

## **Q and A on Transition of Volunteer Project Registry on Serve.gov**

### **What is Serve.gov?**

Serve.gov is a federal government website, administered by the Corporation for National and Community Service, that promotes volunteer service by providing tools for Americans to find or organize volunteer projects in their communities. Serve.gov is the online home for the President's United We Serve initiative, and has a variety of features including a searchable database of volunteer opportunities, hundreds of stories of service, do-it-yourself toolkits, and news and information on service and volunteering.

### **What is All for Good?**

All for Good is a volunteer search engine, operated by the independent nonprofit organization Our Good Works, that allows visitors to search for volunteer opportunities by location and interest area. The All for Good volunteer search engine is available on the Serve.gov site and other websites. More than 250,000 volunteer opportunities are listed on the site, submitted by thousands of organizations directly and through volunteer matching services.

### **What is the relationship between Serve.gov and All for Good?**

The Serve.gov website displays the All for Good volunteer search engine to make it easy for Americans to find volunteer opportunities in their communities. The Corporation does not fund or control All for Good or Our Good Works, but has been one of the providers of volunteer opportunities through the project registry on Serve.gov and its AmeriCorps and Senior Corps recruitment systems.

### **What is the My Project volunteer registry?**

My Project is volunteer registry tool on Serve.gov that allows individuals and organizations to post volunteer opportunities. It was launched at the beginning of summer in conjunction with the United We Serve initiative and is administered by the Corporation for National and Community Service. Volunteer opportunities posted through the My Project registry are fed into All for Good. About 13,000 or 5 percent of the total opportunities on All for Good were submitted through My Project. All of these projects will continue to be displayed and searchable on the All for Good search engine through November 30.

### **What change is happening on October 14?**

After October 14, the My Project tool at Serve.gov will no longer allow organizations and individuals to submit volunteer opportunities. However, unexpired projects registered on Serve.gov will continue to be fed to All for Good and be searchable through November 30, and organizations that posted a volunteer project will be able to access their Serve.gov account, user, and volunteer data through November 30.

### **What will happen if I try to register a project on Serve.gov after October 14?**

If an organization or individual comes to Serve.gov to list a project after October 14, they will be referred to a list of organizations from which they can select to list their projects. Each of these organizations feeds projects to All for Good and will continue to be searchable through Serve.gov and the other locations where the All for Good search box appears.

### **Is the All for Good search engine on Serve.gov shutting down?**

No. The All for Good volunteer search engine on Serve.gov will continue as usual, with no interruption.

### **What happens to my project listing after November 30?**

After November 30, any volunteer opportunities you registered through Serve.gov will not be displayed on Serve.gov or other sites that use the All for Good search engine. We encourage you to list your project on one of the alternative providers of volunteer listing services that feed into All for Good. We are notifying account holders six weeks in advance of this transition to provide adequate time to post opportunities with another provider.

### **What is the timing for the transition?**

There are two key dates to keep in mind:

- On **October 14** at midnight, we will shutdown the project registration site at Serve.gov, which means that individuals or organizations will no longer be able to add new projects directly to Serve.gov through the My Project volunteer registry tool. However, all volunteer opportunities you have posted will continue to be displayed and searchable on Serve.gov through November 30.
- On **November 30**, we will stop feeding volunteer opportunities registered through the Serve.gov project registry to All for Good, which means that those opportunities will no longer be displayed or searchable. We recommend you post your opportunities on an alternative site before November 30.

### **What if I have volunteer projects for November or December that I want to list?**

You have two choices. The first is to enter your volunteer opportunities now, before October 14, into the existing project registry at Serve.gov. This will remain open until midnight on October 14, and the opportunities you post will appear on Serve.gov through November 30. The second option is to list any new or ongoing volunteer opportunities with one of the alternative providers of these services.

### **Where can I post my volunteer opportunities so they appear on Serve.gov?**

There are a number of websites you can choose from that post volunteer opportunities that feed into All for Good. We recommend you research the options and decide which is best for you. The “Postings Listings” page at the All for Good website at <http://www.allforgood.org/posting> has some suggestions, including recommendations based on the number of opportunities you want to submit (1 to 10, 11 to 500)

- Sites that take list volunteer opportunities from organizations include: Volunteer Match, Idealist, Truist, 1-800-VOLUNTEER, ServeNet, MENTOR, Volunteer2, and TechMission.
- For individuals and for-profit organizations, projects that take such volunteer opportunities include: Craig’s List, Meet Up, Service Nation and Facebook Events.

### **Why are you taking this step?**

Over the course of the summer and in the last month, the Corporation has reviewed our role in the volunteer registry function to apply lessons learned during its first months of operation. We have concluded that the most appropriate role for us is to promote service and offer tools that make it easier for Americans to find volunteer opportunities, but not to be in the direct business of operating a volunteer project registry, given the fact that there are a number of existing non-governmental volunteer matching websites that already provide these services.

### **Are the volunteer opportunities that we submitted through Serve.gov being transferred automatically?**

Any volunteer opportunities you have posted through the project registry at Serve.gov will continue to be fed to the All for Good search engine and be displayed on Serve.gov through November 30. After

November 30, they will no longer appear in All for Good (and therefore Serve.gov), unless you have registered them through an alternate provider. We are exploring the feasibility of transferring the data on unexpired projects directly to All for Good, but in case this does not work out, we recommend that you re-register your unexpired projects at one of the volunteer registration and search systems so that they will continue to be accessible to the public after November 30.

**Where can I get the data I entered about the volunteers that signed up for my project?**

All of the data you entered, including any volunteers who have registered for your projects, will be available for you to download until November 30. You can access it now by going to <https://myproject.serve.gov/login.aspx> and logging into your MyProject account.

**What happens if I don't do anything?**

After next Wednesday, October 14, Serve.gov will no longer register projects. However, your unexpired projects registered on Serve.gov will continue to be fed to All for Good and be searchable through November 30. You will also be able to access your Serve.gov account, user, and volunteer data through November 30. If you take no action to list your project with an alternate provider, the volunteer projects you registered through Serve.gov will no longer be displayed on All for Good and Serve.gov after November 30.

**What is the Corporation doing to facilitate this transition?**

We recognize that this may come as a surprise, and we apologize for any inconvenience this change may cause and appreciate your patience. We are working to minimize the inconvenience several ways:

- We are keeping all your volunteer opportunities live and searchable on All for Good and Serve.gov until November 30.
- We are notifying six weeks in advance of this transition so you will have time to post your opportunities with another provider.
- You will be able to download all of your data, and we will provide a list of alternate providers of volunteer matching services that feed into All for Good.
- We can offer some technical support

**Is United We Serve continuing?**

Absolutely. The summer phase of United We Serve was a big success, and this effort was only possible because of leadership of individuals and organizations like yours. Since the launch of United We Serve in June, Americans have responded enthusiastically to the President's call to service by replenishing food banks, preventing summer reading loss, supporting veterans and military families, and meeting other needs. The summer phase of United We Serve culminated in the first-ever September 11 National Day of Service and Remembrance, as Americans in all 50 states honored the victims and heroes of 9/11 by serving in their communities. September 11 also marked the transition of United We Serve to a long-term sustained call to service. As the agency leading United We Serve on behalf of the Administration, we want to express our deep appreciation for your efforts, and encourage you to continue your important work as United We Serve transitions to a sustained, long-term call to service.

**How can I get help?**

Our customer service capacity is limited, but we will try to answer your questions and provide assistance. Please email your questions or concerns to [serviceinitiative@cns.gov](mailto:serviceinitiative@cns.gov).