. A list of all vehicles owned, leased, or otherwise used by the Office and to whom the vehicle is assigned.

Answer: The below car is available to approved agency employees:

Make	Model	Year	Tag
Dodge	Caravan	2014	93-8803

c. A list of employee bonuses or special award pay granted in FY21 and FY22, to date.

Answer: Serve DC did not grant any employee bonuses or special award pay in FY21 or FY22, to date.

d. A list of travel expenses, itemized by employee.

Answer: Serve DC did not cover any travel expenses in FY21 or FY22, to date.

e. A list of the total overtime and workman's compensation payments paid in FY21 and FY22 to date.

Answer: Serve DC did not pay any overtime or workman's compensation payments in FY21 or FY22, to date.

8. Please provide a chart showing your office's approved budget and actual spending, by division, for FY21 and FY22 to date.

Answer: [Please see attachment labeled "Question 8. Agency Budget FY21-22."](#)

9. Please list any reprogramming, in or out, which occurred in FY21 or FY22 to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

Answer: [Please see attachment labeled "Question 9. Reprogrammings FY21-22."](#)

10. Please provide a complete accounting for all intra-District transfers received by or transferred from the office during FY21 or FY22 to date.

Answer: [Please see attachment labeled "Question 10. Intra-District Transfers FY21-22"](#)

11. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your office during FY21 or FY22 to date. For each account, please list the following:

- a. The revenue source name and code.
- b. The source of funding.
- c. A description of the program that generates the funds.
- d. The amount of funds generated by each source or program in FY21 and FY22 to date.
- e. Expenditures of funds, including the purpose of each expenditure, for FY21 and FY22 to date.

Answer: Serve DC has no special revenue funds accounts at this time.

12. Did the Office participate in any ethics trainings in FY21 and FY22 to date?

Answer: Yes, staff participated in ethics training in FY21 and FY22 as part of all annually required trainings.

13. Please provide a list of types and dates of training/information sessions the Office has planned for FY22.

Answer:

- Continual Trainings Throughout the Year
 - Exiting Members in eGrants
 - Enrolling Members in eGrants
 - AmeriCorps DC Public Health Virtual Info Session
 - CPR/AED Training
 - Red Cross First Aid certification
 - CERT Training
 - CERT Info Sessions
 - “Starting Strong AmeriCorps Orientation”
- Financial Management: Reimbursements, Budget Modifications, and Invoicing (October 2021)
- DC Volunteer Snow Program Recruitment Info Sessions (December 21 - April 22)
- Effective Data Collection and Evaluation Strategies (January 2022)
- AmeriCorps Policy, Guidance, and Regulation Support (February 2022)
- Serve 202 Partnerships and Priorities (February 2022)
- ASC Leadership Convening (February 2022)
- Public, Private, Partnership Convening (March 2022)
- Citywide Donations Management Training (March 2022)
- Reporting and Records Retention (May 2022)
- Program Year 2021-2022 Close-Out Process (June 2022)
- Serve 202 Partnerships and Priorities (June 2022)
- Submitting Final Grantee Progress Report (July 2022)
- Demystifying Donations Training (July 2022)
- DC Startup Week (September 2022)
- CNCS 2022 AmeriCorps Symposium (September 2022)

- Serve 202 Partnerships and Priorities (September 2022)
- Nonprofit Capacity Building for Mayor's Office of Community Affairs subgrantees (TBD)

14. What are the top challenges the Office is presently facing?

Serve DC continues to fulfill its mission despite the ongoing public emergency and unprecedented events of the previous years.

15. What areas (e.g., financial training, procedural training, etc.) do you think the Office needs assistance with?

Answer: Serve DC does not need any additional procedural or financial training at this time.

16. Please provide a complete list of the Office's current programs, community events, and initiatives. Include a brief description and general time frame for each item.

