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## **REPORT OF THE NATIONAL STEERING COMMITTEE ON VOLUNTEERISM**

If citizen participation and voluntary initiative are important to our effectiveness as a society, then the Federal Government, as the ultimate representative of the people, has a responsibility to be certain that everything possible is done to encourage just such participation and initiative.

**ACTION**  
806 Connecticut Avenue, N.W.  
Washington, D.C. 20525

February 1981

## NATIONAL STEERING COMMITTEE ON VOLUNTEERISM

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## SUMMARY

The National Steering Committee on Volunteerism was formed in response to Executive Order #12136, which directed ACTION to develop a National Voluntary Action Program. In the summer of 1979, ACTION began to plan this program and, as part of that effort, convened the National Steering Committee on Volunteerism in fall 1980.

The Committee began its work, and kept foremost in mind throughout its work, that voluntary initiative is an essential aspect of our democracy. It is a crucial part of the way Americans solve their problems and pursue their aspirations.

The Committee determined that because citizen participation is so important to our effectiveness as a society, the Federal Government, as the ultimate representative of the people, has a responsibility to be certain that everything possible is done to encourage just such participation. The following roles were identified through which the Federal Government can and should fulfill that responsibility.

- Keep open the freedoms that give rise to citizen influence
- Promote the responsibility of individuals
- Support empowerment
- Enable citizen participation
- Provide central information sources
- Stimulate experimentation and replication of programs dealing with national priorities
- Stimulate public/private partnerships
- Stimulate state and local government to encourage citizen participation and voluntary initiative
- Encourage efforts targeted at specific problems of highest national priority

The Committee defined a two-part mission for ACTION. The mission should reflect the Government's obligation to assist those persons in greatest need. Therefore, the primary mission should be directed toward programs which target populations such as the economically disadvantaged, older persons on fixed incomes, the disabled and the unemployed. The organization should simultaneously strive to legitimize the role of all volunteers and voluntary organizations addressing needs and priorities as they perceive them. This report points out that the current Office of Voluntary Citizen Participation is ACTION's principal vehicle for encouraging and working with the voluntary sector in general. That important function, however, is not grounded solidly in legislative authority and we call for appropriate measures to correct this weakness.

The Committee reaffirmed the following existing ACTION activities as essential to its future effectiveness.

1. Promote the responsibility of individuals to participate in their society
2. Stimulate and encourage volunteering and voluntary organizations
3. Influence high level public policy within the Federal Government relating to citizen participation and voluntary initiative
4. Encourage intergovernmental partnerships and interagency networking
5. Encourage public/private partnerships
6. Fulfill a catalytic role including convening and collaborating functions
7. Provide training and technical assistance
8. Provide information services
9. Provide seed money to help new projects get started
10. Encourage, fund and report on demonstration models
11. Stimulate and fund research to better understand the values and processes of citizen participation
12. Provide for recruitment and placement of volunteers including a continuing program of placement of returned Peace Corps Volunteers and former VISTA's
13. Provide recognition of meritorious citizen involvement
14. Continue and expand several areas relating to ACTION's international obligations and opportunities

There are two new areas recommended for ACTION emphasis in the future.

1. Monitor judicial, legislative and administrative impacts on voluntary initiative, in order to be certain that the Government is maintaining the freedoms which give rise to citizen participation
2. Encourage the development of effective and responsive non-governmental organizations

To assure future citizen participation and influence within ACTION, the Committee recommends that there should be a permanent citizen's advisory committee that will have every opportunity to exercise influence, foster communication, and assess agency activities and programs.

ACTION's existing authorizing legislation provides for an advisory committee, and the Committee recommends that this committee, which is appointed by the President, be established immediately.

As quickly as possible, amendments to the legislation should be sought which will bring the role and characteristics of this advisory Committee closer to a profile developed by this Committee. That profile emphasizes representativeness, openness, and freedom of operation.

An Appendix is included for those readers who want additional examples of current ACTION programs and activities that fit the future priorities identified by the Committee.

For three hundred years, Americans have pointed with pride to our habits of organized neighborliness and citizen participation. There was a recent period when we began to assume that as both our problems and our government grew, the solutions to the massive needs of the day would have to be left to our elected officials. But quickly we have been awakened to the reality that even the vast public programs depend on people involvement to make them responsive and effective; and that more than ever, there is a need to vitalize citizen participation to provide the vehicles for advice, experimentation, alternatives, criticism, and when necessary, reform.

## **I. INTRODUCTION AND BACKGROUND**

In May 1979, President Carter signed Executive Order #12137 which charged the agency to develop a National Voluntary Action Program. In September 1979, ACTION convened a group of three State Office of Voluntary Citizen Participation Directors and three National private voluntary organization leaders to discuss how to organize the Program. This group developed a working paper which described a process of involving broader representation of the private voluntary sector. The Ad Hoc Committee proposed 15 members from a larger planning committee, nine from the private sector and six from ACTION/Peace Corps, to participate as equal members in a discussion of issues which addressed the problem of strengthening relationships between the private voluntary sector and the Federal Government. The Committee's mandate was broad; it included a broad definition of "relationships" and it encompassed volunteering, citizen participation, citizen involvement. The Committee, during its deliberations, narrowed its charge to address the issues outlined in this paper. The National Steering Committee on Volunteerism met four times in Washington, D.C., between September 1980 and January 1981.



## II. THE IMPORTANCE OF CITIZEN PARTICIPATION AND VOLUNTARY INITIATIVE

National leaders of all philosophical and political orientations recognize increasingly that voluntary initiative is an essential characteristic of our democracy. It is a crucial part of the way Americans solve their problems. Events of the past twenty-five years have taught us all how much this country depends on its citizenry for leadership. In the very recent past, citizens operating through their voluntary institutions have led the way to strengthen our religious heritage, advance the causes of women and minorities, promote conservation of natural resources and historical preservation, achieve awareness of the value of our economic system, serve the aged, provide for arts at the community level, expand voter registration, and educate the public on vast arrays of local, national and international issues.

During this same period, we have also all been learning the practical limitations of big government and the need to involve citizens in every way possible in helping make our communities operate humanely and efficiently.

The task facing us today is to try to orient and organize our society so that the essential elements of citizen participation and voluntary initiative can flourish. This is not an easy task. There are some barriers which must be removed.

In the history of America, there has been an acceleration toward greater participation by more parts of the population so that today, for example, every economic group is involved in participatory democracy.

Many people still view volunteering and citizen participation through the narrow focus of the "city fathers" who served the needs of the poor, when, in fact, volunteering today increasingly involves the poor themselves.

In the tradition of America and in the meaning of participatory democracy, citizen participation has to connote the greatest possible involvement of all citizens in helping to make our government work and serving one another.

