

Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



**Open Government Plan
STATUS REPORT
March 31, 2011**

**Corporation for National and Community Service
Open Government Plan Status Report**

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I. Summary and Background

Background

On December 8, 2009, the White House issued the [Open Government Directive](#) which required federal agencies to take immediate, specific steps to achieve key milestones in transparency, participation, and collaboration.

Transparency promotes accountability by providing the public with information about what the government is doing. Participation allows members of the public to contribute ideas and expertise so that policies can be made with the benefit of information that is widely dispersed in society. Collaboration improves the effectiveness of government by encouraging partnerships and cooperation within the Federal government, across all levels of government, and between government and private institutions.

One of the steps the directive requires of us is to establish and publish an Open Government Plan. The plan is a public roadmap that describes how the Corporation for National and Community Service (the Corporation) will incorporate the principles of the President's January 21, 2009, [Memorandum on Transparency and Open Government](#) into our core mission.

The Corporation published its [Open Government Plan](#) on April 7, 2010 and revised it and republished it on June 25, 2010. The plan called for the Corporation to begin publishing a Status Report on a quarterly basis beginning September 30, 2010.

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II. Governance Structure and Performance Measures

The directive and follow-on guidance has expressed that agencies must consider the governance issues associated with open government in order to assure that it becomes an inherent part of our culture and processes. Initially, the Corporation’s plan establishes an Open Government Council to coordinate the many activities associated with the Open Government Directive.

The Open Government Council held their initial meeting on May 10, 2010. The Council established three committees to pursue different aspects of Open Government: a Transparency Committee, a Participation and Collaboration Committee, and a Policy Committee.

Task	Planned Start	Planned Completion	Actual Completion	Team Lead	Current Status	Comments
Governance Structure and Performance Measures						
Establish Open Government Council	1/22/2010	4/7/2010	4/10/2010	Bill Anderson	Complete	
Establish targets for publishing high-value data	4/7/2010	9/30/2010	8/17/2010	Transparency Committee	Complete	
Establish annual performance measures for transparency	4/7/2010	9/30/2010	9/23/2010	Transparency Committee	Complete	
Establish annual performance measures for collaboration	4/7/2010	9/30/2010	9/29/2010	Participation & Collaboration Committee	Complete	
Establish annual performance measures for participation	4/7/2010	9/30/2010	9/29/2010	Participation & Collaboration Committee	Complete	
Prepare and publish a periodic implementation status Report	9/30/2010	Quarterly	N/A	Open Government Council	Ongoing	

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III. The Policy Committee

The Policy Committee met over the summer of 2010 and concluded a review of the Corporation's policies to determine if any presented challenges to Open Government. The Committee felt that none of the policies was inconsistent with the goals and strategies of Open Government.

The Policy Committee considered posting all 51 policies on the Internet, but felt that they were in nature not policies but statements of procedure for internal processing and of little value for public posting.

The Policy Committee recognized that the policies that guide the Corporation's actions are embodied in our governing laws and regulations. These can be found on our [Open Government webpage](http://www.nationalservice.gov/about/open/index.asp) in the Policies section (<http://www.nationalservice.gov/about/open/index.asp>).

IV. Transparency Plan (including Flagship Initiatives)

The goal of the transparency plan is to publish data about our ongoing operations and projects to help the public understand the Corporation and our activities. The transparency plan has four parts. The first is to enhance and publicize the Open Government Webpage, the second is to create a comprehensive policy of publishing data as it becomes available, the third is to revitalize and merge the Freedom of Information Act (FOIA) process into the Open Government Plan, and the fourth is to launch four high-value transparency projects.

The Transparency Committee met for the first time on June 11, 2010. The membership was cross-Corporation and included the individuals who were most familiar with our data and able to lead change. Over the course of the summer, the committee met several more times and established the additional goals for data publishing which are listed below.

The Transparency Committee also discussed and agreed upon a performance measure for transparency. This measure will be used to assess the Corporation's level of accomplishment in achieving transparency through publishing high quality data. The measure will be the percentage of data sets identified in our 2011 plan that are actually published in that year. Because the Corporation has set a very ambitious goal for publication, CNCS has determined that the acceptable level for 2011 is 80%.

