



**IDAHO**  
DEPARTMENT OF LABOR  
BRAD LITTLE, GOVERNOR  
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**\*serve IDAHO**  
**2026-2028 state  
service plan**



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Serve Idaho participants

Commisioners

2025 Commission Chair <b>Charlette Kremer</b> National Service Program Lewiston, ID	2025 Commission Vice Chair <b>April Durrant</b> Volunteer Sector Boise, ID	Secretary <b>Farhana Hibbert, Secretary</b> Human, Education Services Pocatello
<b>Eric Anderson</b> Higher Education Moscow	<b>Cieara Davis</b> Local Government Boise	<b>Mat Erpelding</b> Youth Services Boise
<b>Karma Fitzgerald</b> Senior Services Boise	<b>Lindy Garland</b> Local Labor Org Meridian	<b>Destinie Hart</b> Community-Based Agency Boise
<b>Kristi Keeler</b> Youth Services Grangeville	<b>Charlette Kremer</b> National Service Program Lewiston, ID	<b>Becky Martin</b> Indian Services Pocatello
<b>Katie Mathias</b> Youth Services Boise	<b>Kelsey Nelson</b> Higher Education Boise	<b>Cara Nielsen</b> Community-Based Agency Athol
<b>Amy Ridenour</b> Community-Based Agency Boise	<b>Kimber Russell</b> Business Sector Boise	<b>Michael Strickland</b> Higher Education Pocatello
<b>Stephanie Taylor-Thompson</b> Community-Based Agency Idaho Falls		

Ex-officio members

<b>Kim Ellsworth</b> Idaho Nonprofit Center Boise	<b>Jani Revier</b> Idaho Department of Labor Boise	<b>Chelsea Weeks</b> Graduate Research Assistant Washington State University
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Serve Idaho staff

<b>Angela Lamb</b> Grants/Contracts Officer	<b>Micaela de Loyola-Carkin</b> Project Coordinator	<b>Emily Straubhar</b> Program Manager
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## Serve Idaho history

Serve Idaho, the governor’s commission on service and volunteerism, was established through an executive order by Governor Cecil D. Andrus in 1994 as a result of the National and Community Service Trust Act of 1993 and the creation of AmeriCorps.

The commission was established to advise and assist in the development and implementation of a comprehensive, statewide plan for promoting volunteer involvement and citizen participation in Idaho, as well as to serve as the state’s liaison to national, state and community organizations that support the intent of the National and Community Service Trust Act.

Serve Idaho, a division of the Idaho Department of Labor, is funded in part by grants from AmeriCorps and through cash and in-kind donations from state and local partners. Serve Idaho does not receive general funds from the state.



## Purpose of the state service plan and process overview

The Serve Idaho State Service Plan outlines the commission’s priorities, goals and strategies for the next three years to strengthen volunteerism, expand the reach of AmeriCorps and promote civic engagement across Idaho.

This plan serves as a roadmap for how Serve Idaho will continue to inspire and recognize volunteers, empower communities through service and address Idaho’s most pressing needs through strategic collaboration and innovation.

The plan was developed over the course of 17 months by commissioners and staff. Public input was gathered through an electronic survey with 119 respondents from all regions of the state providing feedback on state volunteer engagement and AmeriCorps priorities. In addition, 29 individuals participated in a series of 90-minute virtual focus groups.

As Idaho continues to grow and evolve, the role of service and volunteerism has never been more important. The commission will focus on building resilient communities, supporting the next generation of leaders and connecting Idahoans of all backgrounds through meaningful opportunities to serve.

Comments are welcome at any time and will be considered on an annual basis when the service plan is updated. Please submit comments to [emily.straubhar@labor.idaho.gov](mailto:emily.straubhar@labor.idaho.gov).



Serve Idaho programs

Serve Idaho’s work is carried out primarily through the administration of AmeriCorps programs, which engage Idahoans of all ages in service and volunteerism within the state and nationally.

AmeriCorps provides opportunities for Idahoans to help meet critical needs in their communities. Members address issues such as, but not limited to, children’s health, improvement of schools, environmental protection, veteran and military family

support and volunteer recruitment and training.

AmeriCorps is the federal agency that provides a majority of Serve Idaho’s funding. Serve Idaho supports the strategic goals of AmeriCorps and appreciates the benefits it provides to Idaho communities.

