Thank You

Dear Friends and Partners,

The past two years have been challenging for everyone. What started off back in July 2019 as a normal year at MSA and for our program partners across the Commonwealth, ended in crisis. When the world turned upside down due to a worldwide pandemic, our programs had to respond accordingly. MSA is about service and volunteerism – areas that historically meant in-person interactions. We all needed to find a new way to support our Corps members, volunteers, and partner organizations during this crisis, and figure we did! We had hoped the 2020-2021 Program Year would bring back some normalcy to our operations, but instead we all had to continue to operate under ever changing and shifting realities of the Covid-19 pandemic.

But MSA and our partners did not throw up our hands and declare defeat. Instead, we all forged ahead adjusting our program models to allow for hybrid, in person, and remote service depending upon the program needs. We moved our trainings online and we found a way to build community virtually. Recruitment for AmeriCorps and Commonwealth Corps members was strong in 2020-2021 as potential service members explored how they could make a difference during these difficult times.

Sadly, the coronavirus was not the only plague on our country in the last two years. The 2020-2021 service year started on the heels of the tragic murder of George Floyd and a heightened awareness and long overdue outrage over the systemic racism and the continued tragic losses of Black individuals at the hands of police violence and racism in our country. To push ourselves beyond the status quo, MSA embarked upon intensive justice, equity, diversity, and inclusion work as a staff and board with the goal of making MSA an anti-racist organization and to ensure that our resources reach historically marginalized individuals and communities in the Commonwealth.

We are pleased to share with you highlights of this most unusual year in our 2020-2021 Annual Report.

Emily Haber, CEO, Massachusetts Service Alliance

Louise Keogh Weed, Board Chair, Massachusetts Service Alliance
Volunteerism and public service have never been more important, especially now as we grapple with the challenges brought on by the pandemic. Their positive influence on our state is a reminder of the importance of getting involved and working to create change. I am proud to support their efforts to level the playing field and improve the quality of life for residents across the Commonwealth.

- State Senator Eric P. Lesser (1st Hampden & Hampshire)

The individual and collective opportunities found within programs like MSA’s Commonwealth Corps and AmeriCorps are incredible. I can attest from firsthand experience that a service year can be foundational for individuals personally all the while supporting the crucial mission of community-based organizations as they deliver on urgent needs and provide direct service throughout the state.

- State Representative William J. Driscoll, Jr. (7th Norfolk)
AmeriCorps is a federal program overseen by the AmeriCorps Agency (formerly known as the Corporation for National and Community Service or CNCS). For twenty-five years AmeriCorps has mobilized a new generation of engaged citizens. In 2020-2021, over 2,000 individuals of all ages and backgrounds served through an AmeriCorps program in the Commonwealth.

They helped hundreds of community nonprofit organizations, faith-based groups, schools, and local agencies meet local needs in education, the environment, public safety, disaster preparedness, and other critical areas. Every year, AmeriCorps enrolls more than 250,000 individuals to serve organizations making a difference in communities across America. Our nation faces profound and enduring challenges. AmeriCorps is how we come together to help our country and our people prosper.
Since 2006 Boston Health Care for the Homeless Program has been welcoming the country’s most promising young leaders into the BHCHP community, initially through our participation in AmeriCorps/Community Health Corps and now through AmeriCorps in association with the Massachusetts Service Alliance!

Each year thirteen AmeriCorps Members are selected from a highly competitive pool of applicants representing future physicians, nurses, social workers, and policy makers, to serve alongside our staff and receive a unique education in the complex world of community and public health.

The team of BHCHP AmeriCorps Members support our dedicated staff in a variety of essential roles, including immigrant health, harm reduction recovery services, and housing support. They serve as full-time care coordinators and health educators with a focus on trauma-informed and person-centered care. They assist patients navigating the complexities of the health care and social service systems; increasing patients’ access to care, providing translation services and health education.