It is so easy to be limited by our own recent experience that it might be helpful to clarify that in considering citizen participation, we have to include a vast range of different services and even different motivations. For example, the following activities and groups all play a role:

1. Citizen advisory councils to government programs;
2. Self-help groups, such as cancer patient councils;
3. Boards of voluntary institutions, including universities and neighborhood councils;
4. People pursuing their own rights, such as NAACP;
5. Political party volunteers;

6. Church lay leaders;
7. School volunteers;
8. Foster Grandparents and Big Brothers;
9. Weather Watchers;
10. Pro-abortion and anti-abortion advocates;
11. Neighborhood and community-based organizations.

The statistics related to volunteering in America are overwhelming. For example, George Gallup reports:

- An estimated 60 million volunteers are doing much of what the government would otherwise have to do. (The dollar value of this contributed time has been calculated at \$35 billion.)
- 40 million Americans have engaged in such activities as helping the poor, the sick or the elderly.
- Nearly four in ten persons with a college background report they are involved in some form of volunteer work with the poor, the sick or the elderly.
- About one-half (52 percent) of America's urban residents say they would be willing to serve without pay on the city advisory committee to study problems facing their cities and to make recommendations.
- About two in three (64 percent) express a willingness to serve on committees devoted to the specific problems facing their own neighborhoods. Most frequently mentioned are committees devoted to the following neighborhood problems: crime and vandalism, clean-up and beautification, schools, establishment of cooperatives such as food and general merchandise stores, and the problems of retail business, shops and stores.
- Seven in ten (69 percent) state they would be willing to engage in specific neighborhood activities, including assisting in the performance of neighborhood social services.

We are finally learning (or re-learning) what enormous talent exists within our people. As our population grows and new groups emerge or expand, more government involvement is not the answer. The job is to turn loose the power of all populations so that their native intelligence and myriad talents can be brought to bear on our national problems and aspirations.

We have reexamined and restated the importance of volunteer participation. The Committee reviewed the problems standing in the way of maximum citizen involvement. We began with the general and worked to the specific. The general dilemma had been well expressed by Landrum Bolling, former Chairman of the Council on Foundations:

"We need to be making a fresh and searching examination of the whole broad role of volunteerism in American life, of the relationship between those initiatives and governmental activities, of the most appropriate policies to foster the right balance of private and public institutions, and of how best to serve the public good. For too long we have taken volunteer activities and organizations for granted."

Many of the specific problems were summarized in the course of a recent National Forum on Volunteerism convened by VOLUNTEER: The National Center for Citizen Involvement. Among the barriers to maximum involvement identified were:

- Inflation
- Energy
- Demographic changes
- Role of government
- Scarcity of funding and volunteers, particularly for emerging organizations
- Sense of powerlessness
- Resistances of professionals
- Inadequacy of a support structure, including training
- Lack of collaboration among voluntary organizations, including and particularly between the so-called traditional and nontraditional groups.

With the importance of citizen participation uppermost in mind and with these very real obstacles laid before us, the Committee proceeded.

### III. THE ROLE OF THE FEDERAL GOVERNMENT IN ENCOURAGING CITIZEN PARTICIPATION

If citizen participation and voluntary initiative are important to our effectiveness as a society, then the Federal Government, as the ultimate representative of the people, has a responsibility to be certain that everything possible is done to encourage just such participation and initiative.

The following is a listing, not intended to be inclusive, of what the Federal Government can and should be doing:

#### A. *Keep Open the Freedoms that Give Rise to Citizen Influence*

The most basic task the Federal Government can do is to preserve the Constitutional protections, such as the freedoms of speech and assembly. These are often taken for granted, but there are many evidences of current problems. Increasingly, there are local ordinances and state laws which narrowly define who can march, petition or raise funds. There is also a growing patchwork of regulations relating to charitable organizations which, in its complexity, begins to be beyond the compliance capacity of emerging organizations.

In the development of more laws and regulations governing citizen action, we tend to define what is acceptable and, therefore, what is unacceptable behavior and that is what is dangerous. We are not striking a tone or chant for deregulation. Legal requirements have helped to open the system. However, what is imposed should contribute to, not detract from, the fullest possible participation and influence of every part of our citizenry.

On the positive side, the concept and values of pluralism must be understood and accepted by government if there is to be a positive climate for strengthening rather than inhibiting the capacity of the independent sector to be of public service. Government should have an explicit and coherent policy of supporting and enhancing voluntary initiative.

#### B. *Promote the Responsibility of Individuals*

Freedom is balanced by responsibility and our independence can only be as strong as our interdependence. Therefore, it is also the role of the Federal Government to help the public recognize that each citizen must accept a degree of responsibility for helping society to function.

#### C. *Support Empowerment*

Empowerment is a concept which is inherently attractive to everybody. It involves people having some reasonable participation in deciding what will affect them. It is the opposite of the frightening state of powerlessness and dependence. It was perhaps most eloquently stated as far back as the 12th century when Maimonides in the "Mishna Torah" described the highest order and benefit of charity as follows: "The highest degree that of which there

is nothing higher is to take hold of a Jew who has been crushed and to give him a gift or loan, or to enter into partnership with him or to find work for him, and then to put him on his feet so he will not be dependent on his fellow man".

The role of the Federal Government here is to help people to help themselves. Obviously, it is in the interest of all citizens, but particularly those currently disadvantaged, that public programs be designed to put "... people on their feet so that they will not be dependent on their fellow man," to paraphrase the quote.

#### *D. Enable Citizen Participation*

The Federal Government has unique opportunities and responsibilities to find ways to encourage and enable citizen participation. Three examples:

1. Tax policy was initially intended to be used to encourage gifts to causes of one's choice, but inadvertently now sometimes discourages giving. In its pursuit of the healthy goal of tax simplification, the Federal Government has raised the "Zero Bracket Amount", (formerly, the standard deduction) to a point where better than 70% of all taxpayers use the standard deduction. Inadvertently, this has removed one of the incentives for giving, particularly among middle and lower income families.
2. Where appropriate, the Federal Government should help develop or initiate volunteer programs which stimulate the involvement of citizens to solve local problems.
3. There is need to develop more and better training programs for citizen and volunteer leaders and for the staff necessary to support them.

#### *E. Provide Central Information Resources*

Although it could be described as an enabling activity, the function of information sharing is so vast that it deserves separate mention. Because of its central location, the Federal Government can provide linkages between needs and people. Essentially, this involves the promotion of a free flow of information so that there is both availability and accessibility. People need to know that they can make a tremendous difference in national problems and aspirations; they need to have specific examples of how to do this, and they need to have a place to turn for additional know-how.

#### *F. Stimulation, Experimentation and Replication of Programs Dealing with National Priorities*

The Federal Government is in a unique position to encourage experimentation with programs dealing with many national priorities (including care of the aged, day care services, job training,) and to publicize for replication those programs that work.

#### *G. Stimulate Public/Private Partnerships*

The Federal Government has a unique opportunity and responsibility to exercise its convening power around national needs. It also should recognize its continuing responsibility

to facilitate collaboration. This includes both intergovernmental and intragovernmental efforts and public/private partnerships. It can set the example and priority for local partnerships to solve local problems. Increasingly, we recognize that most problem solving will have to involve people and their public and voluntary institutions. Thus, collaborations will become even more important in the future as citizens take the initiative to solve problems which cannot be addressed by limited and shrinking public resources.

