MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2017

Agency Name: Volunteer Center of Story County

Program Name: Volunteer Engagement
Brief Description of Program: The VCSC connects individuals and groups looking to volunteer with local agencies and events to identify and address community issues and needs. We mobilize volunteers for VCSC events and programs and refer people on to 190 partner agencies where there are opportunities to serve. In addition, the program encompasses the Volunteer Management Training Series and Service Enterprise Initiative (coaching and consulting) program available to individuals and organizations who engage volunteers for professional development.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

- Volunteers serve as program advocates and agency support.
- They help organizations expand their reach and further achieve their social missions. Volunteering builds a stronger sense of community.
- Volunteers gain skills, knowledge and new abilities.
- Connections between clients and volunteers, volunteers and staff and other volunteers are made.
- Volunteer Managers and organizations that invest in proved volunteer engagement practices consistently engage more volunteers, retain their service longer, increase their capacity, operate at a lower overhead and generate a higher return on volunteer investment than managers and agencies who do not engage volunteer effectively.

2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

- Volunteer satisfaction surveys are conducted after each VCSC program or event.
- Annually, partner agency satisfaction surveys are sent out.
- The VCSC tracks and records the number of volunteers mobilized and hours served for VCSC programs and events, and uses those numbers to determine the agencies return on volunteer investment annually.
- The number of available opportunities and referrals made are recorded monthly and reported on an annual basis.
- The number of units created, collected and/or donated in various VCSC events and projects is also recorded.
- The return on volunteer investment (ROVI) is calculated annually based on the total number of volunteers mobilized, hours served and average value of volunteer time (determined by the average wage according to the Iowa Department of Labor).

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

- Volunteer satisfaction surveys have been sent out to volunteers who participated in: Summer Enrichment Programs, Rummage Rampage, Blast Back to School Fair, Winter Weatherization, and Family Volunteer Day. (Sent to 275 volunteers).
- Partner Agency Satisfaction surveys were sent in September to 190 agencies.
- Volunteer numbers, hours and referrals are collected through the online referral system.

4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

- Average response rate is 15% for all surveys.
- 95% of all volunteers responding report being satisfied or extremely satisfied with their volunteer experience.
- 90% or all volunteers report they intend to volunteer again in similar projects with the VCSC and other agencies.
- 100% of responding partner agencies report being satisfied or very satisfied with the programs and services provided by the VCSC.
- 553 new volunteers have registered since July 1 to date. 334 of the new volunteers have responded to more than 1 need.
  - o To date there are 9,319 registered users in the online referral system.
  - o An average of 2,000 new volunteers are registered each year for the last three years.
- 1,198 individuals have participated in VCSC programs, services and events. 2,091 volunteer hours have been served in VCSC programs and events.
- The ASSET return on volunteer investment to date is:
  - o (2,091 hours x $20.93/hour)/$16788.75 (funding received to date) = $2.61 per hour and $1 invested in all VCSC programs.

5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

The greatest barrier to date is the staff size of the organization (paid and volunteer positions) to support the variety, number and scale of programs, services and events offered through the VCSC. All collaborations, VCSC events, volunteer management training and agency support was supported by an average of 1.5 FTE through September and increased to 2 FTE in October with the hiring of two part-time work study positions.

The second greatest barrier encountered is the lack of diversified and additional funding for volunteer engagement. Support for volunteer engagement is often viewed as an overhead cost in organizations instead of part of the cost of programming. Grant funding for volunteer engagement is limited and individual donors/sponsors continue to only make up 5% of the VCSC revenue.

6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**
   - 1,151 individuals have participated in VCSC events and programs.
   - 190 Agencies have active listings in the online referral system
   - All VCSC programs, events and services are available to and benefit all Story County residents.

7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**
   The only reason someone is turned away from the VCSC is when the event or program has a limited capacity for the number of participants (I.e.: only 5 people are needed for a project).