BHCHP prides itself on its continued ability to be at the forefront of care for some of the most vulnerable members of our society. This was no different when the pandemic hit in March of 2020. Our AmeriCorps members pivoted, assuming roles supporting a variety of the innovative services that BHCHP pioneered including Boston Hope, a 500-bed refuge set up in Boston City Hall serving COVID-19 positive, unsheltered patients. AmeriCorps members were responsible for coordinating all patient activities, supporting PPE distribution, and health education. The world continues to be impacted by COVID-19 and BHCHP staff, alongside AmeriCorps members, continue to be on the frontlines, setting up vaccine clinics with over 8,208 doses of the vaccine being administered thus far to patients, staff and shelter partners, providing tele-health services to better serve patients when needed, and advocating for continued equitable care for patients.

Our AmeriCorps members build meaningful relationships with those they are privileged to serve, with a focus on integrating their experiences at BHCHP into their lifelong careers as well as their individual, personal growth. The services provided by the AmeriCorps members are essential to bringing fresh perspectives, compassion, and energy to the BHCHP community and making sure our patients continue to receive unconditional and equitable access to the highest quality health care.
The mission of the Commonwealth Corps service internship program is to engage Massachusetts residents of all ages, backgrounds, and identities in direct service to strengthen communities, address critical needs, and increase volunteerism. The Commonwealth Corps provides opportunities for skill-building and leadership development and encourages and enhances a lifelong civic vocation for Corps members. Corps members provide direct service, build capacity, and recruit, organize and mobilize additional volunteers, thus building a grassroots movement of volunteers dedicated to service.

Since its inception, over 1,100 Commonwealth Corps members have served in the program, providing over 770,000 hours of service in areas such as community development, health services, benefits screenings, after-school or summer programs, and volunteer recruitment and management, and directly benefiting over 640,000 individuals.
The Coalition for a Better Acre (CBA) is a membership-based community development corporation dedicated to resident empowerment and sustainable community revitalization for current and future residents of Lowell.

CBA hosted three Commonwealth Corps members in 2020-2021 that supported services related to the pandemic including non-contact food delivery and distribution of non-perishable items. They have addressed different family's needs during this time of uncertainty.

Having CC members allows our agency to communicate more effectively with the community and offer programs and services conducive to youth and their families and promote inclusive out-of-school learning opportunities for the low-income population. Due to the pandemic, members have not been able to connect with children and their families physically. Corps members have been noticed as an inspiring addition to our mission.
AMERICORPS ALUMNUS:
EUN SOL SARA LEE

Eun Sol Sara Lee served at Community Legal Aid as a generalist who served victims of crime with a range of legal issues in 2019-2021 as an AmeriCorps Legal Advocate. She also served with CLA’s Asian Outreach Unit. Eun Sol is currently a rising 2L at Washington and Lee University, School of Law.

ALA-MA allows students who are interested in law but not necessarily practiced in it to experience what the practice may look like with a safety net. You are allowed the space to learn and grow while having enough of a buffer to stumble and recover. I loved my two years in the program.

COMMONWEALTH CORPS ALUMNUS: ANGELLA FOSTER

Angella Foster served at Matahari Women Worker’s Center in 2020-2021. As a Community Organizing Fellow, Angella conducted outreach to women workers, managed “know your rights” education workshops and intakes, and coordinated trainings as part of Matahari’s economic & workforce development focus in Greater Boston. She is currently working at Matahari and also serves on the Commonwealth Corps Community Advisory Committee.

This service year gave me the ammunition I need to fight for transformational changes in my community, to identify and train leaders whilst growing the women workers’ movement.
COVID-19 has continued to impact every sector of the economy, including the nonprofit and volunteerism sectors in Massachusetts. Many nonprofits have been forced to rethink or expand their services to meet the increased needs of their local communities. In response, MSA established the COVID-19 Resiliency Grant to assist nonprofits with building volunteer capacity and creating meaningful service opportunities to alleviate needs created by COVID-19. In our first two rounds of funding, our grantees have supported and engaged over 7,000 volunteers to address urgent needs for thousands of individuals.

The Service Enterprise Initiative is a nationally recognized certification program that strengthens a nonprofit’s capacity through the fundamental and strategic use of volunteers and their skills to address community needs. Service Enterprise organizations are among the top 11 percent of nonprofits in the country in volunteer management and organizational performance. MSA has now worked with over 100 organizations across MA through this initiative. MSA recently ran their first ever cohort in Western Massachusetts which included organizations from Springfield, Holyoke, Northampton and Wilbraham. All of the participating organizations completed the program and four of the five achieved Service Enterprise Certification status.

