

## Ohio Commission on Service and Volunteerism

Meeting Minutes: November 18, 2011

Meeting Location: Mohican State Park Lodge, Loudonville, Ohio

In Attendance: Susan Rogers, Willie Peterson, Margaret Wildi; Maureen Drummond, Sande Theis, Nina Keller, Jeff King, Anne Marie Mann, Johnmark Oudersluys, William Russell, Clifford Smith. Ex Officio: Tina Dunphy, Kim Hettel. Staff/Counsel: Bill Hall, Mark Holtzapple, Ingyr Coleman, Lisa Tope, Nadine Wise, Walter McNamara.

Absent: Charlotte Jones-Ward, Peggy Lehner, Gerald Stebleton, Chuck White.

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Meeting was called to order by Chair Susan Rogers at 1:10 pm.

### Consent Agenda:

- Minutes from June 16, 2011

It was moved by Peterson, seconded by Wildi to accept the consent agenda. Motion carried on voice vote.

### Committee Reports

Committees reported on their discussions during the Commissioner retreat on November 17 and 18 (a.m.) and their priorities for calendar year 2012.

- Planning & Development (King): Three priorities were identified. (1) Monitor and evaluate impact of the AmeriCorps sub-grant selection processes developed in 2011. (2) Provide leadership to development of the State Service Plan (required by federal funding regulations) and the next Strategic Plan. (3) Monitor and link our roles as Convener and Champion back to our program/strategic plan. *No actions requested at this time, but the Committee is considering a recommendation that the 2012 Commissioner Retreat be moved to September to better align with development of the State Service Plan and Strategic Plan.*
- Outreach & Education (Oudersluys): The focus for 2012 will be on strengthening OCSV ties to (a) traditional volunteers/community service organizations; (b) faith-based volunteer groups; and (c) corporate/business volunteering. Tools and techniques to be used will include the new website and social media expansion already underway; a survey of key constituents in the volunteer sectors identified above to determine unmet needs/wants/opportunities; further development of programming initiatives started in 2011, specifically the ServeOhio Awards, Days of Service MiniGrants, and targeted conference programming. The committee also identified the need for improved awareness of CSV within state government and will develop specific action plans in future meetings. *No Commission actions requested.*

- Member Development (Drummond): Identifying potential new Commission members to fill vacancies on the board will be a high priority in 2012. A new strategy for board member recruitment/vetting will be to develop a system for non-member committee participants, engaging individuals who may then become candidates for board membership. The Committee will develop protocols for non-member participation and investigate the need for Bylaws revisions to implement the plan. Other goals for the year will be to develop a revised Commission Member Position Description, and review/revise/expand the web-based tools provided to assist Commissioners in fulfilling their roles. *No Commission actions requested.*
- Executive Committee (Rogers): Margaret Wildi will be coordinating the annual review of the Bylaws required of the Executive Committee. Suggestions for changes should be directed to her. *No Commission actions requested at this time.*

### New Business

- Mark Holtzapple presented the Fiscal 2012 Master Budget for review and approval (See Attachment 1). The Master Budget format includes all sources and uses of funds, including pass-through amounts, providing a more comprehensive view of finances than the Operating Budget format used in Fiscal 2010 and 2011. Holtzapple also presented spending results for the first quarter as compared to the Master Budget and fielded questions on budget details from Commissioners. It was moved by Theis, seconded by Peterson, to accept the 2012 Master Budget as presented. Motion carried.
- The Chair named a Nominating Committee to prepare a slate of candidates for election of officers, as required by the Bylaws. Members are King (Chair), Wildi, and Theis. The slate of officers will be presented at the next meeting.

There being no further business the meeting adjourned at 2:40 p.m. on motion by Drummond, second by Theis.

Next meeting: January 12, 2012 from 10:00 a.m. to 3:00 p.m. at Grange Insurance, 671 South High Street, Columbus.

Prepared and submitted by Mark Holtzapple.

