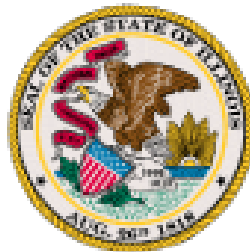


SERVICE IS FOR A LIFETIME

A PRELIMINARY REPORT ON 2015: THE YEAR OF THE VOLUNTEER

You Are the Difference!



**Sponsored by Generations Serving Generations, Serve Illinois Commission,
Corporation for National and Community Service, Illinois Department on Aging and the
Robert R. McCormick Foundation
in cooperation with the
Illinois Board of Higher Education, Illinois State Board of Education,
Illinois Community College Board, Illinois Council of Community College Presidents,
Illinois Municipal Retirement Fund, DuPage Regional Office of Education,
Constitutional Rights Foundation Chicago, the Illinois Senate and
more than 100 organizations and businesses committed to
volunteering, service and civic engagement. Thank You!**

January 18, 2016

In celebration of the MLK Day of Service

About Generations Serving Generations

If you aren't familiar with Generations Serving Generations (GSG), it is a long-time public/private partnership with a history of connecting generations and organizations. The coalition started in 1986 with a statewide retreat to examine how generations and organizations could work together. It was one of the first formal P-20+ discussions in Illinois (P=Preschool, 20=Through College and +=Through-out the Lifespan).

Fast-forward to 2008, when the National Governor's Association Center for Best Practices selected Illinois as one of 14 states to participate in a civic engagement project related to learning, service and work. Led by the Illinois Department on Aging and the Serve Illinois Commission, Illinois championed the civic engagement of older adults as a way to boost leadership in communities and tap the great resource of older generations. On May 11, 2009 Senate President John Cullerton and Republican Leader Christine Radogno sponsored a gathering in the Senate to reflect on the great potential of older adults, particularly in service. Over 200 participants representing four generations discussed the changing image of retirement and how Illinoisans envision a state where the talents of older and younger generations aren't left on the sidelines.

In 2013, Generations Serving Generations joined with the McCormick Foundation to promote news literacy with the goal of developing skills for judging fact from fiction, which is an issue for all generations. Overloaded with information, people ask "What should I believe?" In 2014, Generations Serving Generations along with 15 organizations, drafted a Senate Resolution to celebrate the contributions of volunteers and ultimately connect programs and resources that can bring a more united volunteer effort throughout Illinois.

In a nutshell, Generations Serving Generations, was built on the strong intergenerational traditions that have been fostered by *Continuance Magazine*, supported by the Illinois Board of Higher Education, the Illinois State Board of Education, the Illinois Community College Board, the Illinois Department on Aging, and the leadership of service, education, aging and business. With this report, GSG and the Serve Illinois Commission along with Millennials, Gen Xers, Boomers and the Matures provide new directions for 2016.

What Is Your Generation?

Greatest Generation: Born before 1922

Matures: Born 1922-1945

Boomers: Born 1946-1964

Generation X: Born 1965-1980

Generation Y: Born 1981-2000

Generation Z: Born 2000 - present

Generations Serving Generations Leadership Team

Scott McFarland, executive director, *Serve Illinois Commission* and Dr. John Holton, *Concordia University Center for Gerontology* are chairs.

Members include Peggy Luce, *Luce Consulting*; John Hosteny, *Corporation for National and Community Service*; Louis Kosiba, *Illinois Municipal Retirement Fund*; Melinda LaBarre, *Illinois State Board of Education*; Dr. Darlene Ruscitti, *DuPage Regional Office of Education*; Jacqui Moreno and Eduardo Brambila, *Illinois Student Assistance Commission*; Joyce Gallagher, *Chicago Area Agency on Aging*; Tony Pierce, *Heaven's View Christian Fellowship*; Natalie Furllett, *Illinois Campus Compact*; Jonathan Lackland, *Illinois State University*; Pat Bearden, *American Family History Institute*; Fred Nettles, *Partner For Hope Program, Illinois Dept. of Human Services*; Katie Raynor, *East Central Illinois Area Agency on Aging*; Doug Brauer, *Richland Community College*; Onie Riley, *African-American Family Commission*; Barb Tubekis, *Illinois Volunteer Centers*; Brandon Bodor, *Second Front Systems and Franklin Project Ambassador, Aspen Institute*; Deb Strauss and Matthew John Rodriguez, *P-20 Council and Illinois PTA*; Isabella Martinez, *Netwings*; Arthur Sutton, *Illinois Board of Higher Education*; Nisan Chavkin, *Constitutional Rights Foundation Chicago*; Susan Drone, *Illinois Community College Board*; Mark DePue, *Abraham Lincoln Presidential Library*; Jenne Meyers, *Chicago Cares*; Bernie Wong, *Chinese American Service League*; Jennifer Reif and Alissandra Calderon, *Illinois Department on Aging*; Jacob Nuderman and Kelia Beck, *Serve Illinois Commission*; and Dr. Jane Angelis, *Continuance Magazine*

[For additional information on service and volunteers](#)

Service is for a Lifetime

A Preliminary Report on 2015: The Year of the Volunteer

You are the difference!

Contents of the Report

About Generations Serving Generations	2
New Directions for 2016 and Beyond	4
2014: Preparation for the Year of the Volunteer	5
1. Senate Resolution on Volunteerism	6
2. Senate Forum	7
2015: The Year of the Volunteer	8
1. About Civic Life and Volunteering in Illinois	8
2. The Valiant Volunteer in Illinois	9
3. An Overview of the Year of the Volunteer	10
4. Connecting People and Organizations: The Infrastructure	11
A. The Largest Number of Volunteers	12
B. Volunteers Are Learners	12
C. Two Questions for Illinois about Civic Engagement	13
D. Business Volunteers Create Societal Good	14
Summary	
The Network of Networks throughout Illinois	15

The Senate Resolution on Volunteerism focused on two streams of thinking. The first was the infrastructure of service, which is a web of connections between individuals and organizations as well as between organizations that support volunteer activities.

The second focus was the extraordinary personal impact of volunteering throughout the lifespan, which led us to one of the goals for 2016—Service is for a Lifetime!



Thank you to those who helped brainstorm and write the Service is for a Lifetime report including John Holton, Peggy Luce, Scott McFarland, John Hosteny, Jacob Nudelman, Louis Kosiba, Darlene Ruscitti, Tony Pierce, Nisan Chavkin, Fred Nettles, Shawn Healy and countless people who shared their stories and experiences (see page 15).

