

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2018

Agency Name: Volunteer Center of Story County

Program Name: Youth Engagement

Brief Description of Program:

Youth Engagement connects individuals and groups to volunteer opportunities in the community with various organizations. Specifically, the VCSC strives to create and support efforts to engage young people (under the age of 25) throughout Story County in service. VCSC programs and services support service learning programs at DMACC, Iowa State University, local community K-12 school districts, and through various youth serving organizations that are active agencies (as defined below). Annually, the VCSC presents the Story County Youth Volunteer Awards, recognizing the volunteer efforts of young people whose service benefits our community. A Youth Volunteering Resource Guide is maintained and distributed as a resource to youth group leaders and young people looking to create new or participate in existing volunteer opportunities.

The Volunteer Management Process to engage young people (planning volunteer needs, recruiting, screening/placing, training/orientating, evaluating and recognizing volunteers) carried out by local agencies is supported by the VCSC through digital and in-person referrals, VCSC communications and presentations, training on those elements and by providing resources as requested for them to maximize their capacity to engage volunteers. Most frequently those resources involve training, professional development and additional recruiting messages through the VCSC network. The VCSC strives to inspire people to volunteer by engaging them in Days of Service and customized service projects, by referring people on to related agencies who seek additional opportunities after successfully engaging in those special events.

Key Definitions:

Service Area: Story County -- residents and/or agencies who benefit from volunteering either as volunteers or recipients of services supported by volunteer efforts.

Age Range: All ages, with an emphasis on service opportunities for youth (age 25 and under).

Client eligibility: Anyone may volunteer regardless of race, gender, age, marital status, religion, disability, national origin, ethnicity, sexual orientation, or socio-economic status.

VCSC Clients are also agencies who utilize, participate or benefit from VCSC programs and services.

Partner Agencies: Any community, religious, or 501(c)3 entity addressing Story County community needs or issues by effectively engaging volunteers in their organizations.

Active Agency: Agency or organization who maintains up to date account information, posts volunteer needs in the online referral system within one (1) calendar year, or posts needs that are labeled as a continued or reoccurring need.

Volunteers: Individuals and groups who serve directly with the VCSC to administer, implement and evaluate VCSC programs and services.

Referrals: Individuals and groups who are connected to volunteer opportunities with other organizations through participating in community service or direct referrals (in person, via phone, via correspondence, or through the online referral system) to active agencies. These are broken down by referrals to Partner Agencies and Non-ASSET Agencies in VCSC reports.

Active Users: Individuals and groups who have accurate contact information (email and/or phone) in the online referral system.

ASSET funded agencies supported by VCSC programs and services related to volunteer management are reported as **clients**.

The demographics reported are compiled from the number of individuals referred to ASSET-funded agencies for volunteer opportunities and represent a portion of the total number of individuals referred to a variety of opportunities.

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:

Outcomes of the Volunteer Engagement Program include:

- # of volunteers referred (to clients/ASSET funded agencies and non-ASSET agencies)
- # of Active Agencies (ASSET and Non-ASSET funded agencies)
- # of Active Users
- # of VCSC Volunteers
- # of hours served by VCSC Volunteers
- # of presentations and training provided to the community
- # of participants in presentations and training
- # of referrals of volunteers between the ages of 13-18, and 19-24 (as self-reported)

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:

A survey is sent to volunteers who participate in VCSC volunteer events (Days of Service, custom service projects and supported events), after the various events throughout the year. Age of Respondents is not recorded in this survey. Participation sign-in records, analysis of email addresses and self-reporting by active users on age track the outcomes of youth engagement programs. Volunteer hours served are tabulated and reported on an annual basis.

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

Surveys have been sent out twice to 917 volunteers to assess their volunteer experience after events between July 1 and November 30. 95 (9.65%) responses have been received to date. 32 (34%) of respondents have volunteered through the VCSC in multiple opportunities. 64 (67%) of respondents are likely to volunteer again based on their experience. 84 (88%) of respondents report enjoying their volunteer experience and that they think they made a difference in their community.

