Governor's Volunteer Service Awards
2019 Nomination Form and Guidelines

Serve Washington, the bipartisan, Governor-appointed commission on national and community service presents "Governor's Volunteer Service Awards." These awards recognize individual volunteers and volunteer programs through a statewide award program to highlight the importance of volunteerism and community service in the state of Washington.

Awards will be presented in each of the following categories:

Individual Awards:

AmeriCorps Alum	Education	Social Services
Animal Welfare	Environment	Teen (13-18 years of age)
Arts & Culture	Health Care	Veteran
Citizen Corps/CERT Volunteer	Human Services	Youth (up to age 12 years of age)
Disaster Preparedness & Response	Public Safety	

National Service Awards:

AmeriCorps Member
VISTA Volunteer
Senior Corps Program Participant

Group Awards:

Employer-Based Program
Service Group
Volunteer Family

A panel of judges comprised of Governor-appointed commission members will select the award recipients. The deadline to submit your nomination is **February 8, 2019** by **5:00 PM PST**. Recipients will be notified the week of **March 4, 2019**.

Serve Washington will host a ceremony at the Executive Mansion in Olympia to honor the 15th Annual Governor's Volunteer Service Award recipients on **April 12, 2019.**

How to submit your nomination: Complete the online nomination form available at https://www.surveymonkey.com/r/2019_GVSA_Nomination. Questions and requests to receive in alternate format should be sent to servewa@ofm.wa.gov or 360-902-0657.

We will seek the assistance of the nominator to provide a quality photo of the nominee to Serve Washington upon notification of selection.

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Guidelines and Selection

Eligibility Guidelines:
- Volunteers may be nominated by an individual or organization.
- Focus on volunteer service for the past calendar year only.
- Volunteer service must be performed in Washington and may not include hours served as part of academic credit or court-ordered community service.
- Nominee's volunteer organization must serve the community at large (not limited to its own members).
- The nomination statement must be limited to the word count provided **(500 words in total).**
- In the event multiple nominations are received for the same individual in multiple categories, the nominee is only eligible to receive one award.
- Serve Washington reserves the right to withhold distribution of an award if deemed appropriate.
- Only a current member or participant of a national service program in Washington (e.g. AmeriCorps, AmeriCorps VISTA, AmeriCorps NCCC, or Senior Corps programs such as RSVP, FGP, and SCP) is eligible for the National Service Awards category. Alternatively, they may be nominated in one of the other award categories as appropriate.
- Serve Washington staff and commission members are not eligible to receive an award, or to nominate volunteers for awards.
- Entries are received in confidence, are scored by a team of commission members, and become the property of Serve Washington.
- Please do not submit any attachments, videos, news clips, etc., unless requested by Serve Washington. However, you may submit one photo of your nominee in action via email to servewa@ofm.wa.gov and include the first and last name in the subject line.

Award Selection:
- Award selections are based on the nominee's volunteer efforts, commitment of time, accomplishments, community impact and enhancement of the lives of others, as described in the nomination statement. The elements of the statement include:
    - Nominee's outstanding commitment to volunteerism.
    - Nominee's outstanding accomplishments.
    - The impact of their service on the community.
- Serve Washington will select award recipients based on merit and eligibility.
- Serve Washington may use discretion to move an individual or group into a different category if deemed appropriate.

Serve Washington strives to be a model of inclusion by supporting programs that bring diverse individuals and perspectives together to serve our state. Through the Governor's Volunteer Service Awards we strive to recognize a diversity of individuals and groups for their contributions toward effectively addressing the issues that face our communities.

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Volunteer Service Categories and Descriptions

1. **AmeriCorps Alum:** an individual who served in AmeriCorps or VISTA who has demonstrated outstanding volunteer service that continued following their term of service.

2. **Animal Welfare:** an individual serving to alleviate suffering inflicted on animals by people.

3. **Arts and Culture:** an individual who volunteers with an arts or cultural organization.