New Directions for 2016 and Beyond

Lessons Learned from 2015 Are New Goals for 2016

1. Service is for a Lifetime: Young children begin to develop the habit of service by helping around the house, learning both the skills and responsibilities that contribute to the family. As they enter school and move through the education pipeline, different service and learning settings can and should continue. As adults and older adults, service enriches communities and helps fulfill the responsibility of individuals to their Democracy. Individuals may be hesitant to serve because they think they have nothing to contribute, but an invitation from current volunteers will help overcome their reluctance.

2016: Consider service part of growth and development at all stages of life.

Strengthen the habit of service: Invite others to volunteer with you—Just ask!

2. Volunteering is Enriched by Reflection

Reflecting on the service experience—formally or informally, alone or in groups—is the key to making service a worthwhile learning opportunity at every stage in life. Through quiet reflection, writing in a journal, or discussing the experience with others, those involved gain valuable insight into what they have learned, what the service means to them and how it has benefited the community.

2016: Promote service learning across generations

[Support the civics movement](#)

*Let's continue to serve
in soup kitchens, but also
explore the underlying poverty issues
that make them necessary and the
political solutions
to its eradication.*

Shawn Healy,
McCormick Foundation

3. Volunteering Connects People and Organizations

Communities are strengthened when they recognize and engage the assets and resources of their citizens across generations. However, often one message isn't adequate to reach all generations. One of the frequent points of humor during the Year of the Volunteer, was when generations compared their communication preferences and the way they communicate.

2016: Learn more about the communication preferences of each generation when sending messages; whether it is newspapers, TV, Facebook, Twitter, radio, phone, letter or face-to-face conversation.

4. The Infrastructure of Service Is a Key to the Growth of Service in Illinois

One of the big lessons learned in 2015, was about the visible and invisible web of connections between organizations that often happen as a result of volunteer programs. One of the goals is to strengthen the infrastructure of service by learning more about connections in communities and throughout Illinois.

2016: Participate in the Serve Illinois Hearings for the State Plan

Get involved with your regional and community volunteer infrastructure.

Watch the Serve Illinois website for announcements.

2014: Preparation for the Year of the Volunteer

1. Senate Resolution on Volunteerism

Our state leaders may disagree on many things, but when it comes to service and volunteering, they stand united. Sixteen members of the Illinois Senate supported a resolution and a Senate Forum that highlight the importance of volunteers meeting needs across generations, particularly in time of crisis.

On March 19, 2014, Senator Mattie Hunter introduced the Senate Resolution on Volunteerism. She said, “As a teenager, I watched generations rally for social justice and equality. As an elected official, I see the same spirit.” She continued, “Different generations can learn from one another through civic engagement. The greatest impact of volunteerism is the commitment to uplifting neighborhoods, making streets safer, and helping the next generation. People are elements of change, pillars of strength for the very communities that we—elected officials—represent. I commend all the hard work, nearly 360 million hours of service, that Illinoisans have done.”



L to R in alpha order (top): Senators Pamela Althoff (R) McHenry; William E. Brady (R) Bloomington; James Clayborne (D) East St. Louis; Michael Connelly (R) Naperville; Senate President John Cullerton (D) Chicago; Don Harmon (D) Oak Park; Michael E. Hastings (D) Matteson; Mattie Hunter, (D) Chicago; (Bottom) Darin LaHood (R) Dunlap; Kimberly A. Lightford, (D) Westchester; Terry Link (D) Gurnee; David S. Luechtefeld (R) Okawville; Antonio Muñoz (D) Chicago; Michael Noland, (D) Elgin; Republican Leader Senator Christine Radogno; and Chapin Rose (R) Champaign

The Senate Resolution 1002 (see page 6) was passed on May 15, 2014 and the Senate Forum that followed in June put in place building blocks for the Year of the Volunteer. Preparing a Resolution is one way of publicizing the interests of citizens and their participation in a democracy. A resolution gives focus to ideas, connects the citizenry to government as well as statewide organizations and the general public. The real action is what happens after a resolution is passed.

2. Senate Resolution on Volunteerism - SR 1002

WHEREAS, the essence of American Democracy is a government of the people, by the people and for the people, and that democracy reflects the engagement and leadership of all generations and the premise that citizens can serve; and

WHEREAS, throughout the lifespan, service instills the knowledge that citizenship brings responsibility and that everyone has talents and skills to make their community a better place, and

WHEREAS, service brings opportunities for learning that boost student success, focus on new skills for workers, and embrace the gifts of older generations to address community needs and bring a spirit of involvement; and

WHEREAS, research by the Corporation for National and Community Service, the federal agency that administers the national service programs AmeriCorps and Senior Corps, revealed that 27.4% of Illinoisans volunteered in 2012, contributing 286 million hours to the most pressing challenges of communities; and

WHEREAS, research by Generations Serving Generations, a public/private partnership launched by the National Governors Association Center for Best Practices, concluded that many Illinoisans who do not volunteer would like to, but simply don't know how to get connected to service opportunities; and

WHEREAS, Generations Serving Generations and leaders from AGING & RETIREE ORGANIZATIONS (the Illinois Department on Aging, the Association of Area Agencies on Aging, the Illinois Municipal Retirement Fund), EDUCATION (Illinois Board of Higher Education, the Illinois State Board of Education, the Illinois Community College Board, the Council of Community College Presidents, and the Illinois State Library); SERVICE (the Serve Illinois Commission, the Corporation for National and Community Service, and Illinois Campus Compact); BUSINESS (Illinois Chamber of Commerce); FOUNDATIONS (Robert R. McCormick Foundation and the Retirement Research Foundation), and OTHERS join together in supporting a Call to Service, therefore be it

RESOLVED, BY THE SENATE OF THE NINETY-EIGHTH GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, THE HOUSE OF REPRESENTATIVES CONCURRING HEREIN, that it is in the interest of the citizens of this State to strengthen the infrastructure of volunteerism as a resource for meeting the challenges of education, promoting healthy lifestyles for all ages, and boosting the independence of older generations; and be it

RESOLVED that by Dec. 31, 2014, Generations Serving Generations, in collaboration with the state leadership in education, aging, service and the private sector, will convene a Senate Forum and prepare recommendations on strengthening the infrastructure of volunteerism and national service; and be it

RESOLVED, that 2015 will be set as a Year of Service and Civic Engagement, that will engage all generations as participants, planners, organizers and leaders of the volunteer infrastructure.