H. *Stimulate State and Local Government to Encourage Citizen Participation and Voluntary Initiative*

Some of the impetus for local citizen initiative comes from state and local governments. There is also a responsibility of government at the state and local levels to support and enhance private sector initiative. Many state and local officials are keenly aware of this need and provide resources and staff support to carry out convening role responsibilities, information sharing, training and technical assistance.

I. *Encourage Efforts Targeted at Specific Problems of Highest National Priority*

There will be a few areas of continuing national priority, such as the elimination of poverty and there will be areas of immediate national concern, such as energy, which will warrant the targeting of all possible national resources, including citizen participation and voluntary initiative. When the Federal Government identifies such areas for all-out national effort, that should include plans and resources for the mobilization of citizen participation.

## IV. THE ROLE OF ACTION

### A. *Place and Purpose*

Obviously the Federal Government will need to assign to *some entity* the job of overseeing the Federal Government's responsibility to encourage citizen participation and voluntary initiative. That function will have to be assigned at a very high level. It is important that there be a central, visible place where people can turn who are concerned with citizen participation. That agency is now ACTION.

### B. *Mission Statement*

The Committee recommends the following two-pronged mission statement for ACTION: The mission should reflect the government's obligation to assist those persons in greatest need. Therefore, the primary mission should be programs directed toward such target populations as the economically disadvantaged, older persons on fixed incomes, the disabled, and the unemployed. The organization would simultaneously strive to legitimize the role of all volunteers and voluntary organizations, addressing needs and priorities as they perceive them.

### C. *Office of Voluntary Citizen Participation*

The current Office of Voluntary Citizen Participation (OVCP) is ACTION's principal vehicle for encouraging and working with the voluntary sector in general. That important function, however, is not grounded solidly in legislative authority. Appropriate measures should be taken to correct this.

### D. *Current Major Programs and Dimensions*

The major programs currently operating in ACTION and some statistics indicating size include:

Peace Corps:	5,000 Volunteers in 62 Countries
Volunteers in Service to America:	4,000 Volunteer Service Years; 800+ Sponsors
Retired Senior Volunteer Program:	275,000 Volunteers; 800+ Sponsors
Foster Grandparent Program:	17,370 Volunteers serving 43,000 children with special needs in 208 communities
Senior Companion Program:	3,820 Volunteers in 61 communities
State Office of Voluntary Citizen Participation Program:	25 states
University Year for ACTION:	9 projects involving 250 students

National Center for Service Learning: Volunteers in colleges and universities; 4 issues of *Synergist*; training programs in high schools and colleges; 2 research grants

Former Volunteers: 40,000 identified Former Volunteers; 29 Former Volunteer Groups

Other programs include small grant programs, demonstration programs and interagency joint programs.

*E. A Balance of Direct Program Responsibilities  
and Demonstration Efforts*

The Committee agreed that having direct program responsibilities gives the agency much better "hands on" experience. It also allows the agency to reach into communities on a continuing basis. For those reasons, we support programs such as VISTA, the Older American Volunteer Programs, and Peace Corps. At the same time, we strongly recommend the agency emphasize the advocacy of citizen participation in other agencies of the Federal Government and we support the concept of demonstrating new ways by which citizens can voluntarily meet community needs in conjunction with Federal and other organizations. These demonstrations would be initiated with the support of ACTION or other agencies with the ultimate objective of spinning them off when there is a reasonable expectation the original purposes can be carried out elsewhere.

*F. Reaffirmation of Several Specific Programs  
Activities of ACTION*

The following 14 activities were identified by the Committee as critical functions for ACTION. Some of these activities are currently priorities or major thrusts within ACTION; others are small, underfunded, and/or just getting underway. The activities generally fall into these seven broad functional categories: collaboration, convening, advocacy, enabling, networking, direct services or support, and recognition.

**1. Promote the Responsibility of Individuals to Participate:**

This has not been a high priority area within ACTION. Recently, however, national demonstration efforts in energy conservation and youth employment have addressed directly the issue of involving private citizens as volunteers in national problem areas which directly affect their lives in their home communities. The energy conservation project is described in more detail in the Appendix, Section D, page 23.

**2. Stimulate and Encourage Volunteering and Voluntary Organizations:**

This emphasizes the role of the Federal Government in providing inducements and encouragement to the private sector. In March 1978, ACTION created the Office of Voluntary Citizen Participation to provide an organizational link in the agency with the private voluntary sector in the U.S. and overseas and to exchange ideas, informa-



tion, and concepts between and among volunteer programs and efforts domestically and internationally. This effort is in the embryonic stages and needs additional resources to become broader and stronger in its capacity to undergird the private voluntary sector.

3. **Influence High Level Public Policy Within the Federal Government Relating to Citizen Participation and Voluntary Initiative:**

Up to now, ACTION, which is one of the independent Federal agencies reporting directly to the President has been successful in influencing public policy in areas of national service, energy conservation, and domestic violence. Specific details are presented in the Appendix, Section C, Page 21 and Section J, Page 31.

4. **Encourage Intergovernmental Partnership and Interagency Networking:**

ACTION has direct access to local and state services and private groups and organizations at the community level through the ongoing programs, decentralized field structure, former volunteers, and full-time volunteers working around the world. These important networks provide a potential for even fuller exchanges of information, concepts, ideas, replicable programs, volunteer resources, and expertise which have only been tapped on the surface to date. In the past two years, ACTION has successfully demonstrated interagency partnerships involving volunteers and voluntary organizations in refugee resettlement and energy conservation, which have involved both public and private interagency partnerships. These and other examples are presented in more detail in the Appendix, Section D, page 23.

5. **Encourage Public/Private Partnerships:**

The Appendix, Section E, page 25, provides a list of examples of many partnerships which have been created or stimulated by ACTION. The potential is unlimited in this area, but only limited documentation exists on what is currently underway, especially internationally. The most significant example of this activity to date was in the Fitchburg, Massachusetts energy conservation project. In a nine-week campaign, which cost the agency less than \$25,000 plus staff time, an entire community of 40,000 people was mobilized to address the issue of energy conservation. This effort resulted in a savings of nearly \$1 million in fuel consumption for the community in the winter of 1979-80 and involved all aspects of the community including schools, businesses, the elderly, the poor, youth, hospitals, the city government, the media, state government, and four Federal agencies. This effort has continued since that initial effort and grown, independent of Federal involvement.

6. **Fulfill a Catalytic Role Including Convening and Collaborating Functions:**

ACTION's Office of Voluntary Citizen Participation has been charged specifically to strengthen this area of agency activity. In 1980 and 1981, for example, for the International Year of Disabled Persons, (IYDP) ACTION convened a symposium of leadership of 45 private organizations involved with the disabled to discuss needs and

problems related to volunteer activities; helped to establish the U.S. Council for IYDP, the private sector effort; helped organize the Federal Interagency Committee for IYDP; and is providing leadership, financial resources, and staff support at the Federal level to local and national groups.

