

Bill de Blasio
Mayor, City of New York

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Chief Service Officer

2019-2020 NYC Service Enterprise: Cohort Timeline

All participating organizations are required to sign a Memorandum of Agreement (MOA) with NYC Service confirming their commitment to the program. Organizations must have senior leadership support to participate in this initiative, as well as demonstrated staff capacity and support for volunteer management.

DATES & TO-DOS	ORGANIZATION INVOLVEMENT
1. Attend Citywide NYC Service Enterprise Orientation February 25, 2019	<ul style="list-style-type: none"> Staff members designated to lead NYC Service Enterprise must attend (2 staff members strongly encouraged); Leadership attendance (CEO/ED) also recommended <p>Estimated Time: 3.5 hours</p>
2. Complete the Service Enterprise Diagnostic (SED) Monday, March 4 - Friday, March 15	<ul style="list-style-type: none"> SED must be completed by at least 3 staff members, including the Executive Director/CEO Volunteers may also take the SED <p>Estimated Time: 0.5-1 hour per SED entry</p>
3. Complete SED debrief Monday, March 18 - Friday, April 5	<ul style="list-style-type: none"> Schedule a SED debrief with your Hub Everyone who took the SED must participate <p>Estimated Time: 2 hours</p>
4. Attend Service Enterprise trainings April- July 2019	<ul style="list-style-type: none"> At least 2 staff members designated to lead NYC Service Enterprise must attend 4 training sessions; senior leadership attendance recommended <p>Estimated Time: Training = 4 hours/session (16 hours total)</p>
5. Implement your organization's action plan September 2019- February 2020	<ul style="list-style-type: none"> Move forward your organization's action plan by finalizing action items, mobilizing internal support, and setting deadlines Each organization has 5-10 coaching hours available with their Hub, dependent on need <p>Estimated Time: Varies by organization*</p>
6. Collect evidence and prepare for certification March - June 2020	<ul style="list-style-type: none"> Finalize evidence folders and certification materials and submit to your Hub Schedule a site visit with your Hub (your ED, key internal staff working on the action plan, and a volunteer will need to be present for at least a portion of the site visit) <p>Estimated Time*: Site Visit Duration: 2 hours</p>
7. Congratulations! Receive Service Enterprise certification.	<ul style="list-style-type: none"> Your Hub will inform you of your organization's certification. Following certification, NYC Service will ask your organization to complete a post-certification survey.

*The time required for action planning and certification preparation varies by organization, but may range from 50-100 hours.