**Ohio Community Service Council**

**Meeting Minutes: ATTACHMENTS**

**Attachment 1: 2012 Master Budget and Q1 Results**

**Attachment 2: Notes from Commissioner retreat discussions**

*Ohio Commission on Service and Volunteerism*  
**FISCAL 2012 MASTER BUDGET**  
**with Prior Year Comparison**  
**All Sources and Uses Including Pass-Through Funds**

REVENUES	2012 BUDGET
FEDERAL GRANTS-CNCS	\$ 7,099,600
FEDERAL GRANTS-OTHER	\$ -
STATE GRF APPROPRIATIONS	\$ 129,998
NON-FEDERAL GRANTS	\$ 30,000
MISC CASH DONATIONS	\$ -
REGISTRATION FEES	\$ -
CONTRACTS/EARNED INCOME	\$ -
CASH CARRYOVER*	\$ 43,000
INKIND SUPPORT (MOVING-STATE)	\$ 9,000
<b>TOTAL REVENUES</b>	<b>\$ 7,311,598</b>

2011 ACTUAL
\$ 6,637,182
\$ -
\$ 142,622
\$ 30,000
\$ 840
\$ -
\$ 65,000
\$ 108,817
\$ -
<b>\$ 6,984,461</b>

2011 BUDGET
\$ 6,632,000
\$ 18,000
\$ 139,986
\$ -
\$ -
\$ -
\$ 65,000
\$ 207,000
\$ -
<b>\$ 7,061,986</b>

\*Reserves \$49,000 cash for FY13

EXPENDITURES	2012 BUDGET
SALARIES & BENEFITS	\$ 529,498
CONTRACT SERVICES	\$ 69,000
FISCAL AGENT SERVICES	\$ 5,000
TRAVEL-STAFF	\$ 12,800
TRAVEL-COUNCIL	\$ 5,000
SUPPLIES	\$ 4,500
FURNITURE & EQUIPMENT \$500+	\$ -
EQUIPMENT LEASE RENT REPAIR	\$ 12,000
POSTAGE & SHIPPING	\$ 500
TELEPHONE & DATA NETWORKING	\$ 18,000
OFFICE SPACE RENTAL	\$ 25,000
COPYING PRINTING & GRAPHICS	\$ 6,000
MEDIA & PUBLIC INFORMATION	\$ -
SUBSCRIPTIONS DUES & FEES	\$ 9,300
MISC OPERATING COSTS (MOVING)	\$ 10,000
MEETINGS & TRAININGS	\$ 36,000
MEETING ATTENDANCE SUPPORT	\$ 25,000
AWARDS & RECOGNITION	\$ 16,000
CONFERENCE SUBSIDIES	\$ 5,000
SERVICE PROJECT SUPPORT	\$ 9,000
FEDERAL SUBGRANTS	\$ 6,505,000
SUBGRANTEE REFUNDS	\$ -
INKIND EXPENSE (MOVING-STATE)	\$ 9,000
<b>TOTAL EXPENDITURES</b>	<b>\$ 7,311,598</b>

2011 ACTUAL
\$ 631,206
\$ 133,684
\$ 3,316
\$ 12,916
\$ 7,394
\$ 11,865
\$ -
\$ 7,800
\$ 532
\$ 17,967
\$ 48,169
\$ 2,186
\$ -
\$ 9,101
\$ -
\$ 54,402
\$ -
\$ 16,200
\$ 5,000
\$ -
\$ 6,056,739
\$ (12,119)
\$ -
<b>\$ 7,006,358</b>

2011 BUDGET
\$ 577,555
\$ 131,000
\$ 5,000
\$ 12,500
\$ 4,000
\$ 4,000
\$ -
\$ 8,000
\$ 1,000
\$ 17,500
\$ 48,000
\$ 5,000
\$ -
\$ 6,500
\$ -
\$ 53,000
\$ -
\$ -
\$ -
\$ 6,000,000
\$ -
\$ -
<b>\$ 6,873,055</b>