Answer:

- National Service:
 - Formula/Competitive Grants: Serve DC administers AmeriCorps grants to provide partial operational support to eligible entities in leveraging a national service strategy to address community challenges. Serve DC funds non-profit organizations that recruit AmeriCorps members who engage in community service through an approved national service position and track how beneficiaries are being empowered through capacity building (annually).
 - One-on-One AmeriCorps sub-grantees check-in calls (monthly) - The National Service team hosts these calls with grantees to monitor and ensure members are on track to complete their service hours, program activities and monthly reimbursement requests.
 - AmeriCorps Week: Serve DC celebrates the impact of AmeriCorps programs and expressed thanks to every one of our members for their service. Serve DC encourages partners to learn more about AmeriCorps and share ways they can get involved in national service by sharing videos, photos, and posts on social media, giving #AmeriThanks to AmeriCorps members, AmeriCorps, and alums throughout the month of March (annually).
 - Financial Grants Management: Building a Strong Foundation (annually in October) - Grantees learn about methods to maintain efficient financial accounting systems, create financial reports, and tracking members/staff hours.
 - All Corps Member Conference (annual) - In alignment with our federal Corporation for National and Community Service (CNCS) funding and required performance measurements, Serve DC executes this conference to provide AmeriCorps members with a strong and responsive support system that fosters growth, development, and connections.
 - AmeriCorps DC Public Health Virtual Info Session: Aimed to support the recruitment, training, and development of a new generation of public health leaders

- ready to respond to the nation's public health needs. Serve DC hosted a DC specific information virtual session and shared key information regarding the \$400 million Public Health Opportunity.
- National Days of Service: Serve DC AmeriCorps programs are encouraged to participate in national days of service with a specific focus on Martin Luther King Jr. Day of Service and 9/11 Day of Service and Remembrance. National days of service present programs with a special opportunity to address unmet community needs, collaborate with other AmeriCorps programs, build AmeriCorps member morale and teamwork, promote volunteerism and service in local communities, and highlight the difference AmeriCorps members make across the nation.
 - Emergency Preparedness:
 - Hands Only CPR (monthly) - Residents learn how to use the hands-only CPR technique if they see someone collapse. Additionally, they learn how to use an Automated External Defibrillator (AED), a portable device that checks the heart's rhythm and sends a shock to the heart to restore a normal rhythm.
 - CERT (monthly) - The CERT Program educates families and individuals about preparing for disasters or hazards that may impact their area.
 - Until Help Arrives (monthly) - Residents are educated and empowered to take action and provide life-saving care in times of emergencies. They learn basic skills to keep people with potentially life-threatening injuries alive until help arrives.
 - DC Volunteer Snow Team (October-April annually) - Matches volunteers with seniors and residents with access and functional needs for snow removal services in the aftermath of a winter storm. Our goal is to ensure that Volunteer Snow Team members adopt a resident that has submitted a Snow Removal Request.
 - Youth Emergency Management Engagement - Serve DC's goal is to equip and empower young people in DC to become civic leaders within their families, schools and communities, especially in times of crisis or emergencies. Through emergency preparedness training given throughout the year at DC Public and Charter Schools, youth walk away with emergency preparedness tools they need to remain resilient.
 - Summer Youth Emergency Preparedness Academy – Through an MOU with DOES, Serve DC recruits up to 50 youth annually to learn about careers in emergency management, learn emergency preparedness skills, and train to become Teen CERT members in our Summer Youth Emergency Preparedness Academy. This program is run through the Marion Barry Summer Youth Employment Program and employs high school aged youth.
 - Donations:
 - Donation Management Trainings (annually, roughly 5 times a year) – These trainings, provided for DCPS, Office of the City Administrator (OCA), and Serve DC's needs, provide technical assistance, capacity-building, and donations management training to District agencies to ensure their compliance with the Rules of Conduct governing donations to the District Government. These training sessions are also done per agency request.

