

**Massachusetts Conference
on Service & Volunteering:
Unleash the power of service.**

Awards Luncheon



**2015 Massachusetts Conference
on Service and Volunteering**

Unleash the power of service.

**Monday, June 1, 2015
11:30am-1:00pm**

**Sheraton Framingham
Hotel & Conference Center**



Dear Friends,

Welcome to the 2015 Statewide Conference on Service and Volunteering and our 2015 Massachusetts Service and Volunteerism Awards. Individuals, organizations, and corporations across Massachusetts demonstrate the power of service and volunteerism every day. Today we have the opportunity to recognize three amazing individuals, students and faculty from an inspiring alternative high school, a corporate nonprofit partnership, a college and its community partner, as well as a nonprofit organization, all of whom have embraced the power of service and volunteerism to meet critical needs in Massachusetts. We want to thank our Service and Volunteerism Award Judges who were given the very difficult task of selecting only one award winner in each category from a pool of extraordinary individuals, nonprofits, institutions of higher education, and businesses that represent the best in service and volunteerism in Massachusetts.

Thank you for joining us for today's conference and awards ceremony. We look forward to partnering with you throughout the year to engage and support the thousands of volunteers and corps members that make a difference in the lives of so many people in Massachusetts.

Sincerely,

A handwritten signature in black ink that reads "Emily Haber".

Emily Haber,
Chief Executive Officer

A handwritten signature in black ink that reads "Lawrence Bailis".

Lawrence Bailis,
Board Chair

2015 Massachusetts Service & Volunteerism Awards Program

Lunch and Networking

State of the Sector in Massachusetts & Awards Introduction

Emily Haber, CEO, Massachusetts Service Alliance

Awards Presentation

Getting Things Done in Massachusetts

Awardee: Chickie Abdallah

Presenter: Lillian Hartman, Director,

Norfolk County RSVP Volunteer Program

Higher Education Community Partnership Innovator

Awardee: Bunker Hill Community College and Boston Housing Authority's Volunteer Interpreters Program

Presenter: Barbara Canyes, MSA Board Member / Executive Director, Massachusetts Campus Compact

Outstanding Service-Learning Partnership

Awardee: E3 Academy—Students, Faculty and Community Partners

Presenter: Kristen McKinnon, MSA Board Member / Community Service-Learning Specialist, MA Department of Elementary and Secondary Education

Outstanding Corporate-Nonprofit Partnership

Awardee: Project Citizenship and Goodwin Procter

Presenter: Kimberly Y. Jones, MSA Board Member / Athena Legal Strategies Group

Outstanding Nonprofit Volunteer Program

Awardee: Care Dimensions

Presenter: Lawrence Bailis, MSA Board Chair / Associate Professor, Brandeis University

Lifetime Achievement

Awardee: Marie-Claude & Brian Thompson, EV (Earthen Vessels, Inc.)

Presenter: Mal Coles, Boston Regional Agency Director, Corporation for National and Community Service

Getting Things Done in Massachusetts



Chickie Abdallah,

RSVP Volunteer and veteran of the Navy WAVES division

Nominator: Bettanne Lang, Chair of the Norfolk County RSVP Advisory Committee, with several contributors

Chickie Abdallah's life of service has profoundly impacted the city of Quincy and its residents. Chickie is a veteran who spent her civilian life deeply involved with youth, poverty, and environmental issues affecting her neighbors. She embodies selflessness without pomp, and is recognized by people from all walks of life as a friend. Her can-do attitude and commitment to local needs inspire service.

In 2006, Chickie discovered Interfaith Social Services (ISS) and adopted it wholly. Interfaith helps over 7,500 South Shore families with food and additional services. She answered phones at the front desk, checked in clients coming into the pantry, sat one-on-one with clients, and worked in their thrift shop. She logged over 500 hours per year with RSVP and inspired her neighbors to take up national service, registering many to join.

Chickie is a veteran of the Navy WAVES division and the ocean continues to be central to her life. In 2007 she combined her passion for the ocean and Interfaith with Quincy's public beaches by co-founding the John Hancock Polar Plunge fundraiser. This event brings attention to beaches and to the needs of vulnerable families. It also inspires daring outdoor-lovers to participate in service. By its fourth year, over 200 people attended and the Plunge raised nearly \$8,000. Not everyone can run into the ocean in January so Chickie set levels ranging from toe-dunking to full plunge. Per tradition, 70-year-old Chickie waded into the cold Wollaston Beach water every year. The City Council declared January 22, 2011 as "Chickie Abdallah Toe-Dunk Day."