**7. Provide Training and Technical Assistance:**

This area is important because it responds to one of the greatest needs expressed by the private voluntary sector. In the past, ACTION has had limited funds to support training for its own volunteers and even fewer funding resources to offer to the private sector. Much work is yet to be done by the Federal Government in this area and there is much to learn from the private sector, from public programs, and from other nations. Therefore, it is one of the greatest challenges which must be addressed jointly by the public and private sectors. Many examples are contained throughout the Appendix, but perhaps one of the most significant efforts by ACTION is the development of a volunteer handbook for use by community volunteers in indigenous Third World countries to plan, carry out and assess their volunteer assignments independently. The manual, which will be printed in English, French, and Spanish versions, will be available for general distribution in July, 1981.

**8. Provide Information Services:**

This activity challenges the Federal Government to effectively inform citizens about problems and solutions. In ACTION's search for answers in the energy field, the agency has established a strong working relationship with the President's Clearinghouse on Energy Conservation, which responds to requests referred by ACTION's Community Energy Project staff and involves ACTION in the plans and strategies for dissemination of information on community energy conservation. In the Appendix, Section H, page 39 are listed the in-house publications of ACTION which also provide information to the agency, the private sector, and volunteers.

**9. Provide Seed Money to Help New Projects Get Started:**

ACTION's most cost effective effort seems to be the Mini-Grants, which are small grants of up to \$5,000 for a local project and \$10,000 for a statewide project to initiate, enhance, or support one-time volunteer activities. For example, in 1979-80, a \$5,000 Mini-Grant provided funds to establish volunteer programs involving 300 volunteers in 51 cities and towns in rural Iowa to teach functional literacy skills and English to 500 refugee families settling in the state.

**10. Encourage, Fund and Report on Demonstration Models:**

This activity addresses the need for creativity, new ideas, and innovation. For example, in 1978-1979, ACTION funded a Domestic Violence Project which was a national demonstration project. The project successfully demonstrated that state and local networks of resource persons drawn primarily from the volunteer community can provide information, education, and resource materials to traditional and non-

traditional service providers to increase the delivery of services to victims of domestic violence and their families. The project was transferred in 1980 to the Department of Health and Human Services which continued the funding.

**11. Stimulate and Fund Research to Better Understand the Values and Processes of Citizen Participation:**

This has not been a priority at ACTION, except in selected "major emphasis" areas. For example, the long term efforts of the agency to study the national service concept and to research, in conjunction with OMB, the most effective long term health care strategies are among the most significant efforts undertaken to date. In 1974 (and planned for 1981), there was a study of the reasons and motivations for volunteering and the types of volunteer activities in which citizens participate. This effort was undertaken jointly by ACTION and the Bureau of the Census.

**12. Provide for Recruitment and Placement of Volunteers Including a Continuing Program of Placement of Returned Peace Corps Volunteers and Former VISTA's:**

The ongoing and special programs of ACTION provide opportunities for volunteer service. They also provide for volunteer training and support. This has resulted in a large pool of trained volunteers who should be encouraged to continue their efforts through volunteer services in their local communities. For example, ACTION has provided a small grant to the Independent Foundation (a national organization of former volunteers) to identify and place returned Peace Corps volunteers in four states to work with Indochinese refugees in the resettlement process.

To date, the project has identified more than 870 returned Peace Corps Volunteers and former VISTA's with appropriate language and training skills to assist in teaching functional English as a second language, assist in job placements, and deliver orientation and acculturation training.

**13. Provide Recognition of Meritorious Citizen Involvement:**

Each of the ACTION ongoing programs has special recognition activities associated with them. This year, for example, the President's Award for Energy Efficiency was given to 11 of the 20 communities that participated in the Community Energy Project. Other examples are contained in the Appendix, Section M, page 43.

**14. Continue and Expand Several Areas Relating to ACTION's International Obligations and Opportunities:**

The Peace Corps is the international program link within ACTION. It provides opportunities for the agency to serve as a facilitator or convenor to bring together the domestic and international perspectives of voluntary organizations and volunteers.

The Committee felt that the full potential in this area has not been explored — either by Peace Corps or ACTION. The Committee challenged the agency to rethink the

shape, size and scope of what traditionally the Peace Corps was in the 1960's and what it should be to address the needs of the 1980's and 1990's. For example, the Committee did not think the Peace Corps had adequately explored new ways of recruiting volunteers by tapping the private sector, encouraging public service careers with returned Peace Corps volunteers, identifying new careers which result from the Peace Corps experience in both the U.S. and overseas, providing necessary trained technicians to Third World countries to assist in the development process, and in addressing the needs and concerns of its volunteers.

The Committee believed that ACTION should provide a focal point in the U.S. Government to bring together individuals and groups engaged in international and domestic community development for a truly educational experience. The agency should be aggressive in defining and carrying out this convenor role in other areas as well, including appropriate technology, development issues, and global education.

The Committee supported the view that the organizational integrity of the Peace Corps should be maintained. Under no circumstances should it ever be an instrument of American foreign policy.

At a time when many people in the United States feel overwhelmed by the complexities of world events, it is important that we communicate that through the Peace Corps, individuals can make a difference; that the cumulative impact of 80,000 returned Peace Corps Volunteers and hundreds of thousands of Host Country Nationals with whom we have worked makes a very real impact.

The challenge of the 80's to which the Peace Corps must respond, is to fashion those new institutions through which we can share in building a more peaceful world.

#### *G. Two New Areas Recommended for ACTION Emphasis in the Future*

Two areas of activity were discussed which are not currently functions of ACTION. It was felt these are critical to be addressed in the future.

1. Monitoring judicial, legislative and administrative impacts on voluntary initiative in order to be certain that the Government is maintaining the freedoms which give rise to citizen participation.
2. Encourage the development of effective and responsive non-governmental organizations.

## **V. ASSURING FUTURE CITIZEN PARTICIPATION AND INFLUENCE WITHIN ACTION**

### *A. ACTION as a Model of Citizen Influence*

ACTION should be a model of citizen involvement and influence in all of its functions and programs. For example, there should be a permanent Citizen's Advisory Committee to ACTION (as already mandated by law); each of the major programs such as Peace Corps and VISTA, should have mechanisms for citizen influence including consumer participation. ACTION's own Citizen Advisory Committee, while advisory, should have every opportunity to exercise influence, foster communication, and assess agency activities and programs.

### *B. Functions of Advisory Committee*

The specific functions or purpose of the Advisory Committee should be as follows:

1. General advice to the ACTION Director;
2. Advice to the agency on future directions;
3. Advice to the Director and others on issues relating to the Federal Government's role in stimulating voluntary action and citizen participation;
4. Help to build linkages and communications with the private/non-profit sector and other levels and units of government;
5. Assess agency activities and programs.