What Is Your Generation?

Greatest Generation: Born before 1922

Matures: Born 1922-1945

Boomers: Born 1946-1964

Generation X: Born 1965-1980

Generation Y: Born 1981-2000

Generation Z: Born 2000 - present

3. Senate Forum: Generations Developed a Strategy

“RESOLVED that by Dec. 31, 2014, Generations Serving Generations, in collaboration with the state leadership in education, aging, service and the private sector, will convene a Senate Forum and prepare recommendations on strengthening the infrastructure of volunteerism and national service.”



Four generations put their heads together during the Senate Forum. Co-chairs John Holton, director, Illinois Department on Aging, a Boomer, and Brandon Bodor, executive director, Serve Illinois Commission, a Millennial, welcomed the group. The speakers talked about their experiences and involvement with service as part of their family and community histories. They explored ideas based on Senate Resolution 1002, which sets volunteerism as the highlight for 2015.



Holton referred to the four generations present and said, “A silver tsunami, populated by the aging cohort of Baby Boomers, is hitting our economic shores.” He said that the impact of older generations on our economy will be unprecedented, yet brings new options and possibilities embedded in intergenerational volunteerism. “We have to create opportunities today to link the needs of one generation to another.” For example, he said, “There is a gap of 6,000 hours of enrichment for wealthy children in comparison to poor. We can affect change by closing that gap.”



Bodor talked about the benefits and responsibilities with service. “Democracy to be successful is not a passive activity; it requires service and civic engagement by an informed and motivated citizenry. Success in 2015 looks like an Illinois where leaders consider service and volunteerism a solution—at least a part of the strategy—toward solving our most pressing problems throughout the state,” he said.



Superintendent Christopher Koch of the Illinois State Board of Education talked about his commitment to service that began with the example of his parents. He said that his father’s service in the military provided the idea for encouraging written stories by high school students about the courage of veterans. He said, “Service projects and volunteerism extend the learning process outside of the classroom and into society.”



James Applegate, executive director of the Illinois Board of Higher Education, said that it is our responsibility as a citizen to do public good. He talked about finding common ground. “How do you go about the mental process for bringing different points of view together so that respect and understanding are part of the process? He says that a good discussion will engage people and bring other perspectives to the table. The result is connecting the dots to solve problems and charting a path forward.”



Speakers and Introducers

(From Top Left) John Holton, Illinois Department on Aging; Brandon Bodor, Serve Illinois Commission; Christopher Koch, Illinois State Board of Education; Melinda LaBarre, Illinois State Board of Education; James Applegate, Illinois Board of Higher Education; Jacquie Moreno, Illinois Student Assistance Commission **(From Top Right)** Peggy Luce, Luce Consulting; Kathy Engelen, Illinois Campus Compact; Lilliane Webb, Serve Illinois Commission; Jennifer Choi, Robert R. McCormick Foundation; Barry Locher, Illinois Press Association Foundation; Louis Kosiba, Illinois Municipal Retirement Fund; Cynthia Sandoval, Office of the Governor

2015: The Year of the Volunteer

1. About Volunteering and Civic Life in Illinois

Theodore Roosevelt observed that “This country will not be a good place for any of us to live in unless we make it a good place for all of us to live in.” Roosevelt’s comment and his civic challenge were a call to action for 2015: The Year of the Volunteer. It was a time for examining what volunteers mean to our communities and neighborhoods and telling the stories about the impact and organization.

[Volunteering and Civic Life in America](#), a report from the Corporation for National Service and the National Conference on Citizenship reports that in 2014, 25.9% of Illinois residents volunteer, which is 30th among the 50 states, but still an impressive number—2.51 million volunteers. Illinois also leads the five largest states (New York, Texas, California and Florida) in the number of volunteers. Civic Life in America shows that 86.3 percent of Illinoisans frequently talk with neighbors, 65 percent engage in informal volunteering (for example, doing favors for neighbors), but only 34 percent participate in groups and/or organizations. A study by Generations Serving Generations and the Serve Illinois Commission found that many Illinoisans who do not volunteer would like to, but simply don’t know how to get connected to service opportunities. Another study called the Joys of Retirement, found that 68.3 percent who don’t currently volunteer, said they would if asked and 86.1 percent said they would volunteer if asked to do something that interests them.

Volunteering and Civic Life Statistics in Illinois for 2014

- 25.9% of residents volunteer
- 2.51 million volunteers
- 27.2 volunteer hours per capita
- 274.1 million hours of service
- \$6.3 billion of service contributed
- 54.8% of residents donate \$25 or more to charity

Civic Life in America (2013 data):

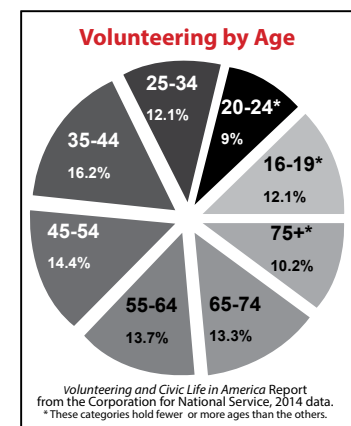
- 94.4% frequently eat dinner with other members of the household
- 86.3% frequently talk with neighbors
- 34.3% of residents participate in groups and/or organizations
- 65% of residents engage in “informal volunteering” (for example, doing favors for neighbors)
- 27.2 volunteer hours per capita
- 274.1 million hours of service
- \$6.3 billion of service contributed
- 54.8% of residents donate \$25 or more to charity

Organizations Where Illinoisans Volunteer

- Religious 36%
- Educational 26.4%
- Social Service 16.5%
- Health 9.2%
- Civic 5.1%
- Sport/Arts 3.3%
- Other 3.5%

Many Illinoisans who do not volunteer would like to, but simply don’t know how to get connected to service opportunities.

GSG and Serve Illinois Study



2. The Valiant Volunteer in Illinois

By John Holton

We, in Illinois, are fortunate to reside in a state that possesses a generous and talented population willing to donate irretrievable time and resources in volunteer service to neighbors and strangers, children, youngsters and older adults; to those who are poor and who are wealthy; to those fluent in many languages and to those illiterate in their native tongues. For the Illinois volunteers, who are as innumerable as they are valiant, knowing who you are and where you're from is less important than knowing "how can I be of help to you?"



