



# Transformation & Sustainability Plan

NOVEMBER 2018 UPDATE

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** ★★☆☆

The Corporation for National and Community Service released its **Transformation & Sustainability Plan** in May 2018. The plan outlined bold goals designed to improve CNCS’s customer service, expand its programs’ impact, and ensure the sustainability of national service.

## The plan outlined specific steps the agency will take to:

- Ensure our core business functions are accountable and effective
- Make it easier for organizations and individuals to participate in our programs
- Strengthen our impact in communities by prioritizing evidence-based models
- Align our workforce and workplaces to better serve our customers, meet evolving needs, and ensure efficient use of public funds.

## TAKING ACTION AND GETTING RESULTS

CNCS has made significant progress on these goals, with a focus on strengthening core business functions including:

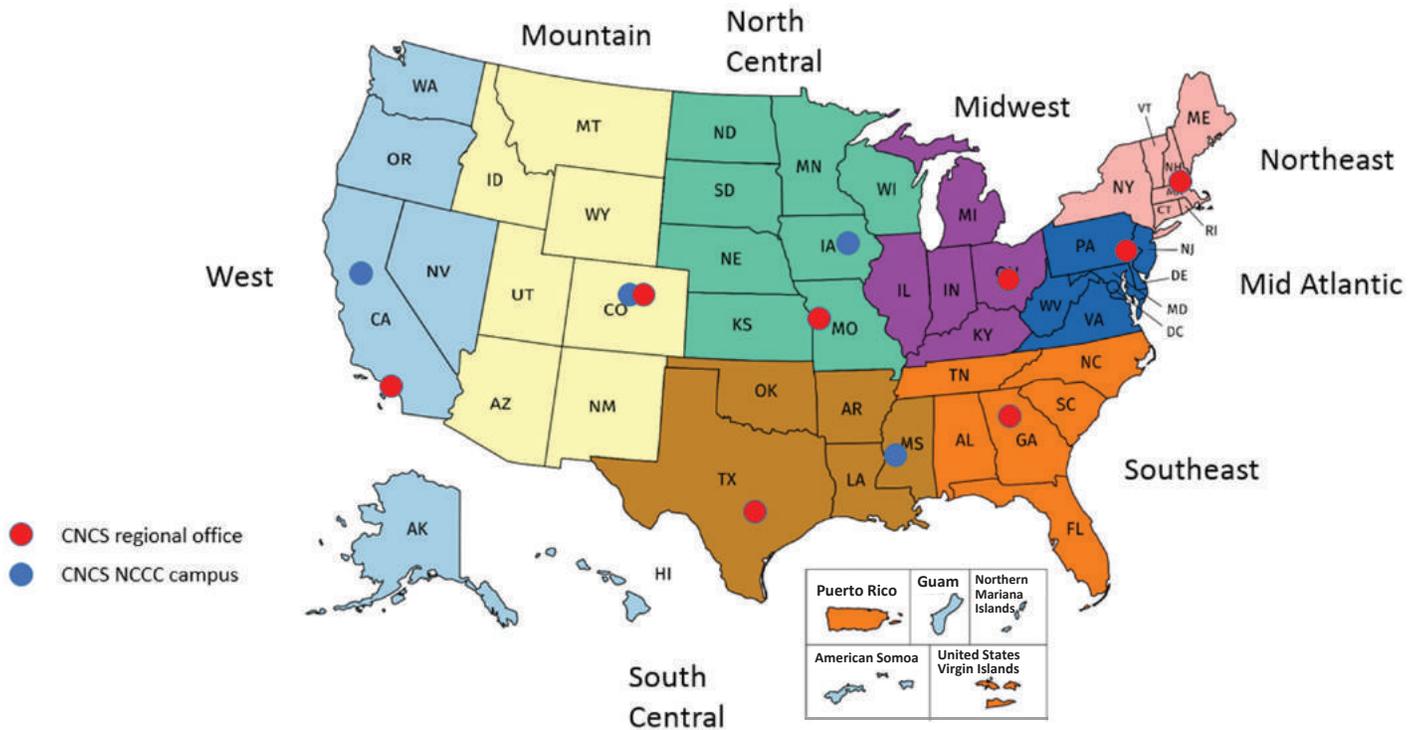
- Strengthening grantees’ compliance with National Service Criminal History Check requirements
- Solidifying financial operations and enhancing National Service Trust transactions and reporting
- Evaluating use of shared government services for increased efficiency.

## A RESTRUCTURED FEDERAL NATIONAL SERVICE WORKFORCE

CNCS’s Transformation and Sustainability Plan outlined two ambitious goals to strengthen grants management and monitoring and align the agency’s workforces and workplaces to better meet the agency’s mission. The decisions shared below are results of months of input from hundreds of grantees and stakeholders from across the country and thoughtful analysis by staff-led working groups.

**REGIONAL STRUCTURE:** CNCS will establish an eight-region field structure with an office located in each region. This brings CNCS into closer alignment with many other federal agencies, and positions CNCS to be even more responsive to areas of need.

The agency's new regional offices will be located in **Los Angeles, CA; Denver, CO; Kansas City, MO; Austin, TX; Columbus, OH; Atlanta, GA; Philadelphia, PA; and Manchester, NH**, which is part of the Greater Boston region. It's important to note each state has a Governor-appointed State Service Commission, which is not impacted by these changes. This plan will not impact the funds going to states and communities. The regions were established to balance a number of factors, including population size, existing national service portfolios, and poverty rates.



**CNCS WORKFORCE REALIGNMENT:** CNCS will establish a new role of Grant and Project Portfolio Manager in each region. This role will be responsible for combined program and financial management of grants and programs, enabling grantees and sponsors to have a single point of contact within the agency. The Portfolio Managers will service the full menu of CNCS national service programs – including AmeriCorps State and National, Senior Corps, and AmeriCorps VISTA, as well as support AmeriCorps NCCC project development – from our regional field structure.

The agency will also create specialty portfolio manager positions to support unique relationships that may require specialized skillsets, such as supporting our tribal grantees and sponsors. In addition, CNCS will establish centralized compliance monitoring at headquarters to strengthen grantee and program oversight.

CNCS will transition to its new regional structure in three phases over the next two years, estimated to begin in September 2019 and ending in June 2020. CNCS will work closely with grantees and sponsors to ensure a smooth transition and continuity in its grant and project support.

This plan will not change CNCS's mission to improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS turns 25 this year; the Transformation and Sustainability Plan is critical to ensuring the agency and our programs are best positioned to support national service in the future.