<b>SURPLUS (DEFICIT)</b>	<b>\$ -</b>
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<b>\$ (21,897)</b>
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<b>\$ 188,931</b>
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Ohio Commission on Service and Volunteerism  
**FISCAL 2012 MASTER BUDGET BY SOURCE**  
 All Sources and Uses Including Pass-Through Funds

DESCRIPTION	FEDERAL GRANTS	STATE GRF	OTHER SOURCES	ALL FUNDS
<b>REVENUES</b>				
CNCS-ADMINISTRATIVE SUPPORT	\$ 359,000	\$ -	\$ -	\$ 359,000
CNCS-PROGRAM DEVELOP & TRAIN (PDAT)	\$ 129,600			
CNCS-DISABILITY/INCLUSION	\$ 54,000			
CNCS-AMERICORPS FORMULA FUNDS	\$ 3,833,000			
CNCS-AMERICORPS COMPETITIVE FUNDS	\$ -2,724,000			
STATE GRF APPROPRIATIONS	\$ -	\$ 129,998	\$ -	\$ 129,998
CORPORATE GRANTS (STEWARDS OF SERVICE)	\$ -	\$ -	\$ 30,000	\$ 30,000
CASH CARRYFORWARD*	\$ -	\$ -	\$ 43,000	\$ 43,000
INKIND SUPPORT (MOVING-STATE)	\$ -	\$ -	\$ 9,000	\$ -
<b>TOTAL REVENUES</b>	<b>\$ 7,099,600</b>	<b>\$ 129,998</b>	<b>\$ 82,000</b>	<b>\$ 7,311,598</b>

\*Reserves \$49,000 cash for FY13

<b>EXPENDITURES</b>				
SALARIES & BENEFITS	\$ 360,500	\$ 129,998	\$ 39,000	\$ 529,498
CONTRACT SERVICES	\$ 65,000	\$ -	\$ 4,000	\$ 69,000
FISCAL AGENT SERVICES	\$ 5,000	\$ -	\$ -	\$ 5,000
TRAVEL-STAFF	\$ 12,800	\$ -	\$ -	\$ 12,800
TRAVEL-COUNCIL	\$ 5,000	\$ -	\$ -	\$ 5,000
SUPPLIES	\$ 4,500	\$ -	\$ -	\$ 4,500
FURNITURE & EQUIPMENT \$500+	\$ -	\$ -	\$ -	\$ -
EQUIPMENT LEASE RENT REPAIR	\$ 12,000	\$ -	\$ -	\$ 12,000
POSTAGE & SHIPPING	\$ 500	\$ -	\$ -	\$ 500
TELEPHONE & DATA NETWORKING	\$ 18,000	\$ -	\$ -	\$ 18,000
OFFICE SPACE RENTAL	\$ 25,000	\$ -	\$ -	\$ 25,000
COPYING PRINTING & GRAPHICS	\$ 6,000	\$ -	\$ -	\$ 6,000
SUBSCRIPTIONS DUES & FEES	\$ 9,300	\$ -	\$ -	\$ 9,300
MISC OPERATING COSTS (OFFICE MOVE)	\$ 10,000	\$ -	\$ -	\$ 10,000
MEETINGS & TRAININGS	\$ 36,000	\$ -	\$ -	\$ 36,000
MEETING ATTENDANCE SUPPORT	\$ 25,000	\$ -	\$ -	\$ 25,000
AWARDS & RECOGNITION	\$ -	\$ -	\$ 16,000	\$ 16,000
CONFERENCE SUBSIDIES	\$ -	\$ -	\$ 5,000	\$ 5,000
SERVICE PROJECT SUPPORT	\$ -	\$ -	\$ 9,000	\$ 9,000
FEDERAL SUBGRANTS	\$ 6,505,000	\$ -	\$ -	\$ 6,505,000
SUBGRANTEE REFUNDS	\$ -	\$ -	\$ -	\$ -
INKIND EXPENSE (MOVING-STATE)	\$ -	\$ -	\$ 9,000	\$ 9,000
<b>TOTAL EXPENDITURES</b>	<b>\$ 7,099,600</b>	<b>\$ 129,998</b>	<b>\$ 82,000</b>	<b>\$ 7,311,598</b>