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Transparency Plan from the Open Government Plan						
Initial Open Government Webpage	1/2/2010	1/31/2010	1/31/2010	Sandy Scott	Complete	
Revise Open Government Webpage	4/7/2010	Ongoing	N/A	Sandy Scott	Ongoing	
Issue Comprehensive Data Publishing Policy						
1. Initial Inventory information created/owned by the Corporation	3/31/2010	6/30/2010	6/30/2010	Kim Mansaray	Completed	
2. Prioritize information to publish	6/30/2010	10/29/2010	10/29/2010	Kim Mansaray	Completed	
3. Organize, Document, and Publish the information	10/29/2010	Ongoing	N/A	Alan Friend	Ongoing	
4. Create a community for continual evaluation and feedback	4/7/2010	Ongoing	N/A	Sandy Scott	Ongoing	
Reevaluate and Revise the FOIA process.	4/7/2010	7/31/2011		John Greenhaugh	In progress	
Initial Transparency Projects:						
1. Flagship Initiative – AmeriCorps Member Feedback on Service	6/1/2010	11/23/2011		Nathan Dietz	In progress	
2. Flagship Initiative – National Service Activity by State	5/3/2010	4/28/2011	3/2/2011	John Kim	Complete	Data regarding National Service Activity by state is published at: www.nationalservice.gov/about/role_impact/state_profile
3. Publish AmeriCorps Member Statistics by State of Origin	7/1/2010	3/17/2011	3/2/2011	Bill Schmitt	Complete	Data regarding Member Statistics by state is published at: www.nationalservice.gov/about/role_impact/state_profile.s.asp
4. Publish Information on AmeriCorps Grantee Performance	4/1/2010	7/15/2011		Bill Schmitt	In progress. Due Date has been revised to allow time for review and publication of National Measures Data for 2010 grants that will come available in May of 2011	

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Additional Publication Goals identified by Transparency Committee						
Social Innovation Fund Transparency	7/1/2010	Ongoing	N/A	Paul Cartter	<p>We have taken several steps to make the Social Innovation Fund more transparent in ways that both honor our commitments to applicants and reviewers and go far beyond our past practices, including:</p> <p>Posted on our website the full applications for each of the 11 successful applicants including answers to clarification questions, budgets, and three sets of reviewer comments</p> <p>Provided a detailed description of the grantee selection process, including the ratings of the 11 awardees at each stage of the process, and the recusal of Corporation officials from that process to avoid potential conflicts of interest</p> <p>Released the names of 43 applicant organizations, all of whom consented, who were considered in at least one phase of the review process by external expert reviewers and were not awarded a Social Innovation Fund grant.</p> <p>Released the names of the 63 expert reviewers, all of whom consented, and information about the reviewer selection process</p>	<p>For the 2011 Social Innovation Fund competition, we plan to take the following steps to build even greater openness into next year's competition:</p> <p>When we release our grant availability notice, we will also publish the details of the review process we will use to select grantees</p> <p>We will post the full applications and review comments for all successful applicants (except for any information clearly protected by law)</p> <p>We will identify all applicants and provide a summary of their applications</p> <p>We will release the names of all outside grant reviewers upon completion of the competition</p>
Establish Corporation Policy on Transparency in the Grant Application Process	11/15/2010	3/30/2011	2/07/2011	Vielka Garibaldi	Complete	<p>A policy was adopted calling for publication of information regarding grant applications within 90 days. The first such publication is on our Open Government page at Results of Competitions. (http://www.nationalservice.gov/about/open/grants.asp)</p>
Post CNCS Grant Application Review Process Information for Grant Competitions	10/1/2010	Ongoing	N/A	Program Offices	On Target	<p>The first such publication is on our Open Government page at Results of Competitions. (http://www.nationalservice.gov/about/open/grants.asp)</p>

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Recovery Act Website	4/1/2010	9/29/2010	9/29/2010	Bill Anderson	Complete	The Corporation launched a new Recovery Act website at www.nationalservice.gov/recovery that details AmeriCorps funding, programs, and members supported by the American Recovery and Reinvestment Act broken down by state and city.
Grantee FFRs	3/15/2011	6/30/2011		Melissa Merens	On Target	
Grantee Progress Reports	12/30/2010	5/15/2011		Bill Schmitt	On Target	Initially, data gleaned from progress reports received through 12/31/2010 will be published. We will continue to work on publishing the full progress reports received from grantees.
Historical Grants Reports	1/15/2011	5/15/2011		Melissa Merens	On Target	Historical grant information is currently published on the USASPENDING.gov website. In order to make this data more accessible, we will publish it on www.NationalService.GOV/Open
FOIA Responses	12/15/2010	7/1/2011		John Greenhaugh	On Target	Grants competition results (our most frequently requested FOIA data) are now published. Deadline extended so that additional FOIA results can be added.
Learn and Serve Survey Data	11/15/2010	1/15/2011	1/15/2011	Meredith Hatch	Complete	The data for 2010 and previous years is displayed at http://old.isareports.org/publicreports.aspx Additional years will be added when available.
Data from Honor Roll Program	2/30/2011	9/30/2011		Meredith Hatch	Deadline postponed from May to September 30 to allow for announcement of the President's Community Service Higher Education Honor Roll awards before releasing data on this competition.	
Data related to Presidential Scholarships Awards	3/15/2011	5/15/2011		Meredith Hatch	On Target	
Program Performance Data Measures	4/30/2011	9/30/2011		John Kim	On Target	Deadline extended so that we can incorporate elements identified in recently completed Strategic Plan as part of the performance measures to be reported.
Corporation Financial Information	1/15/2011	3/30/2011	3/30/2011	Alan Friend	Complete	Financial Data for Trust Award Usage is found at our Open Government page (http://www.nationalservice.gov/about/open/index.asp)
OMB Data Collection Information	12/1/2010	5/15/2011		Amy Borgstrom	On Target	
Congressional Budget Justification and Annual Financial Report	On-going	On-going		Sean French	On Target	