4. **Citizen Corps/CERT:** an individual who volunteers with a Citizen Corps program or Community Emergency Response Team (CERT).

5. **Disaster Preparedness & Response:** an individual who volunteers in disaster preparedness, response, recovery or mitigation activities. (This does not include paid first responders).

6. **Education:** an individual who volunteers in the K-12 education system.

7. **Environment:** an individual who volunteers on environmental issues.

8. **Health Care:** an individual who volunteers in a healthcare institution and/or for healthcare issues.

9. **Human Services**: an individual's action which serves to assist others in navigating through crisis or chronic situations.

10. **Public Safety:** an individual who volunteers for the welfare and protection of others.

11. **Social Services**: an individual serving to build stronger communities, promote equality, social justice and/or opportunity.

12. **Teen** (13-18 years of age)

13. **Veteran:** a former member of the armed forces who volunteers serving veterans.

14. **Youth** (up to 12 years of age)

15. **AmeriCorps Member:** an individual serving a term in AmeriCorps who has demonstrated outstanding volunteer service. The volunteer service must be above and beyond the requirements of the designated program.

16. **AmeriCorps VISTA:** an individual serving a term in VISTA who has demonstrated outstanding volunteer service. The volunteer service must be above and beyond the requirements of the designated program.

17. **Senior Corps:** an individual serving in the Foster Grandparent Program, Senior Companion Program or the Retired and Senior Volunteer Program (RSVP) who has demonstrated outstanding volunteer service. The volunteer service must be above and beyond the requirements of the designated program.

18. **Employer-Based Program:** A corporate program that promotes and supports volunteerism.

19. **Service Group:** A group of volunteers (faith-based, civic, leadership, etc.) meeting the needs of the community by providing service to the community at large.

20. **Volunteer Family:** A family that volunteers together on the same project(s).

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Nomination Form Sample

(Nominator must ensure all requirements for nomination are met)

Nominee Information:

(Note: The online form has separate fields for individual, group, and family nominees. Provide primary contact person for group and family nominations. Group has Group Name field. Family nomination has added fields to list members-see supplemental page.)

Name: _____ Group Name: _____
(if Service Group or Employer-Based Program)

Address: _____ City/State/Zip: _____

Phone: _____ E-mail: _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if Youth/Teen nominee.

Age: _____ Gender: _____ Ethnicity: _____

Volunteer Position Title: _____

Organization Served by Nominee:

Organization: _____

Address: _____ City/State/Zip: _____

E-mail: _____ Phone: _____

Are you the immediate supervisor of the volunteer being nominated? Yes ___ No ___

*If no, provide name of nominee's immediate supervisor for volunteer activities: _____
*If no, what is your relationship with the nominee? _____

Select <u>one</u> award category in which the nominee's volunteer service most closely aligns:

___ AmeriCorps Alum	___ Healthcare	___ AmeriCorps Member
___ Animal Welfare	___ Human Services	___ AmeriCorps VISTA
___ Arts & Culture	___ Public Safety	___ Senior Corps
___ Citizen Corps/CERT	___ Social Services	___ Employer-Based Program
___ Disaster Preparedness & Response	___ Teen (13-18 years of age)	___ Service Group
___ Education	___ Veteran	___ Volunteer Family
___ Environment	___ Youth (up to 12 years of age)	

Nominator Information:

Name: _____ Organization: _____

Address: _____ City/State/Zip: _____

E-mail: _____ Phone: _____

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Nomination Statement

Statements should be written in third person. Ensure all elements of the information requested are addressed in the nomination statement. There is a **500 word limit in total for all elements combined**. The author can determine the word count within each element. The application review committee will only consider the first 500 words. It is highly recommended to draft the statement in a Word document to view word count, then copy and paste in online form.