<b>SURPLUS (DEFICIT)</b>	\$ -	\$ -	\$ -	\$ -
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Ohio Commission on Service and Volunteerism  
**FISCAL 2012 MASTER BUDGET**  
 Results to Date with Prior Year Compare

DESCRIPTION	BUDGET	2012-Q1	2012-YTD	BGT REMAIN	% REMAIN	2011-YTD
FEDERAL GRANTS-CNCS	\$ 7,099,600	\$ 1,267,306	\$ 1,267,306	\$ 5,832,294	82.1%	\$ 1,446,841
STATE APPROPRIATIONS	\$ 129,998	\$ 32,743	\$ 32,743	\$ 97,255	74.8%	\$ 35,257
NON-FEDERAL GRANTS	\$ 30,000	\$ -	\$ -	\$ 30,000	100.0%	\$ -
MISC CASH DONATIONS	\$ -	\$ -	\$ -	\$ -	0.0%	\$ 90
CONTRACTS/EARNED INCOME	\$ -	\$ -	\$ -	\$ -	0.0%	\$ 47,164
CASH CARRYOVER	\$ 43,000	\$ 7,956	\$ 7,956	\$ 35,044	81.5%	\$ 43,453
INKIND SUPPORT (MOVING-STATE)	\$ 9,000	\$ -	\$ -	\$ 9,000	100.0%	\$ -
<b>TOTAL REVENUES</b>	<b>\$ 7,311,598</b>	<b>\$ 1,308,005</b>	<b>\$ 1,308,005</b>	<b>\$ 6,003,593</b>	<b>82.1%</b>	<b>\$ 1,572,805</b>
SALARIES & BENEFITS	\$ 529,498	\$ 113,053	\$ 113,053	\$ 416,445	78.6%	\$ 194,144
CONTRACT SERVICES	\$ 69,000	\$ 9,000	\$ 9,000	\$ 60,000	87.0%	\$ 34,840
FISCAL AGENT SERVICES	\$ 5,000	\$ 757	\$ 757	\$ 4,243	84.9%	\$ 143
TRAVEL-STAFF	\$ 12,800	\$ 811	\$ 811	\$ 11,989	93.7%	\$ 3,667
TRAVEL-COUNCIL	\$ 5,000	\$ -	\$ -	\$ 5,000	100.0%	\$ 3,861
SUPPLIES	\$ 4,500	\$ 307	\$ 307	\$ 4,193	93.2%	\$ 6,576
FURNITURE & EQUIPMENT \$500+	\$ -	\$ -	\$ -	\$ -	0.0%	\$ -
EQUIPMENT LEASE RENT REPAIR	\$ 12,000	\$ 239	\$ 239	\$ 11,761	98.0%	\$ 7,800
POSTAGE & SHIPPING	\$ 500	\$ -	\$ -	\$ 500	100.0%	\$ 364
TELEPHONE & DATA NETWORKING	\$ 18,000	\$ 3,774	\$ 3,774	\$ 14,226	79.0%	\$ 3,405
OFFICE SPACE RENTAL	\$ 25,000	\$ 8,260	\$ 8,260	\$ 16,740	67.0%	\$ 15,201
COPYING PRINTING & GRAPHICS	\$ 6,000	\$ 1,037	\$ 1,037	\$ 4,963	82.7%	\$ 692
MEDIA & PUBLIC INFORMATION	\$ -	\$ -	\$ -	\$ -	0.0%	\$ -
SUBSCRIPTIONS DUES & FEES	\$ 9,300	\$ 2,250	\$ 2,250	\$ 7,050	75.8%	\$ 2,088
MISCELLANEOUS (MOVING COSTS)	\$ 10,000	\$ -	\$ -	\$ 10,000	100.0%	\$ -
MEETINGS & TRAININGS	\$ 36,000	\$ -	\$ -	\$ 36,000	100.0%	\$ 21,392
MEETING ATTENDANCE SUPPORT	\$ 25,000	\$ -	\$ -	\$ 25,000	100.0%	\$ -
AWARDS & RECOGNITION	\$ 16,000	\$ -	\$ -	\$ 16,000	100.0%	\$ -
CONFERENCE SUBSIDIES	\$ 5,000	\$ -	\$ -	\$ 5,000	100.0%	\$ -
SERVICE PROJECT SUPPORT	\$ 9,000	\$ -	\$ -	\$ 9,000	100.0%	\$ -
FEDERAL SUBGRANTS	\$ 6,505,000	\$ 1,168,277	\$ 1,168,277	\$ 5,336,723	82.0%	\$ 1,307,188
SUBGRANTEE REFUNDS	\$ -	\$ (3,081)	\$ (3,081)	\$ 3,081	0.0%	\$ (774)
INKIND EXPENSE (MOVING-STATE)	\$ 9,000	\$ -	\$ -	\$ 9,000	100.0%	\$ -
<b>TOTAL EXPENDITURES</b>	<b>\$ 7,311,598</b>	<b>\$ 1,304,684</b>	<b>\$ 1,304,684</b>	<b>\$ 6,006,914</b>	<b>82.2%</b>	<b>\$ 1,600,587</b>