- Partnerships and Volunteerism:
 - **Volunteer and Donations Portal** (March 2020 - Present) - This digital platform supports volunteer engagement in the District, including volunteer recruitment and retention, increased visibility of nonprofit and intra-district volunteer opportunities, and tools and resources for residents and nonprofits.
 - MLK Day of Service (annual) - This Day of Service is used to engage our non-profit partners and volunteers throughout the District, in solidarity with the Corporation for National and Community Service, with volunteer opportunities in honor and celebration of Dr. Martin Luther King Jr. This initiative's goal is to effectively engage and support the non-profit community as it collectively reimagines service and its positive effects on the community.
 - Global Youth Service Day (April 2022)- Serve DC has created the *Life After AmeriCorps* workshop series specifically for AmeriCorps members in the District. AmeriCorps members will spend a day participating in workshops facilitated virtually by Serve DC staff and sister agencies.
 - 9/11 Day of Service: Serve DC commemorates 9/11 National Day as part of the Seasons of Service Day annually. During 9/11 National Day of Service and Remembrance pays tribute to those we lost by recapturing our patriotic duty to serve others through volunteering and service.
 - The DC Spirit of Service Awards (annual) - The DC Spirit of Service Awards celebrates Serve DC's rich legacy of connecting people to purpose through service and underscores our deep commitment to curating and connecting those who seek to do good within our respective and collective communities. The public is called to nominate the best within our city, across all eight wards, including residents, community-based organizations, and multi-sector partners, before honorees are awarded at our celebration ceremony.
 - Public Private Partnerships (annual) - Serve DC uses this convening to deepen its existing partnerships and to build new between private and public entities in pursuit of further support and growth for communities across the District.
 - Maternal Infant Health Summit (annual) - In support of Mayor Muriel Bowser and Thrive By Five DC, Serve DC works to utilize its outreach to develop new District partnerships and its network to raise funding in support of this summit. The summit focuses on the District's investments in the health of women, babies, and families to improve perinatal health and address racial disparities in birth outcomes.
 - Serve 202: Partnerships and Priorities: In partnership with the Center for Nonprofit Advancement, Serve 202 is a quarterly series of workshops designed to center our community by convening local public and private stakeholders to tackle our city's most critical challenges. During this convening, we provide an opportunity for public and private partners to connect for service and funding opportunities to build capacity within District organizations and further their mission-driven work.
 - DC Start Up Week: Serve DC in partnership with DC Startup Week collaborate during a 5-day period to meet with the fastest-growing startup community in the DC metropolitan with over 11,000 entrepreneurs. This convening allows participants to connect, collaborate and celebrate the growing entrepreneurial ecosystem. The

conference includes over 100 experts and founder workshops and talks, networking sessions, pitch competitions, and more created to connect, educate, and grow the thriving DMV startup ecosystem

17. What has the Office done in the past year to make the activities of the Office more transparent to the public?

Answer:

- The office has utilized various means to make its activities more transparent to the public:
 - Social Media: Our activities are supported via social media through the posting of event/initiative graphics and photographs in addition to event information for constituent participation. Activities posted using social media are done so using Twitter, Facebook, Instagram, and YouTube exclusively.
 - Annual Look Ahead and Report: Office activities were also detailed via Serve DC's annual report. Collaborations, initiatives, and programming is broken down for easy accessibility. Annual reports are to be posted on MOCA's website for constituent access.
 - GovDelivery: This government marketing platform is used to share important information about the office's activities. Newsletters, event/initiative details, social media graphics/copy, press releases, and our funding alert are pushed via this platform to our topic base of over 69,000 subscribers.
 - Volunteer & Donations Portal: This platform is used to share volunteer-based opportunities and events that are happening in the District. The volunteer-based opportunities and events are hosted by Serve DC, other district agencies, and nonprofits. which our signed up on the portal. The portal currently has 7,800 users and 95 registered organizations.
 - Refreshed and expanded Funding & Resource Alert: The funding alert is a bi-weekly newsletter that highlights funding and resource opportunities for District agencies and nonprofits. In the funding alert we highlight COVID-19 related resources, District related resource such as the DC Stay program. Essentially any funding and resources that District and nonprofit agencies can apply our benefit from is highlighted.