### *C. Characteristics of Advisory Committee*

To accomplish these purposes, the Advisory Committee will need to reflect these characteristics:

1. Be large enough to be representative but small enough to be effective (perhaps 20-25 persons);
2. Hold regular meetings (at least three a year);
3. Have staggered (real or de facto), three-year terms;
4. Hold meetings which are open to the public;
5. Publish regular reports (at least every two years);
6. Have diversity of membership (geographic, gender, political, racial, age, economic status, and experience.)
7. Be broadly representative (including grassroots and community organizations, traditional organizations, youth, elderly, minorities, religious organizations, foundations and the arts and humanities.)

8. Have significant representation from volunteers;
9. Include some constituents of ACTION's program and primary focus;
10. Include ex-officio representation from the heads of the advisory committees to Peace Corps, Older American Volunteer Programs, etc.
11. Have its own budget and staff hired by and responsible to the Committee.

D. *Existing Authorization*

ACTION's existing authorizing legislation provides for an Advisory Committee (Domestic Volunteer Service Act of 1973, as amended, 42 USC 5045, Title IV, Section 405). We recommend that this Committee, which is appointed by the President, be established immediately.

## APPENDIX

### EXAMPLES OF CURRENT ACTION PROGRAMS AND ACTIVITIES RELATED TO SECTION V

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*A. Promote the Responsibility of Individuals to Participate*

ACTION has the responsibility to expand, enhance and nurture groups and organizations to expand and strengthen their base and the ability of these groups to support and strengthen service delivery and self-help initiatives through volunteerism.

Three examples of ACTION activities in this area demonstrate a beginning, but limited resources exist in the agency for these types of activities:

1. The Refugee Resettlement Project (RRP) provided a grant to the Santa Barbara County Schools Center for Community Education to provide a series of training workshops for Indochinese Mutual Assistance Associations in California, Hawaii, Texas and Colorado. The workshops are providing training in capacity-building to mutual associations in the four states.
2. The California Refugee Resettlement Project has provided incorporation assistance and assistance in obtaining tax exempt status for 12 mutual assistance associations.
3. A grant has been given to the Southern California Center for Non-Profit Management to develop a model and manual which outline how retired citizens with management skills can be used to help non-profit voluntary organizations become more effective and financially stable.

*B. Stimulate and Encourage Volunteering and Volunteer Organizations*

Some examples of stimulation/support of state and local volunteering networks are:

1. Each State Office of Voluntary Citizen Participation (S/OVCP) has a statewide newsletter which is shared regularly (usually monthly or bimonthly) with public agencies, private voluntary organizations, and state and local leadership of the volunteer community. The Arkansas S/OVCP has the lead for developing a bimonthly newspaper for all of state government reporting activities in eight to ten state departments to more than 10,000 citizens in the state.



2. ACTION and Peace Corps staff participate annually in numerous conferences, workshops, symposia and training events offered by private voluntary groups and organizations. At the Frontiers Conference, sponsored by VOLUNTEER: The National Center for Citizen Involvement in May 1980 in Estes Park, ACTION staff participated on a fundraising panel and conducted workshops on acquiring grants from the Federal Government for more than 200 leaders of private voluntary sector organizations.
3. A project is underway, supported by Support Service Assistance (SSA) program funds, to identify and assign former volunteers (ex-VISTA's and returned Peace Corps volunteers) interested in working in refugee resettlement efforts in four states.
4. The Society for Intercultural Education, Training and Research (SIETAR) Project, which is part of an interagency project with the Department of State, will provide cross-cultural training for American volunteers working with Cuban and Haitian entrants in Florida. Three SIETAR training workshops for local volunteers will be conducted at various locations throughout Florida during the next twelve months. All of these volunteers will be identified by local Voluntary Action Centers (VAC's) from community volunteers interested in volunteering in resettlement activities.
5. In March 1978, ACTION created the Office of Voluntary Citizen Participation which is responsible for linking the agency and the Federal government with the non-Federal voluntary sector and for providing a link between international and domestic volunteer programs both within and outside the agency. The office includes eight programs plus demonstration and special projects which demonstrate these links and stimulate and support non-Federal volunteer efforts. Through interagency efforts, the office has demonstrated to other Federal agencies, the importance of volunteer activity and citizen participation. (See Section D, page 23 for other examples)

### *C. Influence High Level Public Policy Relating to Citizen Participation and Voluntary Initiative*

ACTION has participated in a wide range of Administration Domestic Policy initiatives and Inter-Agency task forces and joint programs. The level and scope of such involvement has been out of proportion to the limited resources of the agency and the question has been raised as to how such a role has been possible.

There appear to be three primary reasons which have enabled ACTION to play a major role in key policy initiatives:

1. ACTION's role as the Federal agency for citizen voluntary service and the legislative mandate of its programs provide the agency with a capability for involvement in a wide range of national issue areas.

2. The personal network of contacts of agency executive staff, starting with the ACTION Director and Deputy Director, includes key members of the White House Domestic Council and officials in many major Departments and agencies. This provides access for the agency when public policy issues are being debated and agendas formulated.
3. ACTION has an institutional capability to become involved in the implementation of public policy implementation once agendas have been shaped and demonstration efforts identified. This institutional capability includes the network of agency field offices, including State Program Offices in each state. It includes the network of projects and the volunteers the agency supports and it includes the linkage with the private voluntary community.

This combination of a legitimizing role for ACTION, the contacts and credibility of agency leadership, and the institutional capability of the agency to follow through with programs explains in large measure why ACTION has been able to play a disproportionate role in helping shape the Federal response to major national issues.

The pattern of ACTION involvement began with the creation of the agency in 1971 and the capability for continued involvement in the future seems obvious. The first and third reasons cited above are continuing while the second changes as people and administrations change and, therefore, personal and political policy agendas shift.

Further, involvement in major public policy issue areas has a multiplier effect. For example, ACTION's involvement in the development of President Carter's urban policy initiatives led directly to involvement in the Vice President's Task Force on Youth Employment.

An example may serve to illustrate the process:

### **National Service**

ACTION's role as the agency for citizen voluntary service has naturally led to an interest in the concept of national service.

In 1972, ACTION Director Joseph Blatchford organized an internal agency task force to conceptualize how a massive and inclusive national service program might be organized and administered. This task force recommended a "Volunteer Voucher Plan" and a multimillion-dollar program was proposed to OMB. While this proposal was never approved, it directly led to the Program for Local Service (PLS) experiment in King County (Seattle) Washington. Based on that demonstration, the agency, under Director Michael Balzano, carried out further Program for Local Service (PLS) Projects in various parts of the country, and which involved various models (e.g., city-wide, state-wide, youth volunteers, senior volunteers, all ages, specific project foci, and general programming). When Sam Brown became director, the focus shifted to a youth employment focus and a major Youth Community Service (YCS) demonstration in the Syracuse area of Upstate New York was funded through an interagency agreement with the U.S. Department of Labor (DOL).

Interrelated was continuing involvement on the part of the agency with public and private groups interested in national service. This reflected both the personal initiatives of the three agency directors, and also the presence on ACTION staff of individuals who had personal contacts with private groups interested in the subject.