Chickie never let physical difficulties prevent her from helping. ISS ED, Rick Doane says, "Every health problem she had she would be back volunteering as soon as she was out of the hospital. She was an example of putting others before herself." Chickie's mobility is now limited, but her legacy continues. Her granddaughter interned with Interfaith and was inspired to study social work.

Higher Education Community Partnership Innovator

Bunker Hill Community College & Boston Housing Authority's Volunteers Interpreters Program



Nominator: Meghan Callaghan, Coordinator of Community Engagement at Bunker Hill Community College

Bunker Hill Community College forms vibrant partnerships with community organizations, empowering students to make meaningful contributions to their local and global communities. Supporting these efforts, the Office of Community Engagement strives to develop reciprocal relationships in order to provide multiple pathways for students to engage as active and responsible members of their communities.

Imbued with the spirit of service, the Office of Community Engagement in 2012 forged a partnership with the Boston Housing Authority (BHA), the largest public housing authority in New England. The partnership has provided BHCC's English Language Learner students volunteer opportunities as interpreters for BHA residents through BHA's Volunteer Interpreters Program (VIP). As volunteers, students have sharpened their language and interpretation skills, remained connected to their home communities and cultures, and gained a deeper understanding of the challenges facing BHA tenants. In turn, the partnership has allowed BHA to expand its services and programs.

To date, 105 BHCC students have provided translation and interpretation services on 297 occasions, rendering more than 500 hours of volunteer service to BHA tenants. Students volunteer during eligibility housing interviews, administrative appeals, walk-ins, and residents' meetings. This spring, VIP ran a pilot project at the Frederick Douglass and Hampton House Developments in Roxbury, where Chinese-speaking students provided a range of services for Chinese BHA tenants: helping tenants read their benefit letters, translating presentations on healthy eating, assisting tenants in making doctors' appointments, and teaching elderly residents computer skills. As the partnership between BHCC and VIP grows and deepens, it also continues to be mutually transformational: BHCC students evolve into genuinely committed, caring citizens and civic leaders, at the same time that VIP is able to increase accessibility to affordable housing for more residents in the Commonwealth.

Outstanding Service-Learning Partnership

E3 Academy: Students, Faculty and Community Partners

Nominator: Anne French, Service-Learning Coordinator at North Adams Public Schools



Students at E3 Academy break down barriers and get important things done in their community while learning and demonstrating academic knowledge and skills. E3 (Effort, Essential Skills and Employability), an alternative program of Drury High School, serves students who are under-credited and at risk of not completing high school. The three faculty members developed a competency-based curriculum to provide students with real world experiences as preparation for life, college and career. As a core instructional method, students engage in service-learning throughout the school year.

Student projects include redesigning the flood chutes of the Hoosic River to foster river health, recreation, and economic development; after hauling trash, pulling invasive and overgrown vegetation and building a walking trail, E3 students host annual community clean ups of the Willow Dell Trail in partnership with students from Massachusetts College of Liberal Arts; identifying needs connected to city pride and local economy, students developed the tag line of "Find It, Love It: North Adams" and designed a logo for the city and a line of t-shirts and sweatshirts called NAMApparel in order to promote pride and tourism; in order to foster a sense of community, E3 students designed, constructed, and installed a raised bed garden in the courtyard of the former mill building that houses their school and other businesses; and as they near the end of the school year, E3 students are developing an exhibit called "Voices of Youth" with the goal of increasing understanding between people of different ages and backgrounds.

Outstanding Corporate-Nonprofit Partnership

Project Citizenship and Goodwin Procter

Nominator: Matthew Jose,
Program Manager at Project Citizenship

Project Citizenship (formerly Greater Boston Citizenship Initiative) has been engaged in citizenship work since 2011. Since its inception, almost 7,000 immigrants have been assisted with their citizenship applications. In 2014, Project Citizenship redirected its model to provide direct services with the highest quality possible. As a staff of four, Project Citizenship relies heavily on its growing volunteer base. The crown jewel of the volunteer base is Goodwin Procter.

Goodwin Procter, one of the largest law firms in Boston, became the pro bono sponsor of Citizenship Day in Boston in 2014. This was the beginning of a growing Corporate Partnership. Since then over 250 citizenship applications have been submitted to the Department of Homeland Security. This translates to 250 new voters in Massachusetts in the last year. In addition, 135 of the 250 applications needed fee waivers in order to get approved. Goodwin Procter's support of Project Citizenship allows free services to reach the communities with the biggest need.

The relationship between Project Citizenship and Goodwin Procter has inspired other law firms in Boston to reach out to Project Citizenship to increase their pro bono efforts. Project Citizenship has a list of 134 active attorney volunteers who participate in group processing workshops and take pro bono citizenship cases – 82 of whom are attorneys from Goodwin Procter. Goodwin's donated hours of service can be conservatively estimated at around 500 hours in the last 8 months. Project Citizenship relies on volunteers in a unique way. Goodwin has been a model of limited representation and their ability to give quality pro bono work is a testament to their commitment and ability to take their training and execute service at a very high level.