The Illinois Student Assistance Commission selected the Year of the Volunteer for their College Changes Everything Conference theme. L to R: Speakers included Dr. Shawn Healy, McCormick Foundation and Illinois Civic Mission Coalition; Regional Superintendent Dr. Darlene Ruscitti; Scott McFarland, executive director, Serve Illinois Commission; Sam Nelson, Illinois Student Assistance Commission; and Dr. John Holton, Concordia Center for Gerontology. Lt. Gov. Evelyn Sanguinetti gave the welcome and Dr. Beth Purvis, Secretary of Education talked about the challenges for Illinoisans.

The 2015 Year of the Volunteer began in recognition and celebration of Illinois volunteers and as a commitment to be a dual catalyst of encouragement for volunteerism and a platform to acknowledge volunteers in our great state. Over the last twelve months, we sought to identify and embellish volunteer opportunities as well as to negate the challenges of volunteering. We aimed to tap our state's rich resources for volunteers and provide them with conduits to opportunities, and perhaps most importantly, to highlight how to best deploy and sustain volunteers. As it often happens when a new venture is undertaken, we were quickly astounded by the magnitude of "good" currently taking place in our state.

We were encouraged by the bi-partisan unity of state elected officials who supported our efforts and opened their offices to promote our efforts. As expected, we found examples of volunteerism in faith communities and on college campuses, but we did not expect their endeavors would be as globally impact or the technically sophisticated. We discovered gems of volunteerism occurring daily in the business workplaces among both Fortune 500 and startup companies alike. We also encountered instances of volunteer burnout as many described poorly managed and conceived initiatives that sapped enthusiasm and eroded energy. Fortunately, the valiant spirit of Illinois volunteers is a shared elixir that improves the lives and circumstances of all touched. Who couldn't ask for more in our state?

What we learned and what we share is that volunteers of all ages, faiths, ethnicities, sizes, and locations can and do play a vital role in our democracy.

Government by itself cannot do everything, nor should it. Private, secular institutions cannot fill the gaps of need by themselves, nor should they. Institutions of faith and spirituality cannot meet the totality of needs by themselves either. What we learned and what we share is that volunteers of all ages, faiths, ethnicities, sizes, and locations can and do play a vital role in our democracy. They keep and restore our faith in the American Dream that together, we will make tomorrow better for all of us. *Dr. John Holton is director of the Concordia Center for Gerontology and Co-chair of Generations Serving Generations. He served as director of the Illinois Department on Aging from 2011-2015.*

3. An Overview of the Year of the Volunteer

Inform and Engage

On Jan. 4, 2015, the Serve Illinois Commission and Generations Serving Generations sponsored a statewide conference call to signal the beginning of the Year of the Volunteer. Three speakers provided insights on communication strategies: Dennis DeRossett from the Illinois Press Association, Dennis Lyle from the Illinois Broadcasters Association and Randi Belisomo, a reporter from WGN. The American Press Institute and NORC at the University of Chicago also provided two pieces of advice through their national survey on the "Personal News Cycle: How Americans Get their News."

- Most Americans use many media devices; with television (87 percent), computers (69 percent), radio (65 percent) print (61 percent) cellphone (56 percent) and tablet (29 percent).
- Most Americans across generations combine a mix of sources and technologies.

Small, medium and large newspapers highlighted volunteer stories. For example, "Tell Us Your Volunteer Story!" was a project from the editorial board of The State Journal-Register (SJ-R). They asked readers to send stories about volunteering in Springfield that would encourage more people to step up to make the city a better place.

[Continuance Magazine](#), a publication of GSG, provided highlights of the Year of the volunteer with four

issues in 2014 and 2015. In a nutshell, the topics included articles about the structure of volunteerism, leadership, communication and the stories about volunteers of all ages.

The Illinois Press Association sponsored a competition for the Year of the Volunteer. The awards will be given to six categories of newspapers for the best article or series about a volunteer or volunteer program. The awards will be presented during the 2016 conference.

Other organizations also geared up with projects. For example, the Illinois Municipal Retirement Fund (IRMF), a public pension plan with 173,000 working members and 107,000 retirees encouraged members and retirees to consider volunteering in their communities. They put in motion a competition to learn more about the volunteers in their organization. Louis Kosiba, executive director of the fund said "Now, more than ever, we are committed to promoting this spirit of giving because our communities need us just as much as we need them."

Serve DuPage 2015 exemplified a local focus to the Year of the Volunteer and a creative communication strategy. One of their goals was to create new volunteer connections via a user-friendly portal, which shares over 525 local volunteer and in-kind donation needs with over 275 DuPage nonprofit organizations. "Our goal was to create 1,000 volunteer connections through the portal site and offer more opportunities to give back than

ever before," said Shefali Trivedi, executive director.

In keeping with the American Press Institute study, the Year of the Volunteer used webinars, videos, Facebook and other social media particularly through Illinois Worknet, Comcast, IMRF, Serve Illinois, and others. The goal was to celebrate the accomplishments of the 2.6 million volunteers in Illinois and to encourage non-volunteers to participate.

The official launch for the Year of the Volunteer was held on the MLK Day of National Service. Gov. Bruce Rauner joined and Scott McFarland of the Serve Illinois Commission and an energized group of City Year volunteers. The finale was on Dec. 1, 2015 with the Lessons Learned Session for the GSG leadership team.

Monthly themes helped focus on several sectors and their role in the infrastructure of service.

Faith-based (February)
Education (March)
Mayors and Municipalities (April)
Older Americans (May)
Health, Sports, (June)
Democracy and Civics (July)
Business and Workforce (August)
Emergencies/Disasters (September)
History and Heritage (October)
Veterans (November)
What Did We Learn? (December)

4. Connecting People and Organizations

Every community in Illinois benefits from volunteers. Countless non-profits, campuses, schools, businesses, service organizations and more provide the organizational structure for service. Management experts say that these programs connect people and organizations to get things done.

