HELPING NEIGHBORS IN NEED ENVIRONMENT

STRENGTHENING COMMUNITIES ADDITIONAL OPPORTUNITIES

EDUCATION HEALTH EMERGENCY PREPAREDNESS
EVERYBODY’S GOT SOMETHING TO OFFER
Launch of NYC Service at The Armory
in Washington Heights, April 20, 2009
Planting greenery during the Summer of Service,
South Jamaica Houses, August 2009
In New York City, we know that volunteers have the ability to improve individual lives and transform entire communities. That’s why our Administration launched NYC Service, an innovative initiative to harness the power of our residents to keep our City moving forward. And that’s why I kicked off my third term with service, spending Inauguration Day doing volunteer projects in each of the five boroughs.

With this ambitious program, we set out to accomplish three important goals: to make New York the easiest place in the world to volunteer, to mobilize our residents to address our most pressing challenges, and to promote service as a core part of what it means to be a citizen of the greatest city in the world. By engaging New Yorkers of all ages and backgrounds in a focused volunteer effort, our hope was not only to create a model for cities across the nation, but also to fundamentally change the way people think about serving their communities.

NYC Service has achieved tremendous success in its inaugural year. The program’s core initiatives—including the NYC Civic Corps, NYC Cool Roofs, BoardServeNYC, and Serve Our Schools—have engaged New Yorkers from throughout the five boroughs in public service, while making a significant difference in the lives of those in need. And with unprecedented participation from nonprofits, public schools, community groups, and local leaders, NYC Service has established partnerships that will allow it to become even more effective in the future.

NYC Service’s success is not just limited to New York, as cities across the nation have followed our lead to make service an integral part of their efforts to address local challenges. In September, I joined 16 mayors from around the country to launch Cities of Service, a bipartisan coalition aimed at promoting volunteerism and civic engagement at the local level. Now more than 95 mayors strong, the coalition continues to find new and innovative ways to get citizens involved in solving the problems facing their communities.

During these difficult economic times, it’s more important than ever to tap into our City’s greatest resource—our citizens—to address our most urgent needs. NYC Service is committed to doing just that, and we are greatly encouraged by the results of the first year.

Michael R. Bloomberg
Mayor
Transforming a school yard in Hunts Point, South Bronx, August 12, 2009.
Introduction

In April 2009 Mayor Michael R. Bloomberg launched NYC Service to meet his State of the City pledge that New York City would lead the way in answering President Barack Obama’s call for the nation to embrace a new era of service. In the past year, more than 30 initiatives have been launched, engaging tens of thousands of New Yorkers to give back to their great city.

The NYC Service program is working to achieve three main goals: channel the power of volunteers to address the effects of the current economic downturn and other high-need areas, make New York City the easiest city in America in which to serve, and ensure every young person in New York City is taught about civic engagement and has an opportunity to serve. This report highlights key accomplishments and results that show progress against those goals.
Channeling Volunteers to Needs. A total of 87,810 volunteers participated in initiatives that help address the City’s greatest needs, in areas ranging from helping neighbors and communities affected by the recession to education and public health to emergency preparedness and sustainability. For example, nearly 1,400 volunteers participated in Flu Fighters, an initiative that supported H1N1 vaccination and education efforts and helped ensure the delivery of more than 160,000 vaccinations. And more than 600 volunteers with tax-preparing expertise provided tax assistance to low-income New Yorkers. NYC Service also helped to recruit or support tens of thousands more volunteers who pitched in at the City’s schools, parks, and other neighborhood activities throughout the year.

Making New York the Easiest Place to Serve. The 231,027 unique visitors to nyc.gov/service had access to, on average, 1,000 updated volunteer opportunities, searchable by location, issue area, and volunteer skill. The NYC Civic Corps, a force of nearly 200 specially trained VISTA members, worked throughout the year to help 56 nonprofits and public agencies improve their volunteer recruitment, engagement and retention practices. Their efforts engaged more than 33,000 new community volunteers, who performed more than a quarter-million hours of service and served more than 200,000 New Yorkers in need, and they also raised nearly $2 million in noncash donations, such as professional services, clothing, food, and books.

Engaging Young People in Service. This year, for the first time, 1,525 of our elementary, middle, and high schools created individualized plans to increase opportunities for students to participate in service. More than 1,600 participants in the City’s Summer Youth Employment Program volunteered in the Summer of Service initiative. And NYC Service’s College Challenge is gearing up in partnership with 18 local colleges and universities to help connect students more easily with high-impact volunteer projects.