Outstanding Nonprofit Volunteer Program



Care Dimensions



For the over 4,500 patients that Care Dimensions serves annually their volunteers represent the heart of their hospice and palliative care services. Founded in 1978 as Hospice of the North Shore, they evolved from a small, all-volunteer agency to the largest hospice in Massachusetts. Perhaps, due to their volunteer roots, they have developed an outstanding nonprofit volunteer program; one that maximizes the unique talents of their volunteers and that recognizes volunteers as integral to the work they do in the 90 communities they serve. In 2014, their volunteers contributed a total of 25,983 hours to support their organization's mission to enrich quality of life for those affected by life-limiting illness, death and loss.

Their team of 440 volunteers are regularly praised by their staff, patients and families for selflessly giving of themselves to provide comfort to patients and families at a very difficult time in their lives. To prepare their volunteers for this important service they offer 18 hours of in-person training and tailor experiences to meet their schedules and interests as well as training in six volunteer specializations.

They know that this type of volunteer experience, while rewarding, is also emotional work so they offer volunteer support groups on a regular basis and each of their staff volunteer coordinators routinely check-in with volunteers to see how a placement is going and what supports may be needed. They also recognize their volunteers through annual Volunteer Week receptions, spotlighting specific volunteers in their newsletters, thanking them through letters to the editor and press releases extolling their efforts. Their volunteers see themselves as ambassadors, not just for Care Dimensions, but for the hospice philosophy and quality end of life care.



Lifetime Achievement

Marie-Claude & Brian Thompson, EV (Earthen Vessels, Inc.)

Nominator: Lauren Ravello,
Program Director at EV (Earthen Vessels, Inc.)



Earthen Vessels, Inc. (EV) founders, Marie-Claude and Brian Thompson, have been committed to at-risk youth from Dorchester and Roxbury for more than three decades. Since 1980, these now-retired college educators have worked to close the gap between the resources of the academic world and the limited opportunities for Boston's inner-city children by bringing the two communities together.

The Thompsons first founded EV Camp for Boston youth to experience rural Vermont, followed in 1985 by EV Afterschool, a multi-year 1-on-1 academic mentoring program. The Thompsons ran EV from their home for many years and co-directed the summer camp through 2013. Their personal phone line has been a life line for many, with calls coming in at all hours from kids, families, teachers, and volunteer tutors, seeking guidance, encouragement, and a kind word.

Their volunteers are emerging student leaders and urban educators who make a multi-year commitment to tutor/mentor a child or teen. Marie-Claude and Brian built a structure of student leaders to bring in more EVcorps volunteers to meet the need for tutors/mentors, which has expanded to Boston College and Tufts. The Thompsons recruited, trained, and inspired college volunteer mentors and enriched the lives of academically vulnerable kids (grades 4-12). They nurtured the volunteers and helped them grow their own commitment to serve others. Thanks to the Thompsons' commitment, EVkids spend an average of three years with EV and improve their attitudes toward school, attendance, and grades. EVcorps volunteers average two years in service and many go on to careers in public service. 100% of EVkid seniors have graduated and matriculated in college over the last seven years.

Marie-Claude and Brian remain very involved as EV board members and continue to host an annual dinner to celebrate graduating EVcorps college volunteers. Neither has ever taken a salary for their more than 30 years of EV service. Their son, Eric, who grew up as an EV Camp counselor, is now EV's Executive Director, helping to strengthen and grow his parents' legacy of service. Brian and Marie-Claude's extraordinary commitment and dedication to serving their community continues to be truly transformational – for EVkids, EVcorps volunteers, EVfamilies, teachers, and staff.



2015 Nominees

Getting Things Done in Massachusetts

Chickie Abdallah
Allison Roso
Kelsey Hopkins
Miriam Manning
Carl and Arnetta Bay
Emily Wood
Jayde Campbell
Jessica Whitehead
Katie Rozenas
Kelli Munroe
Malcolm Douglas
Stephanie Herron Rice
Susan Malouin

Higher Education Community Partnership Innovator

Bunker Hill Community College/
Boston Housing Authority's
Volunteer Interpreters Program
UMass Dartmouth/ Leduc Center
for Civic Engagement
Bunker Hill Community College/
Citizen Schools
Harvard Catholic Center/
EV (Earthen Vessels, Inc.)
Massachusetts College of Liberal
Arts/ Northern Berkshire Commu-
nity Coalition
UMass Boston/ The Marble
Collection
UMass Boston's College of Public
and Community Service/ Boys &
Girls Clubs of Dorchester's Walter
Denney Youth Center
Working for Worcester
UMass Lowell/ The Lowell
Association for the Blind
Boston College/ Big Brothers Big
Sisters of Massachusetts Bay