8. **Comments:**

Staff Use Only:		
Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2017

Agency Name: Volunteer Center of Story County

Program Name: Youth Engagement
Brief Description of Program: The VCSC connects individuals and groups looking to volunteer with local agencies and events to identify and address community issues and needs. The Youth Engagement program includes all VCSC efforts to mobilize and educate young volunteers (under age 25), through volunteer service, service learning, presentations to classes and groups and presentation of the annual Youth Volunteer Awards.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**
   - Volunteers of any age serve as program advocates and agency support.
   - They help organizations expand their reach and further achieve their social missions. Volunteering builds a stronger sense of community.
   - Volunteers gain skills, knowledge and new abilities.
   - Connections between clients and volunteers, volunteers and staff and other volunteers are made.

2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**
   - Volunteer satisfaction surveys are conducted after each VCSC program or event.
   - The VCSC tracks and records the number of volunteers mobilized and hours served for VCSC programs and events, and uses those numbers to determine the agencies return on volunteer investment annually.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**
   - Volunteer satisfaction surveys have been sent out to volunteers who participated in: Summer Enrichment Programs, Rummage Rampage, Blast Back to School Fair, Winter Weatherization, and Family Volunteer Day. (Sent to 275 volunteers, responses requested of all volunteers of any age).
   - Volunteer numbers, hours and referrals are collected through the online referral system and hard copies of sign-in/out sheets.

4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:

- Average response rate is 15% for all surveys. *
- 95% of all volunteers responding report being satisfied or extremely satisfied with their volunteer experience. *
- 90% or all volunteers report they intend to volunteer again in similar projects with the VCSC and other agencies. *

  * = survey responses did not distinguish between youth and adult respondents.

- 553 new volunteers have registered since July 1 to date. 334 of the new volunteers have responded to more than 1 need.
  - To date there are 9,319 registered users in the online referral system.
    - 43.8% of registered users have an iastate.edu address.
    - 60-90 "iastate" email addresses are removed each semester.
  - An average of 2,000 new volunteers are registered each year for the last three years.
- 1,198 individuals have participated in VCSC programs, services and events.
  - 624 participants are under age 18
  - 136 participants are from ISU or DMACC participated
  - 760 participants in total are under age 25 to date.
- 2,091 volunteer hours have been served in VCSC programs and events.
  - 685.75 hours have been served by volunteers under the age of 25.
- The ASSET return on volunteer estimate to date is:
  - (685.75 hours x $20.93/hour)/$2,277.50 (funding received to date) = $6.30 per hour and $1 invested in all VCSC Youth Engagement programs and services.

5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**
The greatest barrier to date is the staff size of the organization (paid and volunteer positions) to support the variety, number and scale of programs, services and events offered through the VCSC. All services, presentations, collaborations, and VCSC events were supported by an average of 1.5 FTE through September and increased to 2 FTE in October with the hiring of two part-time work study positions.

The second greatest barrier encountered is the lack of diversified and additional funding for volunteer engagement.   Support for volunteer engagement is often viewed as an overhead cost in organizations instead of part of the cost of programming. Grant funding for volunteer engagement is limited and individual donors/sponsors continue to only make up 5% of the VCSC revenue.

In addition to the limitations imposed by the barriers listed above, youth engagement efforts are impacted by continually changing contacts within local school districts, Iowa State University and Des Moines Area Community College. The increased student enrollment, presents challenges through an increased demand for service opportunities for volunteers (more incoming students are entering with a history of service, that they wish to continue through college) and the desire to create new opportunities and interest in large group service projects. The VCSC is continuing to seen an increase in the number of ISU faculty and educators in area school districts incorporating service opportunities and service learning in course curriculum.

6. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**

- 760 individuals under age 25 have participated in VCSC events and programs.
- Volunteers under age 25 have served 687.75 hours through VCSC programs and events.
- All VCSC programs, events and services are available to and benefit all Story County residents.

7. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**

   The only reason someone is turned away from the VCSC is when the event or program has a limited capacity for the number of participants (I.e.: only 5 people are needed for a project).

8. **Comments:**