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V. Participation Plan

The Corporation actively seeks input and ideas from the public for all aspects of our operations, from policymaking and grant guidance to training and strategic plans. We highly value the ideas and expertise from our partners and the public. Knowledge is widely dispersed in society, and our policies and programs benefit from having access to that dispersed knowledge. By engaging the public and seeking out their ideas, we improve the quality of our decisions and ultimately the value of our programs and services.

The Corporation’s Participation Plan highlights many current practices for public engagement and input and outlines upcoming initiatives and strategies for increasing the voice of the public in our work. To oversee the action steps for the Participation Plan, the Open Government Council created a Collaboration and Participation Working Group consisting of staff from across the agency. The Working Group held its first meeting on August 5 and reviewed the progress on the action steps outlined in both the Collaboration and Participation Plans and developed additional ideas for increasing participation and collaboration. Given the ongoing and recurring nature of most of the action steps in both the Participation and Collaboration plans, the annual performance measure for these plans will be based on whether substantial progress has been made in 75% of each of the individual action areas. Unlike some aspects of the Transparency Plan, which have a distinct completion date, most of the collaboration and participation steps are of an ongoing nature and therefore progress will continue to be assessed at each quarter through the duration of the plan.

Task	Planned Start	Planned Completion	Actual Completion	Team Lead	Current Status	Comment
Public Input on 2011-2015 Strategic Plan	6/01/2010	12/31/2010	3/1/2011	Heather Peeler	Significant, multi-tiered input process currently taking place that has already resulted in more than 1,500 individuals providing feedback on the Corporation’s strategic direction. The public has submitted comments through 16 community dialogues with the Corporation CEO or Board members, 6 webinars, 3 conference calls, session at the National Conference on Volunteering and Service, and an online dialogue tool. The Corporation has reviewed all the feedback to date, and has provided a detailed summary of the feedback on its Strategic Plan website. The Corporation’s Board of Directors reviewed the feedback at its September Board meeting and praised the high degree of public participation in the Strategic Plan process which has greatly enriched the agency’s thinking about its strategic direction.	The Corporation will continue to solicit public input on its Strategic Plan through the fall and will review the feedback as it works on the final version of its Strategic Plan.

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Virtual Participation in Board Meetings	6/30/2010	Ongoing	N/A	Emily Samose	For first time ever, May 2010 Public Board meeting allowed public to listen to proceedings by phone, and this practice continued at the September 2010 Public Board Meeting	The Corporation is exploring other technology solutions to increase the public's participation in Board Meetings.
Virtual National Conference on Volunteering and Service	5/1/2010	6/30/2011	6/30/2011	Sandy Scott	The 2010 National Conference included a number of virtual elements including webcast of plenaries, National Service Town Hall, and other major sessions. The 2010 Conference also featured the most robust use of and participation in social media in the history of the conference	The planning team for the 2011 National Conference, taking place June 6-8 in New Orleans, is working towards having a more robust virtual conference, including more content and interactivity available to the public who cant attend the conference in person.
Social Media and Online Participation Tools	5/1/2010	Ongoing	N/A	Sandy Scott	Conducting the 4th annual AmeriCorps Video and Photo contest, with record participation (55 videos and 275 photos, 4,000 votes) Securing Facebook donation of 15 million impressions valued at \$100,000 in conjunction with National Conference; Hired a new Director of Social Media and recruiting for additional social media positions	Fill social media staff positions, and designate staff to maintain social media accounts Finalize social media policies Execute new PR agency contract to get additional expertise on social media Better coordinate contractors doing social media on CNCS behalf
Building a Learning Enterprise	4/01/2010	Ongoing	N/A	Sandy Scott	CNCS website redesign now underway is making tools, resources, and effective practices more prominent especially for 6 SAA focus areas	Complete and launch new CNCS website with increased focus on making learning tools and resources more prominent Develop and implement plan to put more Training and Technical resources onto redesigned CNCS website after launch
Strengthen Corporation Culture of Participation	3/19/2010	Ongoing	N/A	Human Capital, Information Technology and Strategy Office	Cross agency Serve America Act implementation Working Group has been meeting for more than a year with extensive project plan and milestones achieved including awarding grants through existing programs and launching new programs including Social Innovation fund, Nonprofit Capacity Building Program, Summer of Service, Volunteer Generation Fund and Youth Engagement Zones Strategic Plan input sessions held with CNCS staff	Work with Office of Human Capital to enhance learning and collaboration systems Work with Social Media Working Group develop online tools Strengthen Intranet as vehicle for collaboration and learning Continue Serve America Act Implementation work on new programs that are funded through FY 2011 budget