Ohio Commission on Service and Volunteerism  
**FISCAL 2012 MASTER BUDGET**  
 Results to Date by Source

FY2012-Q1 DESCRIPTION	BUDGET			ACTUAL			REMAINING			BUDGET			ACTUAL			REMAINING		
	BUDGET	ACTUAL	REMAINING	BUDGET	ACTUAL	REMAINING	BUDGET	ACTUAL	REMAINING	BUDGET	ACTUAL	REMAINING	BUDGET	ACTUAL	REMAINING	BUDGET	ACTUAL	REMAINING
SALARIES & BENEFITS	\$ 360,500	\$ 72,383	\$ 288,117	\$ 129,998	\$ 32,743	\$ 97,255	\$ 39,000	\$ 7,927	\$ 31,073	\$ 529,498	\$ 113,053	\$ 416,445	\$ 69,000	\$ 9,000	\$ 60,000	\$ 69,000	\$ 9,000	\$ 60,000
CONTRACT SERVICES	\$ 65,000	\$ 9,000	\$ 56,000	\$ -	\$ -	\$ -	\$ 4,000	\$ -	\$ 4,000	\$ 5,000	\$ 5,000	\$ 4,243	\$ -	\$ -	\$ 4,243	\$ 5,000	\$ -	\$ 4,243
FISCAL AGENT SERVICES	\$ 5,000	\$ 737	\$ 4,243	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TRAVEL-STAFF	\$ 12,800	\$ 811	\$ 11,989	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TRAVEL-COUNCIL	\$ 5,000	\$ -	\$ 5,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SUPPLIES	\$ 4,500	\$ 278	\$ 4,222	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FURNITURE & EQUIPMENT \$500+	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
EQUIPMENT LEASE RENT REPAIR	\$ 12,000	\$ 239	\$ 11,761	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
POSTAGE & SHIPPING	\$ 500	\$ -	\$ 500	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TELEPHONE & DATA NETWORKING	\$ 18,000	\$ 3,774	\$ 14,226	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
OFFICE SPACE RENTAL	\$ 25,000	\$ 8,260	\$ 16,740	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
COPYING PRINTING & GRAPHICS	\$ 6,000	\$ 917	\$ 5,083	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MEDIA & PUBLIC INFORMATION	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SUBSCRIPTIONS DUES & FEES	\$ 9,300	\$ 2,260	\$ 7,050	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MISC OPERATING COSTS (MOVING)	\$ 10,000	\$ -	\$ 10,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MEETINGS & TRAININGS	\$ 36,000	\$ -	\$ 36,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MEETING ATTENDANCE SUPPORT	\$ 25,000	\$ -	\$ 25,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
AWARDS & RECOGNITION	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
CONFERENCE SUBSIDIES	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SERVICE PROJECT SUPPORT	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FEDERAL SUBGRANTS	\$ 6,505,000	\$ 1,168,277	\$ 5,336,723	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SUBGRANTEE REFUNDS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
IN-KIND EXPENSE (MOVING-STATE)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTAL EXPENDITURES</b>	<b>\$ 7,099,600</b>	<b>\$ 1,263,865</b>	<b>\$ 5,835,735</b>	<b>\$ 129,998</b>	<b>\$ 32,743</b>	<b>\$ 97,255</b>	<b>\$ 82,000</b>	<b>\$ 8,076</b>	<b>\$ 73,924</b>	<b>\$ 7,311,598</b>	<b>\$ 1,304,684</b>	<b>\$ 6,006,914</b>	<b>\$ 82,000</b>	<b>\$ 8,076</b>	<b>\$ 73,924</b>	<b>\$ 7,311,598</b>	<b>\$ 1,304,684</b>	<b>\$ 6,006,914</b>