The Senate Resolution that set the Year of the Volunteer emphasized the infrastructure as an important outcome. There are many organizations involved with volunteers and service, but Illinois will benefit from understanding the macro and micro structures throughout the state. That leads to the question, “What is the infrastructure?” One answer comes from Brandon Bodor, currently with the Second Front Systems, who was head of Serve Illinois when the resolution was written. He said, “When you hear the word “infrastructure,” you generally think about bridges, buildings, railroad tracks and highways. The infrastructure of service represents the building blocks of a connected society and the foundation of communities.” It is the many paths that lead people to get involved as volunteers and the partnerships between multiple organizations that binds the infrastructure.



Serve Illinois Commission Chair Fred Nettles (center) talks about the volunteer regions in Illinois with a subcommittee of the Serve Illinois Commission. L to R: Jennifer Weitzel, One Hope United; Amanda Guinn, Southwestern Illinois Community College; Nettles; Don Baden, commission vice-chair; and Al Riddley, Coalition for Community Services;

From an organizational perspective, the infrastructure consists of the many entities that give a framework to volunteering and service, whether they are statewide, regional, or in a local community. An ongoing challenge is to observe the many sectors that comprise the infrastructure of service, and understand the unique function of the parts and the whole.

The heart of the infrastructure of volunteerism is the [Serve Illinois Commission](#) and its networks that connect religious organizations, education, social service agencies, foundations, health, civic organizations, sports, business, workforce and more. Building a stronger infrastructure of service has been a goal for Scott McFarland, executive director of the Commission. He said, “Volunteer programs are creating a vibrant and growing network of communities and neighborhoods throughout Illinois. Volunteer programs often leverage citizen service as a resource to achieve measurable impact on pressing local challenges.” The AmeriCorps Program is the main responsibility of the Commission along with the commitment to supporting volunteer programs throughout Illinois.

An ongoing challenge is to observe the many sectors that comprise the infrastructure of service, and understand the unique function of the parts and the whole.

The Volunteer Connectors, a subcommittee of the Serve Illinois Commission, is comprised of volunteer programs, particularly in the north and Chicago area. This group is expanding statewide to touch others who are interested in supporting the infrastructure of service. During one of their recent workshops, John Hosteny, state director, [Corporation for National and Community Service](#) called the individual the “lifeblood of the volunteer infrastructure.”

The Serve Illinois Commission is beginning a process to develop a three-year State Service Plan that will include goals for the infrastructure.

A. The Largest Number of Volunteers

Faith-based organizations in Illinois have the largest number of volunteers of any organization, over 36 percent. One of the great discoveries during the Year of the Volunteer was the extent of the web of connections, both visible and invisible. Faith-based organizations are adept at building partnerships and involving all ages.

Jacob Nudelman, Serve Illinois Commission, reported that “One of the Year of the Volunteer’s greatest accomplishments was in stimulating discussion about the infrastructure of volunteerism throughout the state. One of the high points was a faith-based meeting in Chicago held on June 26, that had over 100 attendees who talked about components of the infrastructure, such as communication, organization, management, connections and more.” The Retirement Research Foundation hosted a planning meeting in preparation for the faith-based event, that gave planners the chance to compare notes on the management and retention of volunteers as well as communication, celebration and awards.

In July, another session was held at Illinois Central College in Peoria that focused on other faith-based partnerships including the United Way and Ready Illinois, a cooperative venture with the Illinois Emergency Management Agency. Rev. Tony Pierce of Heaven’s View Congregation in Peoria believes that three major issues will dominate church agendas in 2016: issues of poverty, race, plus ex-offenders returning to their communities of origin after being released from prison. Faith-based groups are some of the most active volunteers and clearly add an important dimension to the infrastructure of service.

B. Volunteers Are Learners

On New Year’s Day, people along the Mississippi were praying that their levees would hold. Jamie Nash-Mayberry, a savvy social studies teacher at Shawnee High School used the flood as a learning opportunity. Because her students are volunteers and learners, she asked them to write about the impact of the flood during the week off school as the waters receded. The Southern Illinoisan newspaper captured the importance of the experience, “Education is best when it feels like real life.” Shawnee High School is a Democracy School designated by the McCormick Foundation.

Over 26 percent of the Illinoisans who volunteer, do so for education. In community colleges and universities students are involved in service as part of their education and to serve in organizations that earn their interest. Illinois Campus Compact encourages service-learning in higher education and provides resources toward that goal. Schools throughout Illinois recruit parents, grandparents and community residents to tutor, mentor and help students succeed.

The cooperation and collaboration throughout the education pipeline has developed over the last twenty years and gives more strength to the visible and

Education Pipeline

*Of 100 students entering 9th grade,
85 will graduate from high school,
73 will enroll in college and
58 will graduate within 6 years.
Reported by Dr. Beth Purvis
during the December ISBE
Board meeting.*

invisible web of connections in the infrastructure of volunteerism. For example, Melinda LaBarre and fellow board members from the [Illinois State Board of Education](#)



Betty Baker-Houston is honored by the Illinois State Board of Education for her commitment to the Roseland-Rosemoor community in the far south side of Chicago. She was nominated for the award by Vice Chair Stephen Gilford. L to R: Rev. James Meeks, ISBE Chair; Baker-Houston; Gilford; and Dr. Tony Smith, State Superintendent.

[education](#) provided a great model for local schools and other boards by selecting a volunteer at each board meeting and then sending a monthly press release about the importance of the volunteer's service and the Year of the Volunteer.

[The Illinois Student Assistance Commission](#)

targeted volunteering as the theme for their *College Changes Everything* conference. (See pg. 9). In one of the breakout sessions, a retired couple told about

how they started volunteering. "We asked our pastor to recommend a volunteer program and he suggested Waukegan to College." Again, those invisible connections demonstrate strong ties between faith-based, education, business and the non-profit sectors.

Almost without exception education leaders extol service and service learning as important to students. Jim Applegate executive director of the [Illinois Board of Higher Education](#) said, "Some students get lost in education, but when learning is connected to service it brings relevance that helps keep students in school."

Projects like Vision 20/20, a plan for education reform in Illinois, depend on volunteers. Countless school administrators, principals, board members and others gave time to prepare the school reform document. Likewise individuals give many hours on education boards, commissions, sports programs, curricular and extracurricular activities that strengthen the web of connections.

C. Two Questions for Illinois about Civic Engagement

"Help young people use the skills, knowledge, and attitudes that will prepare them to be competent and responsible citizens throughout their lives."