NYC Service is demonstrating that service can be used as a serious strategy to address pressing local challenges. While much work remains, the results show clear progress toward that end, and valuable lessons learned from this first year will strengthen efforts moving forward.

A chronological summary, as well as progress to date on all 33 launched initiatives, is provided in the following pages.
“Public-private partnerships have been essential to our success, and now, as the City tightens its belt further, we’ll need the help of public-spirited citizens and businesses more than ever. President-elect Obama has said that he will challenge the nation to embrace a new era of public service, and New York City will lead the way.”

—Mayor Bloomberg, January 15, 2009
Summer of Service: Engaged 1,612 Summer Youth Employment workers ages 14–24 in service.

Service in City Internships: Launched intern program that reinforces participating in service is a key part of what it means to be a New Yorker.

Blood Drive: Launched a citywide volunteer recruitment program to increase donation levels and volunteer staffing.

Cities of Service: Launched by Mayor Bloomberg and 16 mayors from across the country to find new and innovative ways to harness the power of volunteers to address pressing local challenges. The bipartisan coalition is now more than 95 mayors strong.

Website Upgrade: Launched NYC Service’s major vehicle to provide easily accessible opportunities to serve.

Technology and Service: Created our Facebook application, which allows users to highlight their volunteer activities on their personal networks.

CPR Training: Trained 7,677 people in CPR and 22,259 additional people through trainee pledges.

MillionTreesNYC: Launched the “Put Down Roots” pilot program to encourage New York City homeowners to plant trees in their front and back yards.

NYC Cool Roofs: Launched pilot program in Long Island City with former Vice President Al Gore. More than 200 community volunteers and workforce training program participants coated 100,000 square feet of rooftop with reflective white paint, which can reduce roof temperatures by as much as 60 degrees and indoor temperatures by 10 to 20 degrees. That means big energy savings for the building owner and a big reduction in greenhouse emissions. The citywide program to coat an additional 400,000 square feet this fiscal year will launch in spring 2010 with the Department of Buildings.

Ready Schools: Engaged volunteers to educate over 4,400 New York City students.

NYC Civic Corps: Launched program, whose inaugural class was sworn in on the steps of City Hall on July 31. The first program of its kind in the nation, the NYC Civic Corps builds the capacity of nonprofit organizations and City agencies that want to use more volunteers but struggle to manage and support sustainable volunteer programs. Nearly 200 Civic Corps members dispatched to more than 50 local organizations have recruited over 33,500 New Yorkers to volunteer, serving nearly 200,000 community members across the City.

The Police Auxiliary: Recruited applicants for police auxiliary officers, which increased 183% to over 3,000.

Support Our Troops: Recruited 577 volunteers, who sorted and assembled care packages for New York City residents serving overseas in the US armed forces. Packages were sent to 3,400 soldiers.

Blood Drive: Recruited a citywide volunteer recruitment program to increase donation levels and volunteer staffing.

"THANK YOU, NEW YORK!
— US soldiers in Afghanistan, upon receiving care packages from the Support Our Troops program

Source: NY Daily News

BoardServeNYC: Launched in partnership with the United Way of NYC to help build the capacity of nonprofits by engaging and utilizing new board members.

MillionTreesNYC: Launched pilot program in Long Island City with former Vice President Al Gore. More than 200 community volunteers and workforce training program participants coated 100,000 square feet of rooftop with reflective white paint, which can reduce roof temperatures by as much as 60 degrees and indoor temperatures by 10 to 20 degrees. That means big energy savings for the building owner and a big reduction in greenhouse emissions. The citywide program to coat an additional 400,000 square feet this fiscal year will launch in spring 2010 with the Department of Buildings.

Ready Schools: Engaged volunteers to educate over 4,400 New York City students.

NYC Civic Corps: Launched program, whose inaugural class was sworn in on the steps of City Hall on July 31. The first program of its kind in the nation, the NYC Civic Corps builds the capacity of nonprofit organizations and City agencies that want to use more volunteers but struggle to manage and support sustainable volunteer programs. Nearly 200 Civic Corps members dispatched to more than 50 local organizations have recruited over 33,500 New Yorkers to volunteer, serving nearly 200,000 community members across the City.

The Police Auxiliary: Recruited applicants for police auxiliary officers, which increased 183% to over 3,000.

Support Our Troops: Recruited 577 volunteers, who sorted and assembled care packages for New York City residents serving overseas in the US armed forces. Packages were sent to 3,400 soldiers.

