The Challenge

NPWoder and its skills based volunteering program, The Community Corps, partnered with the Citi Foundation, to celebrate Citi’s 10th Global Community Day – a day where all Citi employees have an opportunity to give back to the communities in which they live and work.

Citi approached NPower and The Community Corps because it wanted to create great volunteer opportunities where its employees live and work. Citi employees, especially employees in IT departments or tech roles, are energized about sharing their skills with causes and organizations they believe in and want to support.

Many students, young adults and veterans are interested in technology careers, but don’t know how to prepare themselves or become skilled candidates. They lack role models and advisors who can explain the sector, and outline ways to become successful job candidates in this rapidly growing sector. And nonprofits, whose budgets are tight, need to leverage technology to be more efficient, gather and protect data, and communicate to wider audiences.

The challenge – create events that are hands-on, impactful and encourage people to believe in their capabilities. And engage talented Citi employees – some with very busy schedules – with opportunities that range from full-day commitments to micro-volunteer opportunities.
The Solution

The Community Corps structured a range of skilled volunteering opportunities for Citi employees. The Community Corps developed a mix of on-site and “done at your desk” opportunities to maximize participation and impact.

1 | Technology Skills Marathons

Advertised as a free day of technology consulting by Citi tech professionals for the nonprofit sector, Citi volunteers worked together in small teams to solve a particular technology challenge faced by a nonprofit organization. Cheri Arnott, CTI’s Program Leadership and Employee Engagement head said, “We have been looking for ways our technology staff can share their tremendous capabilities - this was the perfect opportunity.” Three skills marathons took place in New York, Wilmington, and Dallas over the course of two weeks. The Executive Director of Friends of Wednesday’s Child felt the experience was unique: “It was incredibly helpful to work with Citi and NPower – the Citi Volunteers helped us see how we can maximize the usefulness of our current tools. Our struggle has been finding a neutral third party to help us make an informed decision - Citi was it. They were champions for our organizations!”

2 | Speed Mentoring

Citi employees offered young people in transition tips and professional strategies on how to be successful in the workplace. This wisdom was shared in a series of focused one-on-one conversations hosted at Citi’s New York City offices. Armed with questions about career paths, resumes, networking, and job advice, mentees took advantage of multiple coaching sessions with Citi volunteer mentors.

3 | Virtual Mock Interviews

Citi volunteers from across North America provided students, veterans, and military spouses with the opportunity to practice their interview skills for the now ubiquitous phone screening interview. Citi employees peppered interviewees with questions and then provided constructive feedback on how each individual could improve their answer content and delivery. “Participating in the Virtual Mock Interview program was actually my first experience participating in Global Community Day. This flexible option fit perfectly into my schedule and I was able to directly help someone. The constructive feedback will help this young adult better describe their capabilities in their next job interview,” shared Citi volunteer Carey Ryan, Chief of Staff at Citi.
The Outcome

Two activities conducted in three cities, and a third activity conducted virtually, delivered powerful benefits to students, veterans, young adults, and nonprofits.

Over 250 Citi volunteers dedicated their time and shared their professional skills – the same skills they use in their every day jobs.

The 25 nonprofit organizations that joined the Skills Marathons now have executable plans that will enable them to offer their services and programs more effectively - benefiting thousands of people in need! These solutions are possible because Citi volunteer technologists partnered with nonprofits to craft practical, economical and implementable solutions.

Students, Veterans, AmeriCorps interns and military spouses who took part in the speed mentoring (30 participants) and mock interviews (70 participants) are that much closer to finding meaningful employment.
Participating Nonprofit Organizations

Actors Theatre Workshop
Americorps
Blue Star Families
Dallas Afterschool
Delaware Community Reinvestment Action Council Inc
Delaware Humane Association
e The People
Education Opens Doors
Emerging Leaders in Technology and Engineering
First State Community Action Agency, Inc.
Friends of Wednesday’s Child
Generations Home Care, Inc.
GLSEN
Grace Institute
Junior Achievement of New Jersey
Junior Achievement of New York
Liberty Global Consulting
Lower East Side Ecology Center
McSilver Institute for Poverty Policy & Research
NPower Technology Service Corps
NYC Civic Corps
Office of the New York City Public Advocate
Parent Information Center of Delaware
SpiritHorse Therapeutic Riding Center
The Center for Arts Education
The Hunger Project
The New York Society for the Prevention of Cruelty to Children
Village Health Works
WHED
Women Make Movies

About NPower

NPower mobilizes the tech community and provides individuals, nonprofits and schools opportunities to build tech skills and achieve their potential. We pursue this mission through two signature programs:

The Community Corps is a skills based volunteering program connecting technology professionals with high-impact nonprofits and innovative education partners. Our tech volunteers enable schools and nonprofits across the country to use technology more effectively and inspire the next generation to pursue careers in science, technology, engineering and math (STEM).

Technology Service Corps builds brighter futures for underserved young adults and veterans through free technology and professional skills training.

Visit npower.org to learn more about the impact we are making in communities like yours.

About the Citi Foundation

The Citi Foundation works to promote economic progress and improve the lives of people in low-income communities around the world. We invest in efforts that increase financial inclusion, catalyze job opportunities for youth, and reimagine approaches to building economically vibrant cities. The Citi Foundation’s “More than Philanthropy” approach leverages the enormous expertise of Citi and its people to fulfill our mission and drive thought leadership and innovation.

For more information, visit www.citifoundation.com.