18. What collaborations, initiatives, or programs have been successful in FY21 and FY22 to date? Why were they successful?

- National Service:
 - **All Corps Member Conference** - Professional and leadership development convening to support the growth, capacity, and retention of AmeriCorps members serving in the District of Columbia. Serve DC provides members with a robust support system that fosters growth, development, and connections in alignment with our federal AmeriCorps funding and required performance measurements. The 50 AmeriCorps members that attended the All Corps Member Conference left with a renewed understanding of the importance of life after AmeriCorps and strengthening our communities through service. Through various workshops,

experienced workshop facilitators will teach members professional development, health care strategies, and financial management. Members had the opportunity to participate in an interactive resource fair. The fair will have resources and networking opportunities with government, public, private, and nonprofit employers interested in having AmeriCorps alumni on their teams.

- **The American Rescue Plan Amendment (ARPA)** - Formula funding allocation allows the National Service to address community needs through direct service grants and capacity-building grants. The ARPA funding will increase the AmeriCorps living allowance to make service more accessible and inclusive and increase diversity, cultural experiences, and the number of AmeriCorps members. State service commissions will receive an increase in AmeriCorps formula funding over three years.
- **9/11 Day of Service** - Serve DC partnered with 911Day.org to transform the anniversary into a day of honoring, serving, and uniting to help those most in need by recruiting 654 volunteers who packaged 203,000 meals for local families donated to the Capital Area Food Bank.
- **MLK Day of Service** - Serve DC had two activations for the national MLK Day of Service 2022. One expanded on our earlier success building COVID-19 test kits and consisted of nearly 200 volunteers and local and federal partners, assembling an additional 10,000 kits in partnership with DC Health. Also Serve partnered with The Mayor's Office of Clean Cities, The Mission Continues, AmeriCorps and subgrantees, City Year and Washington Aids Partnership to beautify the Garfield Terrace Senior Center. Both activations were successful, as evidenced by the great synergy among local volunteers and community-based organizations and federal partners, and strong outcomes, including the # of volunteers and # of testing kits produced, along with the refreshed green spaces of the senior living facility.
- **Emergency Preparedness**
 - **Covid 19 Testing Kit Volunteer Activations** - In partnership with DC Health during the COVID-19 Omicron Variant surge in the winter of 21-22, Serve DC mobilized over 1,800 volunteers through its volunteer portal to assemble COVID-19 at-home PCR test kits. Over 7 days, volunteers trained by Serve DC assembled over 75,000 test kits for distribution.
 - **New CERT Cohort** - In November 2021, Serve DC trained a new cohort of residents and certified them in the CERT curriculum. Working with our ward-based leaders, CERT Council, and nonprofit partners from the **Fauntelroy Center and Damien Ministries**, we successfully trained over 35 residents.
 - **SYEPA** – This year's cohort of SYEPA participants decided amongst themselves to focus on the effects of gun violence on their community and how that intersected with emergency preparedness. Serve DC partnered with Building Blocks and OCTFME to produce a PSA highlighting the impact of gun violence on young people in the District.
 - **Rapid Test Distribution** – In partnership with DC Health and the MOCRS, Serve DC recruited 100+ volunteers to help manage rapid COVID-19 test kit distribution during the Christmas-New Year's holiday surge.