Blood Drive: Launched a citywide volunteer recruitment program to increase donation levels and volunteer staffing.

Cities of Service: Launched by Mayor Bloomberg and 16 mayors from across the country to find new and innovative ways to harness the power of volunteers to address pressing local challenges. The bipartisan coalition is now more than 95 mayors strong.

Website Upgrade: Launched NYC Service’s major vehicle to provide easily accessible opportunities to serve.

Technology and Service: Created our Facebook application, which allows users to highlight their volunteer activities on their personal networks.

CPR Training: Trained 7,677 people in CPR and 22,259 additional people through trainee pledges.

MillionTreesNYC: Launched the “Put Down Roots” pilot program to encourage New York City homeowners to plant trees in their front and back yards.

NYC Cool Roofs: Launched pilot program in Long Island City with former Vice President Al Gore. More than 200 community volunteers and workforce training program participants coated 100,000 square feet of rooftop with reflective white paint, which can reduce roof temperatures by as much as 60 degrees and indoor temperatures by 10 to 20 degrees. That means big energy savings for the building owner and a big reduction in greenhouse emissions. The citywide program to coat an additional 400,000 square feet this fiscal year will launch in spring 2010 with the Department of Buildings.

Ready Schools: Engaged volunteers to educate over 4,400 New York City students.

NYC Civic Corps: Launched program, whose inaugural class was sworn in on the steps of City Hall on July 31. The first program of its kind in the nation, the NYC Civic Corps builds the capacity of nonprofit organizations and City agencies that want to use more volunteers but struggle to manage and support sustainable volunteer programs. Nearly 200 Civic Corps members dispatched to more than 50 local organizations have recruited over 33,500 New Yorkers to volunteer, serving nearly 200,000 community members across the City.

The Police Auxiliary: Recruited applicants for police auxiliary officers, which increased 183% to over 3,000.

Support Our Troops: Recruited 577 volunteers, who sorted and assembled care packages for New York City residents serving overseas in the US armed forces. Packages were sent to 3,400 soldiers.

Blood Drive: Launched a citywide volunteer recruitment program to increase donation levels and volunteer staffing.

Cities of Service: Launched by Mayor Bloomberg and 16 mayors from across the country to find new and innovative ways to harness the power of volunteers to address pressing local challenges. The bipartisan coalition is now more than 95 mayors strong.

Website Upgrade: Launched NYC Service’s major vehicle to provide easily accessible opportunities to serve.

Technology and Service: Created our Facebook application, which allows users to highlight their volunteer activities on their personal networks.

CPR Training: Trained 7,677 people in CPR and 22,259 additional people through trainee pledges.

MillionTreesNYC: Launched the “Put Down Roots” pilot program to encourage New York City homeowners to plant trees in their front and back yards.

NYC Cool Roofs: Launched pilot program in Long Island City with former Vice President Al Gore. More than 200 community volunteers and workforce training program participants coated 100,000 square feet of rooftop with reflective white paint, which can reduce roof temperatures by as much as 60 degrees and indoor temperatures by 10 to 20 degrees. That means big energy savings for the building owner and a big reduction in greenhouse emissions. The citywide program to coat an additional 400,000 square feet this fiscal year will launch in spring 2010 with the Department of Buildings.

Ready Schools: Engaged volunteers to educate over 4,400 New York City students.
Television Spots: Launched two commercials to promote volunteer service in New York City. The 30-second public service announcements are a component of the “Give Your BLANK” campaign.

College Challenge: Launched an intercollegiate initiative to recognize the service leaders in New York City institutions of higher education.

Professional Services Volunteers: Launched to provide pro bono services to build capacity in non-profit organizations.

Financial Empowerment: Recruited 655 volunteers to help low-income families file their tax returns in 2010.

Legal Services: Launched to provide free legal support for New Yorkers at risk of losing homes to foreclosure.

“\textit{It is incumbent upon each and every attorney to make the time necessary to volunteer and assist our neighbors in the communities we live and work in.}”

—Hilary Gingold, volunteer

MTIMELINE 11

 SHAPE UP

Adopt a Food Program: Launched program to increase capacity of food programs to help strengthen delivery of critical services. The goal is to adopt 100 programs by 2010’s end.

Block Beautification/Love Your NYC Block: Engaged 60 block associations across the five boroughs for spring beautification projects.

TimeBanksNYC: Launched a free online database to connect individuals who recognize that each person has talents to share and that the overall community is strengthened when neighbors help one another.