From HB4025

A movement called #BringCivicsBack was organized by the [Illinois Civic Mission Coalition](#) and the [McCormick Foundation](#). The Coalition focused on strengthening and systematizing proven civic learning programs and practices. Rep. Deborah Conroy, D-Villa Park sponsored HB4025, which provided "that of the 2 years of social studies required of high school students, at least one semester must be civics, which shall help young people acquire and learn to use the skills, knowledge, and attitudes that will prepare them to be competent and responsible citizens throughout their lives."

In August 2015, Governor Bruce Rauner signed House Bill 4025 into law. It requires a semester-long high school civics course that includes instruction on

<p>"Civic engagement is the cornerstone of democracy and the key to preserving good government. Throughout the course of Illinois history, the power of community involvement has led to more effective and efficient decision-making in Springfield."</p>		<p>"The foundation of our democracy is civic dialogue. The future for our democracy is generations joining together to solve community problems."</p>	
	<p>Republican Leader Christine Radogno</p>		<p>Senate President John J. Cullerton</p>

government institutions, discussion of current and controversial issues, service-learning, and simulations of democratic processes. The law applies to incoming freshmen beginning with the 2016-2017 school year. Another important fact about HB4025 was that it was a non-partisan effort.

As the civics requirement is experienced by high schools across the state, Illinoisans need to ask two questions:

1. How can individuals support civics, service, service-learning and volunteering throughout the lifetime?"
2. "How can communities support the civics movement for high schoolers?"

You will find the answers to these questions in the [5 Elements](#).

D. Business Volunteers Create Societal Good

The World Economic Forum reports that 65 percent of today's primary school students will be employed in jobs that don't currently exist. Janet Holt, coordinator of the P-20 Council says that nearly 70 percent of the jobs of the future will require a college credential.

If we considered the components of the infrastructure, business often provides the symbolic steel. Businesses are an important part of the infrastructure of service and planning for the future. They bring skilled people from their organizations into communities, provide funding for days of service, stimulate media attention for service and set up organized structures that strengthen volunteer programs. Leadership and leadership development are often touchstones for businesses that work with non-profits and schools. Companies tend to have project leaders designated to work with each non-profit in their portfolio and as a result build strong partnerships with schools, non-profits and community organizations.

In the Summer/Fall 2015 *Continuance*, Peggy Luce reports on the many examples of how business is looking to the future through their traditional partnerships with volunteer programs. For example, companies develop partnerships with non-profits, schools, faith-based organizations and more throughout Illinois' communities and neighborhoods. Luce calls it creating societal good.

Summary

In conclusion, the Year of the Volunteer has come full circle. We return to the wisdom of the opening statement of the Senate Resolution:

"democracy reflects the engagement and leadership of all generations and the premise that citizens can serve."

The Network of Networks throughout Illinois

Statewide, Regional and Local Organizations

The theme ***you are the difference*** is the most captivating when we observe the many organizations that give structure to the process. Thank you for your stories, examples, commitment and leadership. Truly, you are the ***difference!*** If we have missed your organization, please send to GenServeGen@gmail.com and we will correct the online copy.

GENERATIONS SERVING GENERATIONS LEADERSHIP TEAM

Scott McFarland, executive director, *Serve Illinois Commission* and Dr. John Holton, *Concordia University Center for Gerontology* are chairs. Members include Peggy Luce, *Luce Consulting*; John Hosteny, *Corporation for National and Community Service*; Louis Kosiba, *Illinois Municipal Retirement Fund*; Melinda LaBarre, *Illinois State Board of Education*; Darlene Ruscitti, *DuPage Regional Office of Education*; Jacqui Moreno and Eduardo Brambila, *Illinois Student Assistance Commission*; Joyce Gallagher, *Chicago Area Agency on Aging*; Tony Pierce, *Heaven's View Christian Fellowship*; Natalie Furrett, *Illinois Campus Compact*; Jonathan Lackland, *Illinois State University*; Pat Bearden, *American Family History Institute*; Fred Nettles, *Partner For Hope Program, Illinois Dept. of Human Services*; Katie Raynor, *East Central Illinois Area Agency on Aging*; Doug Brauer, *Richland Community College*; Onie Riley, *African-American Family Commission*; Barb Tubekis, *Illinois Volunteer Connectors*; Brandon Bodor, *Second Front Systems and Franklin Project Ambassador, Aspen Institute*; Deb Strauss and Matthew John Rodriguez, *P-20 Council and Illinois PTA*; Isabella Martinez, *Netwings*; Arthur Sutton, *Illinois Board of Higher Education*; Nisan Chavkin, *Constitutional Rights Foundation Chicago*; Susan Drone, *Illinois Community College Board*; Mark DePue, *Abraham Lincoln Presidential Library*; Jenne Meyers, *Chicago Cares*; Bernie Wong, *Chinese American Service League*; Jennifer Reif and Alissandra Calderon, *Illinois Department on Aging*; Jacob Nudelman and Kelia Beck, *Serve Illinois Commission*; and Jane Angelis, *Continuance Magazine*

AGING & RETIREE ORGANIZATIONS

Illinois Municipal Retirees Fund • Illinois Association of Area Agencies on Aging • AARP • Chicago Department on Aging • Executive Service Corps • Illinois Association of RSVP Directors • Illinois Association of Senior Centers • Illinois Council on Aging • Illinois Retired Teachers Association • Service Corps of Retired Executives • State Universities Annuitants Association • State Universities Retirement System • State Retirement Systems of Illinois • Illinois Department on Aging • Western • Everly House • Life Matters Media • Concordia University Center for Gerontology • RSVP Moline • RSVP Triton • North Shore Village • Area Agencies on Aging: Egyptian • Northwestern Illinois • Northeastern Western Illinois • Central Illinois • East Central • Lincolnland, Inc. • AgeSmart Community Resources, West Central • Midland • Southeastern • Chicago • AgeOptions • Concordia University Center for Gerontology • RSVP Moline • RSVP Triton • PSOP Belleville • Lincoln Park Village

BUSINESS AND THE WORKFORCE

Illinois Chamber of Commerce • Comcast • Caterpillar • State Farm • Verizon • Hilton • TD AmeriTrade • Boeing • AT&T • Chicagoland Chamber • John Deere • Accenture • JP Morgan Chase • Deloitte • Kaskaskia Engineering Group • UPS • Junior Achievement • Netwings • CEO-Creating Entrepreneurial Opportunities • Companies that Care • United Way • Illinois Pathways • Illinois Worknet • Illinois Workforce Development Board • Effingham Chamber • Luce Consulting • Midland Institute • CEO Sangamon • John Deere • Executive Service Corp • SIU Center for Workforce Development • Walgreens Boots Alliance • Women Employed • SCORE •