Finally, when the Vice President's Task Force on Youth Employment was initiated, these contacts and working relationships led to the designation of the Director of ACTION's Office of Policy and Planning as the Director of the Vice President's Task Force.

*D. Encourage Intergovernmental Partnerships  
and Interagency Networking*

ACTION has more than 25 Interagency Agreements and is operating a number of demonstration projects in conjunction with other agencies. For example:

1. The Community Energy Project (CEP), authorized under Public Law 93-438, was established in February 1980 through an interagency transfer of \$300,000 from the U.S. Department of Energy to ACTION's Office of Voluntary Citizen Participation. CEP resulted from an ACTION pilot project in October and November 1979 in which citizen volunteers in Fitchburg, Massachusetts mobilized the community in low cost/no cost energy conservation measures which resulted in a \$1 million savings in fuel consumption for the community that winter.

In its first year, CEP has undertaken two principal activities: 1) direct support of 20 communities in the development and implementation of energy conservation projects based on the successful pilot prototype effort in Fitchburg, Massachusetts and 2) broad dissemination of the sessions derived by the CEP pilot projects through written materials, handbooks, on-site mail, and telephone technical assistance and training.

CEP has had a widespread effect on energy initiatives and programs of other federal agencies, the White House, certain Congressional offices, ACTION programs and offices, and state and local government offices.

Under an amended interagency agreement, DOE has transferred an additional two million dollars to ACTION/CEP for funding through September, 1981 and extended the agreement period through September 1983. The overall purpose is to substantially expand the scope of the program supporting additional low-cost/no-cost conservation programs and promote the adoption of longer term appropriate technology demonstrations.

2. Through an interagency agreement formulated in the spring of 1980 between the U.S. Department of Health and Human Services and ACTION, a national demonstration effort in refugee resettlement is underway within the Office of Voluntary Citizen Participation to achieve the following goals:

- To demonstrate the effectiveness of advocating and supporting refugee resettlement efforts at the local level.
- To stimulate self-help and self-reliance of Indochinese mutual assistance associations through volunteer efforts.
- To identify and meet needs in training and technical assistance and coordination activities in the targeted five states.

This is being done through the following activities:

- Establishment of coordinators of refugee efforts in the State Offices of Voluntary Citizen Participation (S/OVCPs) in Hawaii, Florida, California, Texas and Virginia.
  - Provision of training and technical assistance, Support Service Assistance (SSA) grants, and program seed monies (Mini-Grants— to train private voluntary organizations, S/OVCPs, and Indochinese mutual assistance associations to initiate and strengthen volunteer components and capabilities and to develop and/or research and disseminate resources to Indochinese mutual assistance associations.
3. Third World countries and international development organizations are placing greater attention on the need for energy development and have been seeking ways to collaborate on the planning and implementation of energy programs. In response to this need, the Peace Corps, with the support of a three-year \$1.5 million inter-agency agreement from the United States Agency for International Development (USAID) begun in 1979, is in the process of developing a village level strategy for Peace Corps participation in the transfer of technologies in the Appropriate Technology Renewable Energy (AT/RE) domain.

The goal of this three-year energy program is to assist Third World countries in identifying needs and implementing alternative/renewable energy programs at the community level, and to develop the in-country capability to continue the effort. There are three main components for this program: an energy survey, programming activities (technical assistance), and training programs.

One of the strengths of ACTION and its ability to work with communities on behalf of other agencies is its decentralized field structure. ACTION has a decentralized domestic field structure which includes 10 regional offices in the 10 standard Federal regional cities, and 49 state program offices. In addition, the ACTION Office of Recruitment and Communications has five service centers, each servicing two regions, and 15 area offices, which recruit Peace Corps volunteers and nationally recruited VISTA's. The Peace Corps has offices and staff in 59 countries around the world.

Certain authorities previously held in headquarters and regions have been decentralized to regional and state offices in the Domestic Operations structure. For example, up until 1978, all grants and contracts of more than \$250,000 were required to have a headquarters review, but now regional grants and contracts officers have unlimited grant and contracting authority. Project approval for VISTA projects was transferred from regions to states in 1977. In addition, certain budget authorities have been transferred from regions to states.

This field structure also is involved in project monitoring. For example, in VISTA, monitoring is decentralized to the regions; however, there are desk officers at the national office assigned to different regions. National grants are monitored by project officers at Headquarters. Though the Regions are responsible for the local monitoring, state program officers are assigned actual local monitoring activities since they have more direct contact with projects and sponsors. This monitoring capability provides opportunities to share experiences and information, as well as to identify strong projects and effective components.

#### *E. Encourage Public/Private Partnerships*

Some examples are:

1. In June 1980, the John A. Hartford Foundation gave a grant of \$230,000 to the United Way of America to support second phase activities in five CEP communities. Each community was eligible for a grant of up to \$25,000 to fund energy programs that address a particular energy need or problem identified by the community. Funds will also support an information exchange symposium of the community and other interested groups in late 1981 or early 1982.
2. The University of Michigan joined with Peace Corps to sponsor a two-day symposium and series of workshops on Third World development issues to kick off the 20th Anniversary of Peace Corps in October 1980.
3. In Florida, the Personnel Director for Disney World volunteered to chair the local Advisory Committee for the Youth Employment Support (YES) Project in Orlando, a joint project between ACTION and U.S. Department of Labor to assist minority, unemployed youth between ages 16 and 21 to get jobs and remain employed.
4. In Brazil, a local university volunteered faculty and provided a building for in-country training of Peace Corps volunteers.
5. In Brazil, Peace Corps volunteers are providing services in 30-40 schools for the mentally retarded, training staff to operate and maintain the program following the volunteers' return.
6. In 1980, 118 U.S. sponsors raised or contributed more than \$43,000 to support 47 Peace Corps Partnership projects in 19 countries around the world.

7. "Returned ACTION Volunteers of New Jersey", a Former Volunteer Group, is exploring options with the State Department of Education to develop an advocacy program for retarded citizens in the state.
8. One RPCV in Maine has organized a network of returned volunteers over 60 years old to explore ways to continue their involvement with the Peace Corps and volunteerism.
9. As a result of the Fitchburg Community Energy Conservation Project, state agencies are working with local communities throughout Massachusetts to develop similar projects. As of the fall of 1980, 35 communities had undertaken projects based on the Community Energy Project (CEP) models in Fitchburg, Haverhill and Northampton, Massachusetts.
10. As a result of CEP staff participation in a series of Retired Senior Volunteer Program (RSVP) sponsored conferences, a number of RSVP projects throughout the country have developed their own self-help energy conservation projects designed on the premises of the prototype in Fitchburg.
11. The Director of the State Office of Voluntary Citizen Participation (S/OVCP) in Texas identified three legislators willing to develop and sponsor new legislation which will allow refugees to be considered state residents. This will make it possible for refugees to attend local universities at a substantially lower tuition rate than they were paying when registered as "foreign students".
12. The State of California has made property available in Mendocino County for a refugee farming cooperative. A nearby Spanish farming co-op will be providing technical assistance in creating the cooperative. The California S/OVCP is assisting in developing the project.
13. Encouraged by employment opportunities in the tourist industry on the island of Maui, a refugee and member of the Refugee Resettlement Project (RRP) staff in Honolulu are voluntarily coordinating a relocation program for all interested refugees. Housing, training, available jobs and arrangements for community sponsors are being made.
14. The State Office of Voluntary Citizen Participation (S/OVCP) in Texas operates one of two national hotlines for runaway youth. The project, currently funded by the Law Enforcement Assistance Administration (LEAA) and the State of Texas operates from the Governor's Office by 50 community volunteers and is available 24 hours a day. The hotline, a referral service, receives more than 60,000 calls annually, and has been highlighted as the most effective and responsive in the country.
15. The Governor of North Carolina personally volunteers four hours per week in the public school system in Raleigh through the National School Volunteer Program. The North Carolina State Office of Voluntary Citizen Participation (S/OVCP) estimates