- Volunteerism and Engagement
 - **DC Covid-19 Community Corps Days of Action** - Through Serve DC's volunteer portal, thousands of volunteers were activated during the summer of 2021 to knock on doors of DC residents and share information about free COVID-19 vaccination appointments and walk-up sites. Serve DC also secured donations of water and snacks through corporate donations. Our volunteer recruitment and engagement were key to the success of this critical activation.
 - **Senior Buddy Vaccine Outreach**– In light of accessibility needs, Serve DC supported the deployment of COVID ambassadors, including MOCA staff, community members and a cohort of FEMA corps to canvass and connect with seniors within identified communities and schedule COVID-19 vaccine appointments. Serve also reached out to constituent services within councilmembers' offices to learn of residential and civic groups who would value this direct access to vaccine appointments. From this outreach, the vaccine ambassadors were able to directly connect with over 160 seniors within Winn Properties in Wards 7 &8, including, Atlantic Terrace, Southern Hills Atlantic Gardens, Benning Heights, and Anacostia Gardens.
 - **Frederick Douglass Memorial Bridge 5K Volunteer Recruitment** – Through Serve DC's volunteer portal, over 75 volunteers were recruited to aid the Frederick Douglass Memorial Bridge 5K race. Our collaborations and volunteer engagement were key to the success of this momentous occasion and celebration.
 - **Serve 202: Partnerships and Priorities Capacity Building Series:** The partnership with the Center for Nonprofit Advancement and Serve DC was critical to the success of our November Serve 202 panel focused on the intersection of COVID-19 recovery and gun violence. Success is evidenced by continued collaboration of attendees in the public health space.
 - **Stay DC Outreach/ Office Hours** - In FY22, Serve DC partnered with Our Lady of Perpetual Peace to host a walk-in day for Stay DC applicants. Serve DC also hosted extended office hours at its headquarters and advertised to residents to allow applicants to submit claims outside of normal business hours.

- Donations-
 - **Maternal and Infant Health Summit-** Solicited and secured nearly \$250k in partnerships and multi-sector support to power the summit day of events and post event activations and outreach. Partners at each level including:
 - Sibley Memorial Hospital/John Hopkins Medicine
 - Johnson & Johnson
 - CareFirst BlueCross Blue Shield
 - Medstar
 - A Better Starts for All
 - March of Dimes
 - United Healthcare
 - Childrens National Hospital
 - The George Washington Hospital
 - The White Ribbon Alliance

- Aetna and White Ribbon Alliance
- **Coke-a-Cola, Enchant DC, THEARC, DC Health Vaccine Toy Distribution-** through this holiday activation we were able to provide nearly 50 children with holiday gifts. We also provided 268 individual and families the opportunity to see Enchant DC at Nationals Park and secured 265 people to receive vaccination shots at our pop-clinic.

19. How does the Office solicit feedback from customers? Please describe.

Serve DC solicits feedback using surveys. They are disseminated in various ways and for various needs and initiatives. They are sent out pre/post events, via email, and govDelivery. Surveys are used to build out and enhance programming and gauge community needs. Serve DC also regularly checks our info.servedc@dc.gov and volunteer.servedc@dc.gov inboxes to learn constituent feedback and experiences.

20. Please provide a list of all studies, research papers, and analyses (“studies”) the Office requested, prepared, or contracted for FY21 and FY22 to date. Please state the status and purpose of each study.

No studies, papers, or analyses were requested, prepared, or contracted in FY21 or FY22 to date.

21. How many community-based grants were awarded in FY21?

Answer: 14 community grants have been awarded in FY21.

22. How many community-based grants have been or will be awarded in FY22?

Answer: 14 community grants have been or will be awarded in FY22.

23. Please list each contract, procurement, lease, and grant (contract) awarded or entered into by your office during FY21 – FY22 to date. For each contract, please provide the following information where applicable.

- a. The nature of the contracting party.
- b. The nature of the contract, including the end product or service.
- c. The dollar amount of the contract, including the budgeted amount and the amount actually spent.
- d. The term of the contract.
- e. Whether the contract was competitively bid or not.
- f. Funding source.

Answer: See Attachment Labeled Question 23

24. Did the Office conduct oversight of the organization to which it awards grants to ensure funds are used as intended? If so, how many oversights?

Answer: Yes, oversight is conducted for all grantees through our annual site visits/desk audits and grant mid and final reports.

25. Of the organizations that received a community-based grant in FY21, how many also received community-based grants in FY22?

Answer: All organizations that received grants in FY21 will receive grants in FY22.