EDUCATION: P-20+

PRESCHOOL

Illinois Assoc. for the Education of Young Children • Governor's Office for Early Childhood Development • Illinois Dept. of Children and Family Services • Ounce of Prevention • Illinois Action for Children • Illinois State Board of Education • Voices for Illinois Children • One Hope United • Erickson Institute • McCormick Foundation • Baby Talk • Illinois Network

of Child Care Resource and Referral Agencies • Illinois Head Start Association • AmeriCorps Early Childhood Literacy Project, WIU •

KINDERGARTEN - HIGH SCHOOL

Illinois State Board of Education • Chicago Public Schools • Illinois Principals Association • Illinois PTA • Illinois Association of Regional Superintendents • Illinois Association of School Administrators • Illinois Association of School Boards • Superintendents Commission for Demographics and Diversity • Illinois Education Association • Illinois Federation of Teachers • Illinois Assoc. of Business Office Officials • Voices for Illinois Children • Tutor/Mentor Institute, Chicago • Vision 20/20 • DuPage Regional Office of Education • Naperville School District 203 • Working in the Schools • After School Matters •

HIGHER EDUCATION

Illinois Board of Higher Education • Illinois Community College Board • Illinois Community College Trustees Association • Council of Community College Presidents • Council of University Presidents • Federation of Independent Illinois Colleges and Universities • Chicago State • DePaul • Governors State • Illinois Student Assistance Commission • Illinois State University • Chicago State • Western • Northeastern • Governors State • Eastern • Northern • University of Illinois Springfield, Southern Illinois University Carbondale • Southern Illinois University Edwardsville • University of Illinois Urbana-Champaign • University of Illinois Chicago • Benedictine • National Louis University • North Central • North Park • University of Illinois Extension • P-20 Council • Illinois Education Research Council • Illinois College Access Network • Advance Illinois • Council for Adult and Experiential Learning •

Community Colleges: Blackhawk • City Colleges of Chicago: Daley • Harold Washington • Kennedy-King • Malcolm X • Olive Harvey • Truman • Wilbur Wright • College of Lake County • College of DuPage • Danville Area College • Elgin • Harper • Heartland • Highland • Illinois Central • Illinois Eastern Colleges: Frontier • Lincoln Trail • Olney Central • Wabash • Illinois Valley • John A. Logan • John Wood • Joliet • Kankakee • Kaskaskia • Kishwaukee • Lakeland • Lewis & Clark • Lincoln Land • McHenry • Moraine Valley • Morton • Oakton • Parkland • Prairie State • Rend Lake • Richland • Rock Valley • Sandburg • Sauk Valley • Shawnee • South Suburban • Southeastern Illinois • Southwestern Illinois • Spoon River • Triton

FAITH-BASED

Catholic Charities of the Archdiocese of Chicago • Community Renewal Society, Chicago Lutheran Social Services • Agape Homeless Restoration Center, Maywood • AgeOptions, Oak Park • Aging Care Connections, La Grange • Bishop Anderson House, Chicago • Breakthrough Urban Ministries, Chicago • Catholic Charities of the Archdiocese of Chicago • Chicago Academy of Sciences • Child Serve • Cicero Area Project • CJE SeniorLife, Chicago • Community Care Systems, Inc., Chicago • Community Care Systems, Inc., Homewood • Community Media Workshop • Concordia Place • Continuance Magazine • Cook County Hospital, Chicago • Cook County Juvenile Court and Probation Office, Chicago • Elizabeth Chapter • Faith in Place, Chicago • Fourth Presbyterian Church, Chicago • GreatRiver Outreach, Mt. Carroll • HealthVisions of East St. Louis • Heaven's View, Peoria • HOME, Chicago • Housing Forward, Maywood • Illinois African American Family Commission • Illinois Central Community College • Illinois Emergency Management Agency • iMentor, Chicago • Jobs Partnership Peoria • Journeys: The Road Home, Lincolnshire • Lawndale Christian Legal Center, Chicago • Literacy DuPage, Naperville • Love Fellowship Outreach Ministries, Pontoon Beach • Netwings, Streamwood • HandsOn

Suburban Chicago • Night Ministry, Chicago • RSVP (AARP) Chicago • SAFE, Bolingbrook • Scholastic Classroom and Community Group, Bolingbrook • Safe4U, Naperville • Self, Chicago • Shelter Assistance Foundation Enouragement, Naperville • St. Joseph M.B. Church, Chicago • St. Peter Lutheran Church, Arlington Heights • Salvation Army Family & Community Services, Chicago • United Way Central Illinois • Veterans Housing and Employment Assistance, Wheaton •

FOUNDATIONS

Robert R. McCormick • Retirement Research • MacArthur • Chicago Community Trust • Illinois Press Association Foundation • Forefront • Lumina Foundation • Chicago Public Library Foundation • Community Foundation of Grundy County • Field Foundation • Chicago Bar Foundation •

HEALTH AND SPORTS

Illinois Dept. of Public Health • Illinois Hospital Association • Illinois Public Health Assoc. • Illinois State Alliance of YMCAs • Red Cross • Chicago Cubs • Blue Cross Blue Shield • Molina • Chicago Botanic Garden •

HISTORY ORGANIZATIONS

American Family History Institute • American Folklife Center, Library of Congress • American Indian Center • Changing Worlds • Chicago Historical Society • Illinois Historic Preservation Agency • Illinois Humanities Council • Illinois State Historical Society • Metro Chicago History Education Center • Storytelling, Inc. • Mexican Fine Arts • Abraham Lincoln Presidential Library •

LIBRARIES

Chicago Public Library • Abraham Lincoln Presidential Library • Normal Public Library • Palestine Public Library • Evanston Public Library • Algonquin Area Public Library • Glen Ellyn Public Library • Quincy Public Library • Bartlett Public Library • Peoria Public Library • Arlington Heights Public Library • Waukegan Public Library • Wheaton Public Library • Odell Library • Wheaton Public Library • Carbondale Public Library • Wilmette Public Library • Public Library • Geneseo Pubic Library • Lanark Public Library • Nashville, Public Library • Gail Borden Public Library • Bloomington Public Library • Broadview Public Library • Deerfield Public Library • Flora Public Library • Oregon Public Library • Skokie Public Library • Chicago Public Library Foundation •