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VI. Collaboration Plan

Nearly everything the Corporation does is accomplished by working with and through others – including government at all levels, nonprofit and faith-based organizations, schools and higher education institutions, businesses – and ultimately individual citizens. The philosophy and practice of collaboration underlies all our programs and initiatives, and that focus will intensify as national service expands under the Edward M. Kennedy Serve America Act. The plan highlights current practices and new areas for collaboration.

As with the Participation Plan, the Collaboration Plan is overseen by the Collaboration and Participation Working Group, a cross-agency team. The Working Group held its first meeting on August 5 and reviewed the progress on the action steps outlined in both the Collaboration and Participation Plans and developed additional ideas for increasing participation and collaboration. Given the ongoing and recurring nature of most of the action steps in both the Participation and Collaboration plans, the annual performance measure for these plans will be based on whether substantial progress has been made in 75% of each of the individual action areas.

Task	Planned Start	Planned Completion	Actual Completion	Team Lead	Current Status	Comment
Ambassadors of Service	4/1/2010	Ongoing	N/A	Sandy Scott	Produced new United We Serve television Public Service Announcements for the “My American Story” campaign. These PSAs feature the stories of real volunteers and national service participants filmed at iconic locations including the Statue of Liberty, St. Louis Arch, Yosemite, and Seattle Space Needle. Will be distributed in October June: In conjunction with National Conference, held MTV Youth Forum at MTV studio webcast on MTV.com to reach youth audience with message of service. Secured partnership with Outdoor Advertising Association of America for United We Serve billboards. Secured TV celebrities for 9/11 Day of Service PSAs that aired in August and September 2010.	Distribute United We Serve TV/Radio PSA in fall 2010 Execute OAAA partnership in fall 2010 Secure Ambassadors for 2011 Martin Luther King Jr. National Day of Service

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Improving Data Sharing to Enhance Collaboration	5/3/2010	Ongoing	N/A	Kim Mansaray	Data Working Group, through Data Warehouse, working on enhanced State Profiles. The Corporation released the first-ever federal report on Civic Life in America, including a new website with detailed data on civic indicators for the nation, all 50 states, and 51 major metropolitan areas. Collaborated with the National Conference on Citizenship on the report and event.	Scoping and building of enhanced State Profiles
Strengthening Social Media and Websites	4/1/2010	Ongoing	N/A	Sandy Scott	Major website redesign project is underway. User surveys, wireframes, initial designs completed, content development underway Ongoing discussions with All for Good on improvements to search engine and creation of ; several customized search algorithms (oil spill, 9/11)	Website consolidation and relaunch expected mid 2011 Fill social media staff positions, and designate staff to maintain social media accounts Finalize social media policies Execute new contract to get additional expertise on social media Better coordinate contractors doing social media on CNCS behalf
Social Innovation Fund Initial Awards	2/16/2010	7/30/2010	7/30/2010	Paul Carttar	Complete: Announced \$50 million for 11 Social Innovation Fund intermediary grantees and \$74 million in additional private and foundation support.	SIF subgrantee announcements began in December 2010 and will be completed in March 2011.
Volunteer Generation Fund Initial Awards	3/25/2010	8/30/2010	8/24/2010	Mal Coles	Complete On August 24, announced \$4 million in grants to 19 State Service Commissions	
Nonprofit Capacity Building Initial Awards	3/25/2010	8/30/2010	8/9/2010	Gretchen Van der Veer	Complete — \$1 million in awards for 5 grantees announced on August 9, 2010	