Language Services: Launched a citywide program to recruit, certify, and manage multilingual City employees providing volunteer interpretation services for New Yorkers in need.

Service in Schools: Engaged all 1,525 NYC public schools in completing first-ever mandatory service plans to engage students in service.

Inauguration Day: Launched Mayor Bloomberg’s historic third term with his joining volunteers across the City in painting murals, preparing soup-kitchen meals, sorting arts donations, and preparing packages for troops serving overseas.

VOLUNTEERS ACROSS THE FIVE BOROUGHS

MLK Day: Engaged more than 1,000 volunteers in 97 service projects citywide with City Year New York to celebrate the Martin Luther King Jr. Day of Service.

Shape Up: Launched fitness classes led by certified athletic instructors in underserved communities where obesity, asthma and diabetes rates are among the highest in the City. The classes will take place year-round in designated parks and recreation centers.

Adopt a Food Program: Launched program to increase capacity of food programs to help strengthen delivery of critical services. The goal is to adopt 100 programs by 2010’s end.

Block Beautification/Love Your NYC Block: Engaged 60 block associations across the five boroughs for spring beautification projects.

TimeBanksNYC: Launched a free online database to connect individuals who recognize that each person has talents to share and that the overall community is strengthened when neighbors help one another.

Language Services: Launched a citywide program to recruit, certify, and manage multilingual City employees providing volunteer interpretation services for New Yorkers in need.

Service in Schools: Engaged all 1,525 NYC public schools in completing first-ever mandatory service plans to engage students in service.
The Year Ahead

In the year ahead, NYC Service will continue to tap the power and harness the energy of our people to meet pressing challenges in six impact areas:

STRENGTHENING OUR COMMUNITIES
HELPING NEIGHBORS IN NEED
EDUCATION
HEALTH
ENVIRONMENT
EMERGENCY PREPAREDNESS

True to the organization’s mission, NYC Service will identify strategic ways to meet community needs through volunteerism and service.

NYC Service will also seek to reach tens of thousands more New Yorkers through our initiatives. To help achieve that ambitious goal, NYC Service will work to more deeply engage the corporate sector. This will include expanding the Adopt a Food Program, Shape Up, and NYC Cool Roofs initiatives by encouraging NYC-based companies to use their collective BLANKs for good.

As expected, NYC Service has, of course, experienced challenges along with its early successes. Valuable lessons learned from these challenges, including a commitment to partner only on those initiatives where NYC Service can add value, will guide decisions about partnerships, priorities, and resources moving forward.

The inaugural year of NYC Service was an experiment in social innovation, during which a previously untested concept of volunteerism became a reality. As this report demonstrates, the results of the first year show clear progress against defined goals. NYC Service will continue to leverage New York City’s assets—including a citizenry eager to help—to effect lasting change by building capacity, targeting volunteerism, measuring impact, and engaging more volunteers than ever before.

“Schools welcome community involvement and our ability as volunteers to communicate with students differently than teachers. Volunteers serve as a mediator between the classroom and the community.”

—Learning Leaders volunteer
“I am a lifelong resident of NYC... I recently subscribed to the NYC Service newsletter, where I found and participated in several exciting programs, including Flu Fighters. I decided to volunteer at a clinic at PS 290 in Manhattan. We worked in groups of doctors, health professionals, and people like me that were just regular New Yorkers helping out.”

—Sharon Kleinhandler, volunteer
NYC Service is meeting its goals to make New York City the easiest place in the world to volunteer, to target volunteer efforts to address the most pressing local challenges, and to promote service as a core part of what it means to be a citizen of the greatest city in the world.
Help more New Yorkers connect to service opportunities more easily

*NYC Service makes New York City the easiest place in the nation to engage in a service opportunity.*

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Website and Volunteer 311</td>
<td>Launch a new and improved nyc.gov/service website with increased functionality and search capabilities. In addition, 311 operators will direct callers to information on volunteer opportunities throughout NYC</td>
<td>231,027 unique visitors to nyc.gov/service</td>
<td></td>
</tr>
<tr>
<td>Technology in Service</td>
<td>Develop partnerships that utilize technologies to enable New Yorkers to more easily engage and contribute their time and talent</td>
<td>1,242 opportunities on website</td>
<td></td>
</tr>
<tr>
<td>Promoting Self-Directed Service</td>
<td>Encourage New Yorkers to engage in self-directed acts of service outside of structured programs run by public agencies or nonprofit organizations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>College Challenge</td>
<td>Issue a call to action to increase volunteerism among college students with a special focus on NYC Service initiatives</td>
<td>2,500 students</td>
<td>see below</td>
</tr>
</tbody>
</table>