MSA values the critical role that youth-serving agencies and volunteers play in the development of the state’s most vulnerable young people. Every year, through the Youth Development Volunteer Initiative (YDVI), MSA awards matching grants up to $10,000 to provide capacity-building opportunities to nonprofits and Volunteer Connector Organizations to better engage volunteers in youth development programming or engage youth in service by creating, expanding and/or replicating promising models. In the 2020-2021 funding year, MSA supported 11 organizations through this initiative, impacting over 5,441 underserved youth across the state, and engaged 543 volunteers.
The International Language Institute of MA (ILI) is extremely proud to be a certified Service Enterprise, the first in western Massachusetts. The intensive certification process revolutionized both the ILI volunteer program and the volunteer experience, in no small part due to support and guidance of the Massachusetts Service Alliance. Major changes include the initiation of online training for volunteer tutors and creation of a dedicated volunteer website and newsletter. We improved coordination of online tutor/student sessions and enhanced our volunteer reporting and evaluation procedures. We identified new volunteer opportunities across the organization and put in place a recruitment plan. Importantly, we facilitated greater involvement of teachers and staff in the overall volunteer program, integrating it into our daily operations. As volunteer coordinator Laura Robinson states, “ILI now has the capability and management expertise to ensure that the time and many talents of volunteers contribute significantly in carrying out our mission.”
Youth Development Volunteer Initiative Highlight

As a small nonprofit serving the North Central Massachusetts region for 20 years, Growing Places understands that volunteerism is a critical component to change the way our community functions. As a healthy food-first organization, Growing Places focused on adult-based gardening and education programs for years. In 2017/2018, it became evident that our organization was well positioned to expand and better address food insecurity and the root causes of poor health and nutrition in our region. In addition to addressing the food system more holistically, we initiated youth programming to expand our reach and impact to the next generation.

With a TerraCorps service member piloting Growing Places youth programs, we focused heavily on gardening education and hands on activities for elementary school children. With success under our belt, we expanded youth programming to older youth and developed a youth leader model with supportive elements for positive youth development. This program organically took shape as a pathway for youth to learn about their community food system with each other in their own way.

In 2021, the Massachusetts Service Alliance (MSA) supported our Grow Your Own Way (GYOW) program. Growing Places merged our traditional, garden-focused youth programming with our recent work to build a resilient, sustainable, and equitable local food system, to create positive experiences, positive relationships and positive environments tailored to a diverse body of youth volunteers and learners.

MSA’s funding could not have come at a better time! With COVID-19 creating barriers for youth to connect with each other and participate in normal activities, we were able to create new opportunities for youth to engage with the natural environment and experience their community in new ways! Highlighting this, 2,208 youth participated in Grow Your Own Way in 2021. To reach youth in this new reality, we offered opportunities to participate in the local food system through a variety of ways from digging and harvesting at the Winchendon Community Farm, to cooking kale chips, to watching a virtual tour of our indoor Tower Garden! We are so thankful that we could leverage this important opportunity to work with the youth of North Central MA and create new systems that support social connection, healthy food access and quality of life during this critical time through youth volunteerism.

This is the most I have learned all year! - 6th grade student in Winchendon

I feel so connected to the earth here! - Mount Wachusetts Community College Summer Youth Program Student
COVID-19 Resiliency Grantee Highlight

With the support of our MSA COVID-19 Resiliency Grant, Ethos engaged community volunteers to tutor their older neighbors across Boston in computer skills. By growing their computer skills, the older adults gained new ways to stay in touch with friends, family and support circles, expanded access to virtual healthcare and other community resources, and added daily conveniences such as online grocery shopping. Perhaps even more importantly, Ethos’ volunteers and their older adult matches built strong, supportive and reciprocal friendships at a time when isolation is more widespread and perilous than ever before.

A community volunteer describes the impact of their experience: “It is a reward to receive a thank you and a smile from a senior while knowing that they appreciate the time you spent with them.” This volunteer taught their match how to send and receive emails, use Skype to video chat, share pictures, and download new programs. The older adult says, “I couldn’t have done this without Ethos and my volunteer!”