Clark University/ Worcester
Public Schools
Wellesley College/ Science Club
for Girls
Elms College/ Junior
Achievement
Framingham State University/
United Way of Tri-County
Boston College (PULSE)/ Project
Bread
Northeastern University's Center
for Community Service/ Boys &
Girls Clubs of Boston
Mount Wachusett Community
College/Boys and Girls Club
of Fitchburg and Leominster
Lesley University/ Tutoring Plus of
Cambridge
Suffolk University's CNJ 477
Course/ The Boston Debate
League
Hampshire College/ Hampshire
Youth Connect
UMass Boston College of Nursing
& Health Sciences/ Action for
Boston Community
Development, Inc.

Outstanding Service-Learning Partnership

E3 Academy— Students, Faculty
and Community Partners
Community Call
Lowell High School (21st CCLC
Program)
Auburn Middle School (Sarah
Connell)
Marshfield High School Key Club
Shaughnessy Elementary School
(21st CCLC Summer Program)

2015 Nominees (Continued)

Outstanding Corporate- Nonprofit Partnership

Goodwin Procter/
Project Citizenship
Edward Nunez of Freedom
Credit Union
Holland & Knight/YWCA Boston
MassMutual/Junior Achieve-
ment of Western Massachusetts
New Balance/West End House
Boys & Girls Club
PricewaterhouseCoopers
(PwC)/Tenacity
Capital One 360/ABCD
Box 4 Special Services Canteen
Association, Inc.

Outstanding Nonprofit Volunteer Program

Care Dimensions
Boston's Wounded Vet Run
Moments House
SOAR 55
Access to Justice Fellows
Program
AmeriCorps Alums Boston
Emmaus
Let's Get Ready
Needham Community Council
On Common Ground
Bristol County DA's Office
Zoo New England
Massachusetts Legal Assistance
for Self-Sufficiency AmeriCorps
Program
City of Boston Elderly
Commission

Lifetime Achievement

Marie-Claude &
Brian Thompson
Chickie Abdallah
Darlene Johnson-Morris
Elizabeth Payne
Gail O'Malley
Robert Mersereau
Stephen London
David Barber
David Foynes
Dr. Frank Caro
Karen Kline
Karla Romero
Mark Saperstein
Maureen Peterson
Peter Gentile
Richard Rohnert
Gina Wironen
Dr. Michael Kocet
Gloria Rice-Stuart
Helen Garretson
Kathleen Marx
Robert F. Smith

Award Judges

Chris Bentson

America SCORES Boston,
AmeriCorps Alums: Boston Chapter

Carly Bruder

CNCS

Will Chrysanthos

AmeriCorps Alum

John Harney

New England Board of Higher Education

Morgan Helfman

President of the 2016 Senior Class
Northeastern University

Danielle Holly

Common Impact

Shelly Jean-Baptiste

MACC AmeriCorps VISTA, UMass Boston

Kristen McKinnon

MA Department of Elementary &
Secondary Education

Amanda Moser

Scott/Ross Center for Community Service
Simmons College

LaTonia Naylor

United Way of Pioneer Valley

Sharon Niles-Spencer

Deloitte LLP

Michael Omenazu

Commongood Careers, AmeriCorps Alum

Bryan Rotach

City Year

Courtney Russell

CNCS

Hilary Sullivan

Northeastern University, AmeriCorps Alum

Todd Wallingford

Hudson Public Schools

Naomi Weiner

Social Worker

Massachusetts Service Alliance

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Emily Haber

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Rachel Lieberman

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Beth McGuinness

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Lindsay Rooney

Director of External Relations
and Development

Elizabeth Way

Administrative Coordinator

Rebecca Wolfson

Program Officer

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Massachusetts Service Alliance

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Gretchen Arntz
Emmaus, Inc.

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Massachusetts Campus Compact

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Notes

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Service and Volunteerism!



Massachusetts Service Alliance

The Massachusetts Service Alliance, established in 1991, is a private, nonprofit organization that serves as the state commission on community service and volunteerism. Its mission is to catalyze the innovation and growth of service and volunteerism by creating partnerships that maximize resources, expertise, capacity, and impact.

In support of our mission, Massachusetts Service Alliance invests public and private funds in institutions and organizations; convenes and mobilizes individuals, nonprofits, corporations and government entities to link strategies related to service and volunteerism; builds capacity of programs and agencies through training and technical assistance; and advocates for the development and promotion of public policies and private initiatives that incorporate service and volunteerism as effective strategies to address community needs.



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