**EIGHTEEN** colleges/universities

**PARTICIPATING SCHOOLS:**
- Brooklyn College
- Lehman College
- Pace University
- St. John’s University
- Berkeley College
- Bronx Community College
- College of Staten Island
- Queens College
- Wagner College
- Columbia University
- The New School
- New York School of Interior Design
- Pratt Institute
- Fordham University
- Hunter College
- New York University
- Marymount
- Manhattan College
- Barnard College

*Data accurate as of April 2010. Many initiatives still in progress.*
Create or elevate volunteer opportunities that address the City’s most urgent needs

A key component of the Mayor’s approach is to drive volunteer activity to those issues and places where the City’s needs are greatest. Specifically, volunteers are asked to help strengthen neighborhoods and help neighbors in need, which is particularly important given the current economic downturn.

### Strengthening Communities

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
</table>
| Block Beautification        | Provide resources to encourage New Yorkers to transform their blocks and neighborhoods | SIXTY block associations received grants | Citizens Committee for New York City  
Block associations  
City agencies |
| Police Auxiliary Unit       | Expand existing program to train volunteers as Auxiliary Police Officers     | 3,000 Police Auxiliary applicants | NYPD                                         |
| Block Watch                 | Reinvigorate existing program and encourage more New Yorkers to join         | SUMMER 2010 LAUNCH            | NYCHA  
NYPD                                         |
| It’s My Park Day            | Recruit volunteers to participate in citywide cleanup of waterfront parks   | 7,500 participants in May 2009 | Partnership for Parks  
NYC Department of Cultural Affairs  
Doing Art Together |
| Show and Tell               | Encourage interest and establish new audiences in various cultural fields by encouraging professionals in those fields to escort youth and families to arts and cultural organizations and events | Pilot launched:  
FEBRUARY 2010  
FORTY-SIX students  
SEVEN art professionals |                                               |

*Data accurate as of April 2010. Many initiatives still in progress.*
**Helping Neighbors in Need**

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Empowerment</td>
<td>Train volunteers to assist full-time counselors at the City’s Financial Empowerment Centers</td>
<td>655 tax volunteers</td>
<td>NYC Department of Consumer Affairs’ Office of Financial Empowerment</td>
</tr>
<tr>
<td>Legal Services</td>
<td>Engage lawyers in volunteer opportunities to provide New Yorkers with pro bono legal services across a range of issues</td>
<td>LAUNCHED MARCH 2010 Recruitment underway</td>
<td>Department of Housing Preservation and Development&lt;br&gt;Center for New York City Neighborhoods</td>
</tr>
<tr>
<td>Adopt a Food Program</td>
<td>Launch a food-bank adoption program matching local businesses, schools, faith groups, and other community organizations with local food banks</td>
<td>THIRTY-FOUR food programs adopted</td>
<td>Food Bank for New York City</td>
</tr>
<tr>
<td>TimeBanks NYC</td>
<td>Create a network of “time banks” that allow the exchange of volunteer services</td>
<td>FIVE time-bank hubs 259 members</td>
<td>NYC Department for the Aging&lt;br&gt;Aging in New York Fund</td>
</tr>
<tr>
<td>Telephone Reassurance</td>
<td>Increase the number of volunteers engaged in programs that provide reassurance to seniors through regular phone calls</td>
<td>Pilot launched: SIXTY-SIX volunteers</td>
<td>NYC Department for the Aging</td>
</tr>
<tr>
<td>Language Services</td>
<td>Encourage multilingual New Yorkers to volunteer with City agencies and assist them in providing interpretation and language services</td>
<td>100 volunteers trained</td>
<td>Mayor’s Office of Operations&lt;br&gt;Mayor’s Office of Immigrant Affairs</td>
</tr>
<tr>
<td>Support Our Troops</td>
<td>Identify opportunities for New Yorkers to support our troops and veterans</td>
<td>577 volunteers 3,400 packages sent to troops</td>
<td>Mayor’s Office of Veterans’ Affairs&lt;br&gt;A.R.M.S.</td>
</tr>
</tbody>
</table>

January 1/Inauguration Day

75 volunteers assembled 1,000 packages for NYC troops serving overseas at Staten Island Borough Hall

*Data accurate as of April 2010. Many initiatives still in progress.*
## Education