MAYORS AND MUNICIPALITIES

Alton, Arlington Heights, Aurora, Barrington, Belleville, Belvidere, Bethalto, Bloomington, Bradley, Carlville, Centralia, Charleston, Chicago, Collinsville, Columbia, Decatur, Dekalb, DeWitt County, Diamond, Dixon, Dover, East St. Louis, Elgin, Elmwood Park, Franklin Park, Freeport, Geneva, Glendale Heights, Godfrey Village, Green Oaks, Havana, Hinkley, Hoffman Estates, Inverness, Jacksonville, Kankakee, Kewanee, La Salle, Lake Bluff, Lake County, Lanark, Little York, Machesney Park, Macomb, Madison, Madison County, Mattoon, Mendon, Millbrook, Minooka, Moline, Monmouth, Morris, Mt Sterling, Mundelein, North Aurora, North Chicago, Oswego, Palos Hills, Peoria, Petersburg, Plano, Quincy, Rochelle, Rock Falls, Rock Island, Rockford, Rolling Meadows, Roseville, Round Lake Beach, Savanna, Schaumburg, Springfield, St. Charles, Sterling, Village of Mount Prospect, Wamac, Washington, Waterloo, Waukegan, West Chicago, West Frankfort, Wheaton, Wood River, Yorkville

MEDIA

Illinois Press Association • Chicago Tribune • Chicago Sun Times • Catalyst • American Press Institute • Illinois Broadcasting Association • Continuance Magazine • Canton Daily Ledger • True Star Magazine • Public Radio and TV • Pantagraph • WGN • Springfield Journal-Register • Lifetimes • PressLines • Champaign News Gazette • Southern Illinoisan • Lebanon Advertiser • WUIS •

SERVICE & COMMUNITY ORGANIZATIONS

Chicago Cares • City Year • Corporation for National and Community

Service • Serve Illinois Commission • Illinois Campus Compact • United Way • HURRAH (Happy Upbeat Retirees and other Residents Actively Helping) • Illinois Coalition for Community Service • Illinois Mentoring Partnership • Voices for Illinois Children • Working in the Schools (WITS) • Chicago Metropolitan Intergenerational Committee • Ounce of Prevention Fund • YMCA McLean • Teach for America • Public Allies • Real Men Read • Illinois Mentoring Partnership • RSVP • Serve Illinois • Lions Club International • Council on Global Affairs • National Youth Leadership Council

STATE AGENCIES

Aging • Arts Council • Attorney General • Children and Family Services • Corrections • Historic Preservation • Commerce and Economic Opportunity • Employment Security • Governor's Office • Human Services • Emergency Management Agency • Public Health • Secretary of State and Illinois State Library • Veterans Affairs • Office of Lt. Governor • Illinois Supreme Court • Agriculture • Healthcare and Family Services •

VETERANS

Veterans Affairs • Veterans Housing and Employment Assistance • Civic Assessts • The Bunker: Veterans as Entrepreneurs • Second Front Systems • Illinois Joining Forces • Leave No Veteran Behind • This Able Veteran • Wounded Warriors • VetFriends • The Mission Continues • Illinois Board of Higher Education • Illinois Community College Board • The McCormick Foundation

VOLUNTEER CONNECTORS

Chicago Cares • City of Elgin • The Community House • Corporation for National Service • Giving DuPage • Hands On Suburban Chicago • Illinois Campus Compact • Lake County Cares • Serve Illinois Commission • Volunteer Pool of Highland Park • Volunteer Center Helps • Volunteer Centers: McHenry County United Way • NE Metropolitan Chicago • Southwestern • United Way of Lake County • United Way of Rock River Valley • Volunteer and Civic Engagement Center UIS • RSVP: Triton • Peoria and Tazwell County •

WHY NEWS MATTERS SUMMIT

The News Literacy Project • Tallulah Group • Community TV Network • Columbia College Chicago • South Suburban College • Rockford Register Star • Tutor/Mentor Institute, LLC • American Family History Institute • Life Matters Media • McCormick Foundation • Serve Illinois Commission • Health Connect One • Richland Community College • Illinois Reading Council • Cook County Commission on Women's Issues • Greater Bethesda Baptist Church • YWCA Metropolitan Chicago • Community Media Workshop • Youth Communication Chicago • Coorens Communications, inc. • Northwestern Medill School • Midwest Asian American Center • Chicago Bureau • Prairie State College • FEMA • The Pulitzer Center on Crisis Reporting • Illinois Campus Compact • Illinois Network of Charter Schools • Erie Neighborhood House • Chicago Bureau • Catalyst Chicago • Shiloh Baptist Church • Republic Foundation • Youth Communication Chicago • Chicago Area Agency on Aging • NRG Solutions • Albany Park Community Center • The Write Design Company • Illinois Department on Aging • Corporation for National Service • ADA Art Director • Chicago Sun Times • Chicago Talks • Columbia College Chicago • Prairie State College • Saloon Poetry & Poetry Saloon at Noon • Chicago LAMP • Illinois Humanities Council • Illinois Campus Compact • Illinois Municipal Retirement Fund • The Kring Group / The Chicago Bureau • Logic Solutions • Chicgaoland Chamber of Commerce • Brookfield Zoo • City Colleges of Chicago • Literacy Volunteers of Illinois • EXTRA • Our Saviours Lutheran Church • WindyCity SDR • Internet Public Trust • Center for Discovery Learning • Albany Park Community Center • Heaven's View Christian Fellowship • Metropolitan Planning Council • TW's Ministry • UCAN • Partnerships in Education and Service • Freelancer • TRADE RESOURCES Ltd. • Education Development Center (EDC) • Chicago Metro Intergenerational Committee • 3:16 Magazine • Copyline Magazine • PCC Network • WVON Radio • IIT • AAUW • Y-Press, Inc. • Project Exploration • Vietnamese Association of Illinois • AARP Experience Corps • Springfield Public Schools • Cook County Juvenile Temporary Detention Center • Greater Holy Temple • COGIC Joy Of Learning Center • Literacy Works • Sinai Community Institute •