**AmeriCorps mission statement**  
To improve lives, strengthen communities and foster civic engagement through service and volunteering.



**Training and professional development opportunities**

The annual Serve Idaho Conference provides AmeriCorps members with professional development training.

Additionally, the commission partners with the Idaho Nonprofit Center and the Southwest Idaho Directors of Volunteer Services organization to provide training to volunteer administrators representing the public and private sectors, service-learning educators and community volunteers.

Award recognition: Through Serve Idaho’s partnership with the Idaho Nonprofit Center, top volunteers and philanthropists are recognized throughout the state.

Goals and objectives

Serve Idaho staff will monitor the strategic plan on a monthly basis and share updates with commissioners via a dashboard at each commission meeting. In addition, on an annual basis, the Serve Idaho staff and commissioners will revisit the plan to make any necessary revisions given external or internal changes. The Serve Idaho staff will also develop an annual operational plan.

From Jan. 1, 2026, to Dec. 31, 2028, Serve Idaho will:

Goal 1: Volunteerism

**Build the capacity of organizations to expand public service and volunteer opportunities through training and technical assistance.**

Objectives:

- By June 2026, complete an analysis of underrepresented regions of the state, identify organizations that could serve as partner organizations (particularly public sector institutions) and develop an annual plan to conduct targeted outreach to communities in these regions.
- Conduct an annual AmeriCorps grantmaking process to include outreach and technical assistance, notice of funding opportunity development, peer and staff review and decision-making.
- Develop and implement an annual training and technical assistance plan that results in 70% of Serve Idaho programs indicating the training they received prepared them to effectively manage their program.
- Conduct annual risk assessment and monitoring activities so 100% of Serve Idaho programs will receive adequate monitoring during the annual monitoring process.
- In partnership with the Idaho Department of Labor, leverage previous work with the National Governor’s Association to identify and develop intentional service to career pathways in key industries such as natural resource conservation, education and public health.
- By 2028, develop an alumni engagement plan to build awareness of opportunities after AmeriCorps.
- By 2027, begin quarterly check-in calls for AmeriCorps Seniors programs and VISTA sponsors to provide timely updates regarding national service in Idaho and identify training and technical assistance needs.
- In partnership with statewide partners, develop an annual training and technical assistance plan regarding volunteer engagement to include training opportunities and development/identification of toolkits for key demographics such as employee engagement and youth service.
- In partnership with the Idaho Department of Education, integrate youth service opportunities into programs like Gear Up Idaho and the Future Readiness Project.



Goal 2: Awareness

Build the capacity of organizations to expand public service and volunteer opportunities through training and technical assistance.



Objectives:

- Maintain current Serve Idaho website and social media presence, including volunteer matching capabilities, to see a 30% increase of site visits.
- By 2027, develop and update on an annual basis a communications toolkit for use by commissioners, AmeriCorps programs, host sites, members and alumni. The toolkit will provide templates for raising awareness as well as documenting community impact through the Serve Idaho annual report and return on investment reporting.
- By 2027, develop an elected officials and local government engagement plan and update it on an annual basis, to include the governor, state legislature and federal delegation, including the annual Idaho Capital for a Day event.
- By 2027, develop and implement an annual partnership strategy with a focus on public institutions, corporate engagement professionals and philanthropic organizations in Idaho to increase awareness of and identify financial resources to expand and strengthen service and volunteerism opportunities in the state.
- Continue to support National Days of Service and volunteer recognition programming to increase awareness of these opportunities in the state.

Goal 3: Human and operational resources

Secure and develop Serve Idaho’s human and operational resources necessary to execute on the state service plan.



Objectives:

- Encourage Serve Idaho staff to identify and participate in professional development support and opportunities.
- Recruit, structure and develop the Serve Idaho Commission to ensure accountability as well as leverage commissioner skills in support of the state service plan.
- Maintain a strong relationship with federal funding partners, including the AmeriCorps agency, by meeting all compliance requirements, providing timely and thorough annual reporting and engaging in regular communication with the designated AmeriCorps portfolio management team and other personnel as circumstances merit.
- Maintain annual membership in America’s Service Commissions and participate in relevant training, technical assistance, peer sharing and other network activities.





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This Serve Idaho publication is supported by AmeriCorps. A total of \$7,722,927 (79%) of the program is financed through federal funds, and \$2,051,059 (21%) is funded through local support.

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December 2025