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle School Mentors</td>
<td>The school-based mentoring program facilitates weekly meetings. The program allows students to meet in small groups with an adult mentor with the goal of building skills, aiding in academic and social development, and developing lasting friendships.</td>
<td>Pilot launched: APRIL 2010</td>
<td>NYC Department of Education, ALANY—American Latin Association of New York, Girls Inc., Learning Leaders, Mentoring USA, New York Academy of Medicine</td>
</tr>
<tr>
<td>Serve Our Schools</td>
<td>Expand various education-related volunteer programs through partnerships with local nonprofit organizations</td>
<td>13,852 adult volunteers participated in education-related volunteer programs in schools</td>
<td>Build On, City Year New York, Learning Leaders, NY Cares, PENCIL, Publicolor</td>
</tr>
</tbody>
</table>

## Environment

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Million TreesNYC</td>
<td>Drive greater volunteer participation in MillionTreesNYC to help meet goal of 1 million new trees in NYC by 2017</td>
<td>624 tree stewards</td>
<td>NYC Department of Parks and Recreation, New York Restoration Project</td>
</tr>
<tr>
<td>NYC Cool Roofs</td>
<td>Work with building owners and other partners to plan and coordinate efforts for volunteer roof coating</td>
<td>224 volunteers coated 100,000 square feet of rooftop during pilot</td>
<td>Department of Citywide Administrative Services, NYC Department of Buildings, Community Environmental Center, Green City Force</td>
</tr>
<tr>
<td>RelightNY</td>
<td>Drive greater volunteer participation in distributing compact fluorescent light bulbs and educating tenants and homeowners about their benefits</td>
<td>SPRING 2010 LAUNCH</td>
<td>Children for Children</td>
</tr>
<tr>
<td>Carbon Footprint Reduction Online Toolkit</td>
<td>Develop an online toolkit to help New Yorkers understand the impact of green choices and implement everyday changes</td>
<td>ONLINE TOOLKIT DEVELOPED</td>
<td></td>
</tr>
</tbody>
</table>

*Data accurate as of April 2010. Many initiatives still in progress.*
Former Vice President Al Gore at NYC Cool Roofs launch, Long Island City YMCA, September 2009
Health

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shape Up</td>
<td>Use volunteer instructors to expand the number of Shape Up classes providing free exercise programs at public locations</td>
<td>Pilot launched:</td>
<td>NYC Department of Parks and Recreation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SPRING 2010 LAUNCH</td>
<td></td>
</tr>
<tr>
<td>Walking School Bus</td>
<td>Engage parent volunteers to walk with students to and from school to encourage physical activity</td>
<td>Pilot launched:</td>
<td>NYC Department of Health and Mental Hygiene</td>
</tr>
<tr>
<td>Flu Fighters</td>
<td>Recruit volunteers to conduct outreach and awareness activities about the importance of influenza vaccination, assist parents in submitting vaccination consent forms, and help weekend H1N1 influenza vaccination clinics</td>
<td>1,381 Flu Fighter volunteers</td>
<td>NYC Department of Health and Mental Hygiene</td>
</tr>
<tr>
<td>Blood Drive</td>
<td>Encourage New Yorkers and City employees to donate blood to ensure that hospital needs for lifesaving blood products can be met</td>
<td>37,684 New York City employees donated blood in 2009</td>
<td>New York Blood Center</td>
</tr>
</tbody>
</table>

“Donating blood at NY Blood Center is one of the most fulfilling things I have ever done. The staff are friendly, professional, and helpful and the facilities are top-notch. I am definitely going to make donating blood a routine part of my life.”

—AvmanM, posted on nyc.gov/service

*Data accurate as of April 2010. Many initiatives still in progress.
## Emergency Preparedness

| Initiative                                      | Description                                                                                                           | Results*                                                                                                                                         | Partners                                                                                       |
|-------------------------------------------------|----------------------------------------------------------------******************************************************|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| **Ready New Yorker Online Toolkit**            | Develop an online toolkit to assist volunteers in helping neighbors and colleagues prepare for a citywide emergency   | **ONLINE TOOLKIT DEVELOPED**                                                           | NYC Office of Emergency Management                                                             |
| **Ready Schools**                               | Train volunteers to teach students how to ensure that they and their families are prepared for emergencies               | 4,489 students trained                                                                                                                           | NYC Office of Emergency Management                                                             |
| **CPR Training**                                | Expand existing CPR training programs by training New Yorkers in CPR and empowering them to pledge to share their skills and knowledge with others | 7,677 people directly trained in CPR                                                      | FDNY                                                                                           |
| **American Red Cross Reserve Volunteer Program**| Direct volunteers to the American Red Cross Reserve Volunteer Program, increasing the number of New Yorkers trained to staff shelters in an emergency | 22,259 people trained through trainee pledges                                           | American Red Cross in Greater NY                                                              |
|                                                 |                                                                                                                     | 8,037 American Red Cross Reserve Volunteers                                            |                                                                                                |