that 30 million volunteer hours are contributed to state government annually at a cost savings of approximately \$170 million to the state.

*F. Fulfill a Catalytic Role Including Convening  
and Collaborating Functions*

ACTION has only begun to play a lead role in this area:

1. ACTION's Refugee Resettlement Project (RRP) has demonstrated, especially in communities where there has been a high degree of community tension because of the resettlement of refugees, the value of community involvement. Once effective volunteer programs were initiated in those communities, linking long-time residents, members of the business community with leaders of the newly settling refugee groups, community tensions decreased markedly and solutions were found for outstanding problems between the host community and refugee groups. In effect, community volunteers made a substantial difference in providing access for refugees to ongoing community services, people, institutions so that refugees could become integrated into the community as independent, self-sufficient members.

ACTION's Office of Voluntary Citizen Participation has sought to provide communities with funds, technical assistance and training so that volunteers could perform these kinds of essential services at very low costs in Federal dollars. In addition, the Refugee Resettlement Project has sought to provide coordination of services in order to prevent duplication and to fill in service gaps. A final purpose of this program has been to advocate on behalf of the role of volunteers within state government. The importance of volunteer involvement is often overlooked at the state and local level as well. ACTION's RRP has found large, untapped volunteer pools willing and able to involve themselves in resettlement programs.

2. ACTION's Office of Voluntary Citizen Participation has the lead for the agency for International Year of Disabled Persons (IYDP) in 1981. That office played a key role in initial planning for establishment of the U.S. Council for IYDP, a private, non-profit organization of business and voluntary organizations who support and advocate on behalf of the disabled. ACTION has supported and stimulated cooperation between the U.S. Council for IYDP and the Federal Interagency Committee for IYDP and has provided leadership, financial resources and staff support to both groups to assure planning for the Year will involve and support the strong partnership role between public and private efforts, especially at the community level in activities involving volunteers.
3. ACTION provides three national training events annually for all 25 State Office of Voluntary Citizen Participation (S/OVCP) directors. This training provides opportunities for the directors to share experiences, exchange ideas, and discuss issues affecting the offices and their relationships with the private voluntary sector. As a result of this effort, office directors have begun to view each other as valuable resources and im-

portant sources of information and technical assistance. The Virginia S/OVCP, for example, is providing volunteer training to private groups and organizations in Florida involved in refugee resettlement activities. The Massachusetts S/OCVP Director has conducted workshops and made formal presentations at the Connecticut and Florida annual S/OVCP State Conferences.

#### G. *Provide Training and Technical Assistance*

In FY 79, ACTION funded 10 Support Service Assistance (SSA) Grants in the amount of \$210,814 and in FY 80, ACTION funded 13 SSA Grants in the amount of \$257,000. These projects provide training of volunteers, volunteer leaders, and voluntary organization staff; provide technical assistance to local volunteer efforts and programs; and develop materials for use in volunteer programs and volunteer training.

The primary function of training by the Older American Volunteer Programs (OAVP) is to ensure that directors of Retired Senior Volunteer Programs, Foster Grandparent Program, and Senior Companion Program projects receive appropriate and sufficient training to fulfill administrative and programmatic responsibilities.

The Regional training units have the primary responsibility of providing for the ongoing training needs of OAVP directors. Directors may attend from two to four training events each year, including one or two state-wide meetings, a Regional OAVP conference, a national meeting such as a Gerontological Society Conference, or perhaps a single topic workshop on minority recruitment, energy, or transportation. Directors are involved in the planning and often in the delivery of training where their experience, talent and resourcefulness can be shared. Both the content and frequency of training are directly related to needs assessments conducted by the training unit.

VISTA training includes:

- Pre-service training/orientation for all VISTA's for three to four days
- On-the-job training done by sponsors at their discretion
- In-service training for VISTA's by VISTA done three months into service and focused on the service site
- Supervisory training for VISTA supervisors
- ACTION training delivered by the ACTION Regional Office.

Information exchange:

*VISTA Currents* is an in-house technical assistance publication which presents ideas for project activities for volunteers and by volunteers.

Besides *Currents*, the Training and Technical Assistance Unit of VISTA provides technical assistance materials for volunteers in a variety of topic areas. The Technical Assistance Unit



is also able to put volunteers in contact with the resources outside of VISTA and also is the agency unit that would produce manuals similar to those produced by Peace Corps volunteers through the Information Collection Exchange (ICE) Program on VISTA projects, but does not currently have the staffing or funding.

- Number of people trained per year: 4,000 VISTA's; 800 sponsors.
- Funds for this training and technical assistance are \$1.9 million in FY 81.

The National Center for Service Learning (NCSL) itself sponsors nine seminars around the country every year. These include:

1. Three for administrators of high schools and their volunteer coordinators.
2. Three for administrators of colleges and universities and their volunteer coordinators.
3. Three for advanced level courses for the seasoned program coordinators and their administrators.

#### H. Provide Information Services

A range of information exchanges and services are provided by ACTION, through its ongoing programs, the Peace Corps Information Collection and Exchange (ICE) activities, and the National Center for Service Learning (NCSL) technical assistance activities.

ACTION/Peace Corps regularly publish the following:

1. *Reconnection* is a newsletter for former VISTA and returned Peace Corps volunteers. Its focus is on keeping former volunteers in touch with volunteerism, each other, and the agency. It also addresses development issues and development education activities of interest to former volunteers. *Reconnection* has a circulation of 40,000 and is published six times per year.
2. *Peace Corps Times* is a newsletter published bimonthly with a circulation of 14,000. *Peace Corps Times* addresses Third World development issues and serves as an educational resource for Peace Corps volunteers in the field. Among its other subscribers are policymakers, colleges and universities, government, and private development organizations.
3. *Prime Times* addresses issues concerning older Americans. It has a circulation of 300,000 and is published every two months.
4. *ACTION Update* is an in-house publication focused on internal and external events which affect the agency. *Update* has a circulation of 3,000 and is published every two months.
5. *VISTA Currents* is a bimonthly publication for VISTA and University Year for ACTION Volunteers including their sponsors and directors. With a circulation of 6,800, *VISTA Currents* is a technical assistance manual with the objective to identify

resources and expertise, (people, programs, organizations, materials and methods) which can be applied to the solutions of problems confronted by volunteers and their sponsors.