Ethos is grateful to the MSA and their support in our COVID-19 Resiliency Grant for enabling this critical work of closing the “digital divide” between Boston’s older adults and virtual resources, and reducing isolation for volunteers and seniors alike!
In 2020, the Massachusetts Service Alliance partnered with Inspiring Service and Volunteer Connectors across the state to launch MSAConnectsForGood.org, a cutting-edge statewide platform to connect nonprofit organizations across Massachusetts with the people of the Commonwealth to help meet critical needs in their communities now and into the future. MSAConnectsForGood.org currently includes volunteer opportunities from over 1,100 agencies and nonprofits from Pittsfield to Worcester and Boston to Hyannis. The site is a partnership between MSA, Cape and Islands United Way, Encore Boston Network, Inspiring Service, MetroWest Nonprofit Network, Nonprofit Center of the Berkshires, and the United Way of Massachusetts Bay and Merrimack Valley. To list your volunteer opportunities on the platform visit the site.
Impact

AmeriCorps and Commonwealth Corps Members

<table>
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<th>1,525 Members</th>
<th>16 Commonwealth Corps Host Site Partners</th>
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<tbody>
<tr>
<td>27 AmeriCorps Programs</td>
<td>1,515,626 Hours Served</td>
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- 2,297 refugees and immigrants received economic mobility services
- 1,778 under resourced individuals transferred to safe, healthy, and affordable housing
- 317 acres of parks and other public lands improved
- 19 historic preservation structures restored by AmeriCorps members
- 102 – miles of trails or waterways improved
- 2,341 underrepresented students were admitted to college
- 599 individuals experiencing homelessness in Greater Boston received improved access to health care, connections to health–supporting resources and social services, health education, and education to prevent overdose and address substance use disorders

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- 6,873 individuals received high quality environmental stewardship/environmentally practices information
- 37,159 underresourced youth served
- 1,019 preschool children received high-quality services
- 2,341 underrepresented students were admitted to college
- 599 individuals experiencing homelessness in Greater Boston received improved access to health care, connections to health–supporting resources and social services, health education, and education to prevent overdose and address substance use disorders

*SCA Historic Preservation Corps*
# Financials

## FY2021 Audited Financial Statement

### Operating Revenues:
Grants and contracts:
- Federal: $14,841,519
- State: $1,466,311
- Program Revenue and Other: $138,881
- Contributions: $5,755

Total Operating Revenues: $16,452,466

### Operating Expenses:
Program Services:
- AmeriCorps: $14,844,162
- CommonwealthCorps: $950,810
- Volunteer Generation Fund: $348,105

Total Program Services: $16,143,077

- General and Administrative: $510,493

Total Operating Expenses: $16,653,570

Changes in net assets without donor restrictions from operations: $201,104

### Non-Operating Revenue:
- Net Investment Income: $306,994
- Debt Forgiveness: $230,000

Changes in net assets with donor restrictions: $335,890

### Net Assets without donor restrictions
- (Beginning of year): $2,017,835
- (End of year): $2,353,725
**MSA Staff**

Emily Haber, CEO  
Sarah Louise Adamczyk, Controller  
Sybelle Etienne, Grants & Fiscal Compliance Associate  
Andrea Farren, AmeriCorps Program Officer  
Lisl Hacker, Director of Training and Technical Assistance  
Rachel Irvine, Senior Grants and Fiscal Compliance Officer  
Beth McGuinness, Deputy Director  
Jared Jones, AmeriCorps Program Officer  
Suzana Kantardzic, Director of AmeriCorps  
Katie Koski, Senior Program Development and Training Officer  
Kat Roach, Communications and Operations Associate  
Marlene Rojas, Commonwealth Corps Program Associate  
Lindsay Rooney, Director of Operations and External Affairs  
Alex Sievers, AmeriCorps Program Officer  
Stacey Sirois, Commonwealth Corps Program Manager  
Chris Woods, Program Officer for Volunteer Initiatives  
Abdullahi Yusuf, Senior Accountant

**MSA Board of Directors**

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Kimberly Y. Jones, Vice Chair, Athena Legal Strategies Group  
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Helene Horan Winn, Secretary, The TJX Companies  
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Jill Griffin, Acordia Partners  
Emily Haber, CEO, Massachusetts Service Alliance  
Tyissha Jones-Horner, City of Boston  
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