*Data accurate as of April 2010. Many initiatives still in progress.
Swearing in of 193 Civic Corps members on the steps of City Hall, July 31, 2009
Support nonprofits and public agencies to use more volunteers, and do so more effectively and strategically

Addressing the capacity gap at the local level is critical to achieving the President’s call for a new era of service.

Strengthening Communities

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYC Civic Corps</td>
<td>Create first-of-its-kind AmeriCorps VISTA program to create and manage impact volunteer programs at nonprofits and public agencies throughout the City</td>
<td>33,502</td>
<td>VISTA</td>
</tr>
</tbody>
</table>

The NYC Civic Corps supports nonprofit organizations and City agencies that want to use more volunteers, but struggle to manage and support sustainable volunteer programs.

In July 2009, the City inaugurated its first class of 193 NYC Civic Corps members and dispatched them to 56 local organizations for one year with the charge of developing sustainable volunteer programs and organizational capacity. The NYC Civic Corps is the nation’s largest VISTA program and the first to specifically address a municipality’s need for sustainable-impact volunteer programs. The ultimate goal of the NYC Civic Corps is to engage more New Yorkers in efforts to help our neighbors and tackle our toughest challenges.

The NYC Civic Corps is made possible through a partnership with the Corporation for National and Community Service and its AmeriCorps VISTA program, and through the support of The Lizzie and Jonathan M. Tisch Foundation and The Laurie M. Tisch Illumination Fund.

Quick Facts:

- Youngest Corps member: 21
- Oldest Corps member: 72
- Members from NY State: 68%
- Members from NYC: 47%
- Brooklyn: 27%
- Bronx: 14%
- Manhattan: 39%
- Queens: 18%
- Staten Island: 2%

*Data accurate as of April 2010. Many initiatives still in progress.*
<table>
<thead>
<tr>
<th>Initiative</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board-ServeNYC</td>
<td>Train and place new board members in City nonprofits, with an emphasis on small organizations outside Manhattan</td>
<td>392 applicants</td>
<td>United Way of New York City</td>
</tr>
<tr>
<td>Go Pass</td>
<td>Offer nonprofits and City agencies a one-stop affordable service for screening volunteers</td>
<td></td>
<td>NYC Department of Education</td>
</tr>
<tr>
<td>Professional Services Volunteers</td>
<td>Develop a program to place professional service volunteers with the City’s nonprofits</td>
<td>103 applicants</td>
<td>Fund for the City of New York</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Taproot Foundation</td>
</tr>
</tbody>
</table>

*Data accurate as of April 2010. Many initiatives still in progress.
Promote service as a core part of what it means to be a citizen of the greatest city in the world

A citizenry that participates in public life is necessary for a healthy democracy—and for healthy, strong neighborhoods.

### Initiatives

<table>
<thead>
<tr>
<th>Service in City Internships</th>
<th>Description</th>
<th>Results*</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Encourage NYC government interns to volunteer with a wide range of volunteer organizations</td>
<td>interns participated in service projects</td>
<td>City agencies</td>
</tr>
<tr>
<td>Service in Schools</td>
<td>Develop and execute individualized plans for incorporating service in New York City public schools</td>
<td>1,525 schools submitted completed service plans</td>
<td>NYC Department of Education, Children for Children, TASC</td>
</tr>
<tr>
<td>Summer of Service</td>
<td>Encourage participants in the Summer Youth Employment Program (SYEP) to dedicate days to volunteering</td>
<td>1,612 youth employment workers participated in service projects</td>
<td>NYC Department of Youth and Community Development, NYCHA, NYC Department of Parks and Recreation</td>
</tr>
</tbody>
</table>

### Measure progress against clear goals

<table>
<thead>
<tr>
<th>Chief Service Officer</th>
<th>NYC Service will be led by a Chief Service Officer to be appointed by Mayor Bloomberg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition program</td>
<td>Launch recognition program to recognize outstanding contributions in volunteerism and service</td>
</tr>
</tbody>
</table>