Elements

Explain the primary reasons for nominating this individual, group, or family in the selected category. Nomination statements will be evaluated based on <u>each</u> of the following elements:

- **Outstanding commitment to volunteerism.**

- **Accomplishments over the last year.**

- **The impact of their service on the community.**

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Sample Statement

Ima Leader has volunteered as a front door greeter, guild board member, and program leader for We Care For All Kids Hospital for over 25 years serving 7,000 hours.[1] As the longest serving volunteer, Ima has been a vital member of the team, raising over $500,000 with her guild in 2018 and creating new programs to meet growing needs.

For over 25 years, Ima has greeted patients, families and guests at the door each Monday afternoon from noon to 5pm. Her knowledge of the hospital has been a tremendous asset in easing the anxiety of families when they first enter the unfamiliar place. Ima has proven to be self-driven and is motivated to ensure that she has the most current information for families by attending extra events, conferences and meetings in the hospital that give her further insight into hospital happenings and the patient experience.[2]

In January 2018, when the Family Experience Survey (FES)scores (indicators of the successes and improvement opportunities for hospitals) showed that the greatest concern of families was communication and not knowing basic services in and around the hospital, Ima used her 25 years of experience serving these families to take services to the next level. She worked alongside staff to benchmark with hospitals around the nation to understand how to best meet the non-medical needs of our families. She created the Welcome Program to ensure families would receive an in-room visit from a Welcome Program team member within 48 hours of their arrival.[3] When creating the program, Ima gathered information on services in the community like restaurants, grocery, clothing and drug stores and on hospital services including gift shop hours, family swim times, playroom hours, laundry services, and outdoor spaces where families can go for a moment of fresh air. Ima used this information to train over 60 volunteers and 3 staff to deliver the program. Since the program began in March 2018, over 2,500 families have received in-room visits by a Welcome Program member; families who would not otherwise have received a proper orientation to services.[4]

Due to the Welcome Program, the last 5 months of FES scores rose by 15%. Families scored "interpersonal care/communication" as positive on 90% of the surveys vs. previous years when only 75% of the families scored that as positive. Families indicated that they felt "very familiar" with hospital services by Day 2 of admittance vs. previous years when they had indicated that they felt "somewhat familiar." This increase in familiarity with services is empowering to these families and allows bedside nurses, who were spending time answering questions about basic resources, to focus more on the medical care of their patients.[5] Without the work that Ima has done with the Welcome Program, families would not receive serves at this depth. In addition to presenting program information at staff and board meetings, Ima is making a national impact by presenting at the 2018 Association for Healthcare Volunteer Resource Professionals conference.[6]

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[1] Outstanding Commitment: Multiple roles over many years shows strong commitment to service.
[2] Outstanding Commitment: Self-driven problem solver demonstrates going above and beyond in her service to others.
[3] Outstanding Commitment: Problem solver who is helping to move the organization forward.
[4] Accomplishments: Brought other families on board and, together, accomplished a great deal in terms of number of services provided and depth of service.
[5] Impact on community: Empowered families and supported staff; Impact reflected in scores given by clients served.
[6] Impact on community: Sharing information in order to impact change in systems nationally.

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SUPPLEMENTAL PAGE –Volunteer Family
*NOTE: This section should be completed for Volunteer Family nominees

Nominee Name: _____

Family Member #2

> **First Name**_____
> **Last Name** _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if 18 and under.

Age: _____   Gender: _____   Ethnicity: _____

Family Member #3

> **First Name** _____
> **Last Name** _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if 18 and under.

Age: _____   Gender: _____   Ethnicity: _____

Family Member #4

> **First Name** _____
> **Last Name** _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if 18 and under.

Age: _____   Gender: _____   Ethnicity: _____

Family Member #5

> **First Name** _____
> **Last Name** _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if 18 and under.

Age: _____   Gender: _____   Ethnicity: _____

Family Member #6

> **First Name** _____
> **Last Name** _____

The following information is used to compile demographic data of volunteers and is <u>optional</u>, except for age if 18 and under.

Age: _____   Gender: _____   Ethnicity: _____