26. Please describe how an organization is selected to receive a community-based grant.

Answer: Competitively bided grantee applications go through the below steps when applying for grant funds:

1. Timely applications are submitted and received via Serve DC Zoom Grants portal.
2. Serve DC recruits and trains a diverse pool of community volunteers and grant-making practitioners as peer reviewers.
3. Peer review process (training, review of logic models, evaluation, scoring and ranking);
4. Serve DC review and clarification process;
5. Notify qualified applicants to submit final application;
6. Present recommendations to Serve DC leadership and commission;
7. Serve DC Commission Vote and approval;
8. Submit applications to AmeriCorps/CNCS for final approval.

AmeriCorps grant applications must clearly describe a project that will effectively deploy AmeriCorps members to solve a significant community problem. Applicants are evaluated by the following factors:

1. Program Design (50 percent)
2. Organizational Capability (25 percent)
3. Cost Effectiveness and Budget Adequacy (25 percent)

27. Did the Office receive any grants in FY21? If so, what was the source and duration of the grant(s), and what was it used to accomplish?

Answer:

AmeriCorps grants

These grants support the Commission's capacity to fund personnel, trainings, contractors, technical assistance and compliance support, office supplies and outreach materials (Performance Period: 2021-2022):

- Commission Investment Fund
- Commission Support Grant (CSG)

Funds are used to fund programs (subgrantees) as they recruit AmeriCorps members and track how beneficiaries are being empowered through capacity building for the following grants:

- Competitive
- Competitive Fixed
- Formula
- Formula Fixed

Funds are used to support Serve DC My Brother's Keeper DC - Strengthening Our Community Volunteer Generation initiative. This initiative will increase the capacity of DC-based nonprofit organizations to serve young men and boys of color by strengthening their ability to effectively recruit, select, train, and retain volunteers of color, with an emphasis on those whose mission and/or programs address vital needs that have arisen or worsened as a result of the COVID-19 pandemic, including physical and mental health and wellness. gun violence prevention, financial literacy and life skills.

- Volunteer Generation Fund (VGF)

HSEMA Grants provide us with funding for our personnel, education and outreach and to implement training exercises focused on CERT, First Aid/CPR, and Emergency Preparedness. Performance Period 9/1/21 - 9/30/22

- SHSP

28. Has the Office sought any grant opportunities in FY21 and FY22 to date?

Answer: All grants mentioned above are applied for on an annual basis.

29. Does the Office ever request internal or external audits to be conducted on the operation of your office as a precautionary tool?

Answer: We are subject to audits due to the nature of our federal funding.

30. What are the top five priorities for the Office in FY21? Do any of these priorities carry over to FY22? If so, which ones? Please provide a detailed explanation for how the Office expects to achieve or work toward these priorities in FY21 and FY22.

1. Promote and curate volunteerism and local/national service opportunities to address our city's most pressing social challenges and priorities;
2. Build multi-sector partnerships and manage donated resources to in support of strategic initiatives and emerging needs within our city;
3. Provide equitable and accessible capacity-building services to nonprofits, agencies and District residents;
4. Serve as the District's clearinghouse and promoter of grant funding to support and enhance our communities.
5. Create and sustain resilient, prepared and empowered residents and community volunteers through emergency management training and activations;

31. For the snowstorm during the week of January 7, 2022, how did the Office assist residents (i.e. shoveling snow, handing out salt, etc.)?

Answer: On Monday, January 3rd, Serve DC deployed the DC Volunteer Snow Program. In this deployment, 500+ residents who had been previously matched with 1 or more seniors or

residents with a disability were asked to travel to their match's address and shovel their sidewalk and a walkway to the door.

Serve DC made shovels and salt available for new volunteers at the Reeves Building in Ward 1 and our headquarters at 2235 Shannon Pl. SE in Ward 8 on Tuesday, January 4th. Serve DC also provided shovels and salt for members of Councilmember Trayon White's staff to assist residents in Ward 8.