6. *HOTLINE* is a weekly bulletin listing jobs and educational opportunities for recently returned Peace Corps and former VISTA volunteers. It has a circulation of 16,000.
7. *The Synergist* is a technical assistance journal for secondary and post-secondary educators, community agency personnel and others involved in student volunteer and service-learning programs. It has a readership of over 23,000 and is published quarterly.

Other information services are provided by agency programs and its Communications Division. Information-sharing activities in the agency are still on an informal basis and need more substantive plans and resources to become formalized.

#### I. *Provide Seed Money to Help New Projects Get Started*

In FY 1979, 66 Mini-Grants were awarded to 40 states involving 5,851 Volunteers who gave an estimated 389,519 hours of service, for a total cost to ACTION of \$225,000 (or less than 60¢ per volunteer hour). The same number of hours of paid service at the prevailing minimum wage (\$2.85/hour) would have cost \$1,110,129. Key areas of emphasis were children's efforts (in support of International Year of the Child), health projects, and projects supporting women or women's activities.

In FY 1980, ACTION awarded 105 Mini-Grants totaling \$413,312 to 104 organizations in 43 states, the District of Columbia, and Puerto Rico, which mobilized 12,270 volunteers who gave an estimated 816,850 hours of service, or 50.6¢ per volunteer hour. The same number of hours of paid service at the prevailing minimum wage (\$3.10/hour) would have cost \$2,523,235. The majority of the projects funded focused on energy, refugees, the elderly, and disabled.

In addition, in FY 1980, through the Mini-Grant program, ACTION awarded 17 Mini-Grants totaling \$81,821 to communities involved in the Community Energy Project funded by the U.S. Department of Energy.

ACTION also awarded \$103,078 in Mini-Grants for 30 projects supporting refugees and refugee resettlement efforts through funds provided by the U.S. Department of Health and Human Services.

### *J. Encourage, Fund and Report on Demonstration Models*

National demonstrations funded by ACTION's Office of Policy and Planning in FY 1980 are:

<b>Subject Area</b>	<b># of Projects</b>	<b>Amount</b>
1. Energy	11	\$ 393,665
2. De-institutionalization	3	89,436
3. Family Violence	2	125,000
4. Rural Energy/Health	5	373,867
5. Other Special Initiatives*	30	\$1,385,937

\* New areas of funding initiatives such as Volunteers working with Boise Helping Hand, Wintergreen Cooperative, People's Firehouse, American Friends Service Committee, Hartford Food Cooperative, and National Indian Drum Theater.

In August 1978, (FY 1979) ACTION funded the Domestic Violence Project in Ann Arbor, Michigan. This project demonstrated that state and local networks of resource consultants drawn primarily from the volunteer community can provide information, education and resource materials to traditional and non-traditional service providers in an effort to increase the delivery of services to victims of domestic violence and their families. This project demonstrated that state and local networking provides an effective mechanism through which existing locally based resources can be effectively used to meet the range of needs of victims of domestic violence.

With funding through an interagency agreement with ACTION's Office of Policy and Planning and the U.S. Department of Health and Human Services Office on Domestic Violence, the National Technical Assistance Center (NTAC) continues to create and disseminate information, develop community and resource networks, and assist in the provision of services to victims of family violence. To date, NTAC has responded to nearly 20,000 letters and phone calls, and has distributed over 35,000 copies of a Monthly Memo (newsletter).

The Department of Health and Human Services has agreed to fund (in FY 1981) the ten regional centers organized by the original ACTION grant.

This project also has demonstrated the ability of ACTION to test the efficacy of new programs utilizing volunteers and spin them off to other agencies for future funding or support.

*K. Stimulate and Fund Research In Order to  
Better Understand the Values and Processes  
of Citizen Participation*

In July, 1981, ACTION will support an update of the 1971 and 1974 Census studies of volunteering in America. The study will provide trend data nationally, identify the extent to which Americans volunteer and identify types of volunteering as well as types of organizations and activities in which Americans volunteer.

ACTION has been requested by OMB to participate in a government-wide Long Term Care Study which will provide detailed information on the effects of the Senior Companion Program on both the client and the volunteer and will serve as a key document in the government's examination of its future role in long-term care.

The Evaluation Division in the Office of Policy and Planning conducts annual evaluations of most programs and special projects. A three-year evaluation plan has been developed and specific program evaluation information is available on request.

*L. Provide for Recruitment and Placement of  
Volunteers Including a Continuing Program of  
Placement of Returned Peace Corps Volunteers  
and Former VISTA's*

The goal of the Former Volunteer Services team in the Office of Voluntary Citizen Participation (OVCP) is to maximize government investment by reinvolving former volunteers and their skills in the community. Former volunteers working in ACTION agreed that the national's former volunteers were an untapped potential volunteer source.

In the past four years, FVS has:

1. Selected three members representing Former Volunteer Groups to serve on the Peace Corps Advisory Committee.
2. Helped establish 29 local and national former volunteer groups and approximately 20 additional groups are in the development stages.
3. Mobilized former VISTA's to participate in the 15th Anniversary of VISTA.
4. Telephoned 5,000 RPCVs, which resulted in more than 300 RPCVs who attended and participated in the kick-off event at the University of Michigan to celebrate the Peace Corps' 20th Anniversary.
5. Assisted nearly 15,000 FV's to identify potential jobs or educational opportunities following service.

#### *M. Provide Recognition of Meritorious Citizen Involvement*

In recognition of National Volunteer Week in 1980, ACTION was instrumental in getting the President of the United States to send a letter to all heads of departments asking them to recognize the volunteer activities of their employees and to provide liberal flexitime schedules during the week for Federal employees to participate in community volunteer activities.

The Deputy Director of ACTION and the OAVP Director conducted a special taping session at the National Children's Museum to recognize the efforts of the 40-50 Foster Grandparents who are involved in Museum activities year-round. ACTION NEWS LEADS, explained activities supported by ACTION programs, the cost effectiveness of these efforts, and the optional benefits to and of volunteers, and were distributed by the Communications staff to several thousand newspapers around the country. In addition, ACTION programs and field staff participated in or initiated such activities as:

1. Receptions for former VISTA volunteers recognizing the 15th Anniversary of VISTA.
2. Sponsoring of statewide Governor's Awards for Outstanding Volunteers.
3. Community Seminars on Volunteerism (Town Meetings).
4. Volunteer Recruitment drives timed to coincide with the Week.
5. Support of Governor's Proclamations of National Volunteer Week.
6. An open letter to state volunteers was published in "Letter to the Editor" columns.
7. Receptions at the Governor's Office or residence to recognize outstanding volunteers in the states.

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