**Commissioner Retreat 2011**  
**Notes from Discussion Flipcharts**  
**Transcribed by Tina Dunphy**

**Public Relations/How to Tell the Story (formerly Media Training) for partners and organizations**

Success would include:

- An increase in the number of volunteer stories submitted
- An increase in the recognition of the commissions, its programs and other volunteer efforts
- Commission is identified by the press as the 'go-to' resource on volunteerism in the state
- An increase in the skills of users of the public relations tools/trainings developed

Ideas for getting there:

- Bill board advertisements
- Holding media day events
- Development of a PR/media toolkit

**Integrated Outcomes**

Success would include:

- Development of a report demonstrating aggregated outcomes across the state and across programs which includes both qualitative and quantitative information
- Increase in the rate of volunteerism
- Decrease in the response time by Commission staff in requests for information (demonstrating the success of the efficiencies created as a result of the aggregated information/outcomes)
- Creation of a process and the affiliated tools for data collection/aggregation

**Spotlight on partners**

Success would include:

- Creation of a process to determine which programs/stories to highlight
- Implementation of the process
- Diversification of those used for the 'spotlight'

**Awards (Serve Ohio) and Recognition**

Success would include:

- Increase in the number of applications for awards
- Increase in media support/coverage
- Increase in the funding from sponsorships
- Participation of corporations/businesses in awards (both from a design perspective and applicants)

### Ideas for implementation:

- Secure a high profile presenter for the awards
- Develop categories reflecting important demographics

### **Online forums and tools**

#### Success would include:

- Tools/forums/etc. are user-friendly
- An increase in the # of hits from Facebook/Twitter/other social media
- Development of a resource library
- Participants/users of the tools, indicate effectiveness
- Increase in peer-to-peer sharing on the site
- New partnerships/collaborations are developed as a result of use

#### Ideas for development:

- Online training/webinars
- Could use the sites to leverage resources
- Registered users function to track a number of key outcomes and for newsletter/correspondence distribution

### **Virtual Training**

#### Success would include:

- Offering CEUs/certifications in volunteer management practices/principles
- Development of partnerships
- Trainings offered serve a diverse population and need and are high quality and deemed effective
- An increase in the # of trainings available to users

### **Conference**

#### Success would include:

- An increase in attendance
- A more diversified/broadened constituency (with a focus on faith based orgs/volunteers)
- An increase in corporate support (either funding, presentations, printing, and other in kind support)
- High quality sessions on contemporary, relevant volunteer management topics
- Development of meaningful roles for elected officials
- Increase in media coverage
- Increase in the profile of the awards
- Creation of a 'competitive' environment for awards and for corporate sponsorship