Additionally, on Wednesday, January 5th, members of the Mayor's Office of Community Affairs (MOCA) were deployed by Serve DC to shovel in neighborhoods with fewer volunteers.

32. Describe the training for emergency preparedness and what specific aspects of emergency preparedness is the Office responsible for?

Answer: Serve DC hosts trainings for CPR/AED certification, First Aid, Community Emergency Response Team certification, Active Shooter Training, and Stop the Bleed. In times of emergency, Serve DC is responsible for deploying the CERT team to supplement first responders in the District and help support urgent community needs. For example, when Ward 5 experienced a recent Boil Water advisory, Serve DC deployed CERT members to help make neighbors aware of the public health advisory and with distributing bottled water until the advisory was lifted.

33. How is the process for the Office coordinate with Councilmembers to offer support service surrounding emergency preparedness in various Wards?

Answer: Serve DC takes referrals from Councilmembers' offices for residents who are interested in joining ward-based CERT Teams or the DC Volunteer Snow Program. Additionally, Councilmembers are welcome to assemble their own volunteer teams after snow accumulation and Serve DC will provide snow shovels and lists of residents in need who do not yet have a volunteer match within our system.

In FY22 Serve DC will host additional info sessions about both of these programs and advertise them to Councilmembers' offices.

34. Please expound on the financial literacy programs that your Office provides? How many participants are involved, where are they provided, and what is needed to expand it?

In FY 22 Serve DC will focus its **Q3 Serve DC: Partnerships and Priorities** to center financial empowerment. Working in partnership with DC Department of Insurance, Securities (DISB) and Banking and Center for Nonprofit Advancement, Serve will feature leading intra-district and external financial empowerment resources, influencers and industry leaders, funding availabilities, all designed to provide new and or smaller nonprofits with new connections and opportunities.

35. What were the exact COVID-19 resources that the Office provided to residents?

Answer: Serve DC acts as the District's donation clearinghouse. In FY 21, Serve DC cleared \$4,127,599.14 worth of COVID-19 related donations to District government response.

Additionally, Serve DC both led and supported covid-related volunteer opportunities through our volunteer and donations portal. Through the portal we helped recruit and activate for 50 different opportunities which included vaccine outreach via the Senior Vaccine Buddies door to door canvassing for the Community Corps Days of action which deployed over 1,200 volunteers across all 8 wards to inform neighbors of their access to free vaccines. In total we activated and recruited over 1,910 volunteers.

In FY22, Serve DC also recruited volunteers to assemble PCR at-home test kits to supplement DC Health efforts, resulting in an additional 85,000 PCR as a direct outcome of volunteer efforts. Additionally, volunteers supported the distribution of antigen rapid tests at local firehouses across the city.

36. What did the Office do during the COVID-19 pandemic to further its vision and mission?

Answer: The office was able to pivot and use its volunteer network and donations management skills to redirect resources and manpower towards initiatives that directly aided in the District's fight against the pandemic.

37. Have you changed the way the Office operates due to the COVID-19 pandemic? What aspects do you foresee remaining changed, and which do you feel will go back to previous ways of handling things once the pandemic subsides?

Answer: Serve DC shifted its operations to virtual, hybrid, and in-person in response to the various public health guidance throughout FY21 and FY22 to date. We foresee keeping some opportunities virtual or hybrid to increase their accessibility to residents.

38. What were some of the challenges that the Office faced during the pandemic to reach its goals?

Answer: Serve DC was challenged with being the District's leading volunteer and nonprofit engagement hub at times when our public health guidance and postures did not support traditional forms of in-person activation. We met this challenge through leveraging technology such as the Volunteer and Donations Portal and leaning into our multi-sector partnerships to provide additional resources and supports.

39. What other sister agencies do you collaborate with?

- OSSE
- HSEMA
- DPW
- DOES
- DC Health

- DSLBD
- DISB
- DCHA
- DPR
- MPD
- MOLC
- OCA
- BEGA
- OCTO
- MOCA Agencies