**APPOINTED JUNE 2009**

**FALL 2010 LAUNCH**

*Data accurate as of April 2010. Many initiatives still in progress.*
Mayor Bloomberg fills boxes to send to enlisted New Yorkers serving in Iraq and Afghanistan, August 2009
Partners

NYC Civic Corps
Host Sites

Aging in New York Fund
Amigos del Museo del Barrio
Bedford Stuyvesant Restoration Corporation
Big Brothers, Big Sisters of NYC
Broadway Housing Communities
BronxWorks
Catholic Big Sisters and Big Brothers
Catholic Charities Archdiocese of New York
Citizens Committee for New York City
Common Cents
Community Health Action of Staten Island
Computers for Youth Foundation, Inc.
CUNY Citizenship NOW!
Doing Art Together, Inc.
DOROT, Inc.
Elmcor Youth & Adult Activities, Inc.
Episcopal Social Services of New York, Inc.
FDNY Foundation
Federation Employment and Guidance Service, Inc. (FEGS)
Food Bank for New York City
From Farm to Table, Inc.
Girls Incorporated
Global Kids
Good Shepherd Services
Harlem Congregations for Community Improvement
Jewish Association for Services for the Aged Jumpstart
Learning Leaders, Inc.
Legal Information for Families Today (LIFT)
Mentoring USA
Mid-Bronx Senior Citizens Council, Inc.
Moshulu Preservation Corporation
New York Cares
New York Community Environmental Center
New York Legal Assistance Group
NYC Department of Consumer Affairs, Office of Financial Empowerment
NYC Department of Cultural Affairs
NYC Department of Education—CUNY Citizenship NOW!
NYC Department of Education—Schools Support
NYC Department of Health and Mental Hygiene
NYC Department of Parks & Recreation
NYC Housing Authority (NYCHA)
NYC Mayor’s Office of Operations
Phipps Community Development Corporation
Planned Parenthood of New York City, Inc.
ReServe Elder Service Inc.
Safe Horizon
SCO Family of Services / Center for Family Life
The Doe Fund
Union Settlement Association, Inc.
United Way of New York City
University Settlement Society of New York
Visiting Nurse Service of New York—Community Connections
TimeBank
Year Up!
Young Men’s and Young Women’s Hebrew Association of Washington Heights
YWCA of the City of New York

Initiative Partners

American Latin Association of New York
American Red Cross
Anonymous Content
A.R.M.S
BBH New York
Build On
Center for New York City Neighborhoods
Children for Children
City Year New York
Cloudred
Corporation for National and Community Service
Fund for the City of New York
Gap Foundation
Green City Force
Mayor’s Office of Veterans’ Affairs
Mayor’s Office of Immigrant Affairs
New York Academy of Medicine
New York Blood Center
New York City Department of Youth and Community Development
New York City Law Department
NYC Department for the Aging

NYC Department of Buildings
NYC Office of Emergency Management
Partnership for Parks
PENCIL
Publicolor
RelightNY
Taproot Foundation
The After-School Corporation
The TCC Group
Todd Selby

Media Partners

AM New York
Cablevision—Bronx and Brooklyn
Community News Group Publications
El Diario
Emmis radio stations
ESPN Radio
Harlem News Group
Hot 97
Kiss 98.7
Metro NY
New York Daily News
New York Magazine
New York Post
New York Times
NYC Media

Radio Disney
Time Out New York
Time Warner Cable
Village Voice
WABC-AM/WPLJ-FM
WABC-TV/7
WBLF-FM
WCBS-TV/2
WNBC-TV/4
WNBC-TV/25
WNYW-TV/5
WPAT/FM/WSKQ-FM
WPIX-TV/11
WRXP-FM
WWRL-AM

Funders

Bloomberg Philanthropies
David Rockefeller Foundation
Lizzie and Jonathan M. Tisch Foundation
The Carnegie Corporation of New York
The Laurie M. Tisch Illumination Fund

Photo Credits:
Page 10: © Joe Fornabaio.
Inside Back Cover: Todd Selby.
All other photos courtesy of NYC Mayor’s Office.
GARDENING IS MY BLANK

Everybody’s got something to offer. Everybody’s got blank. Mine helped turn an empty lot in the Bronx into a community garden and keeps NYC growing strong.

VOLUNTEER YOUR BLANK AT NYC.GOV/SERVICE

NYC Service
Michael R. Bloomberg
Mayor
NYC 311