- 289 active users report being under age 25
- 282 active users under age 25 responded to needs since July 1, 2018 (when self-reporting of volunteer age range started being actively encouraged)
- 32% of active users have iastate.edu addresses; 45% of that group are affiliated with Iowa State University
- 4% of active users report being between the ages of 13-24
- 23 of 35 participants in the 2018 Family Volunteer Day were under the age of 13
- 64% of VCSC Volunteer Staff members are under the age of 24.

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:

See following statistics

	July		August		September		October		November	
	#	%	#	%	#	%	#	%	#	%
<u>Needs/Opportunities</u>										
<u>New</u>	20	17%	10	12%	12	12%	16	19%	15	18%
<u>Ongoing</u>	100	83%	76	88%	85	88%	70	81%	68	82%
<u>Total</u>	120		86		97		86		83	
<u>New Needs</u>										
<u>ASSET</u>	10	50%	4	40%	2	17%	3	19%	7	47%
<u>Non-ASSET</u>	10	50%	6	60%	10	83%	13	81%	8	53%
<u>Ongoing Needs</u>										
<u>ASSET</u>	46	46%	20	23%	20	24%	28	40%	13	19%
<u>Non-ASSET</u>	54	54%	56	65%	65	76%	42	60%	55	81%
<u>Total Needs</u>										
<u>ASSET</u>	56	55%	24	28%	22	23%	31	36%	20	24%
<u>Non-ASSET</u>	64	62%	62	72%	75	77%	55	64%	63	76%
-										
<u>Responses/Referrals</u>										
<u>Unique Responses</u>	330	69%	112	84%	35	67%	60	86%	39	52%
<u>Total</u>	477		134		52		70		75	
<u>Total ASSET</u>	51	11%	64	48%	16	31%	6	9%	48	64%
<u>Total Non-ASSET</u>	426	89%	70	52%	36	69%	64	91%	27	36%
-										
<u>Volunteers/Users</u>										
<u>New</u>	345		93		46		83		48	
<u>Active</u>	6686		7031		7124		7170		7253	
<u>Total</u>	7031		7124		7170		7253		7301	
<u>VCSC Volunteers</u>										
<u>New</u>	2		2		1		22		3	
<u>Retained</u>	8		8		9		31		10	
-										
<u>Partner Agencies *</u>										
<u>Total Listings</u>	203		197		199		199		199	
<u>Posted New Need</u>	6		7		6		11		10	
<u>Ongoing Need/Listing</u>	127		160		122		128		123	
<u>Total Active Listings</u>										
<u>**</u>	133		167		128		139		133	
<u>ASSET***</u>	31	23%	33	20%	33	26%	33	24%	32	24%
<u>Non-ASSET</u>	96	72%	127	76%	95	74%	106	76%	101	76%

* = Partner Agencies refer to any non-profit, group, social organization, collaboration, school etc. that has created a listing in the online referral system

** = The difference between total listings and "Active Listings" accounts for duplicate agency accounts and one-time, large scale volunteer events that requested VCSC support and no longer require those services.

*** = % calculated by the number in each category/the number of active agencies.

	July		August		September		October		November	
	#	Partici	#	Partici	#	Partici	#	Partici	#	Partici
	Events	pants	Events	pants	Events	pants	Events	pants	# Events	pants
<u>VCSC Activities</u>										
<u>Non-digital referrals</u>									1	
<i>Individuals</i>			1				1		2	
<i>Groups</i>			2		1		3		3	
<u>Technical Assistance</u>										
<i>Users</i>									1	
<i>Agencies</i>			1		2		3		2	
<u>Training/Workshops</u>					2	10	2	10		
<i>SEI</i>					<i>SEI</i>		<i>SEI</i>			
<u>Presentations</u>									1	6
<u>Custom Projects</u>										
<i>ASSET</i>					1	465			2	40
<i>Non-ASSET</i>	2	669					1	20		
<i>Rummage Rampage & RAGBRAI</i>					<i>Day of Caring</i>		<i>Ldrshp Ames Pov Sim</i>		<i>Hach & ISU Fin. Aid</i>	
<u>Agency Communication</u> ⁺										
<i>ASSET</i>			4		1		2		2	
<i>Non-ASSET</i>	2		1		1		2		1	

+ = Meeting with agency representatives to review current needs and VCSC support efforts.

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 VCSC continues to research and pursue diversified funding streams to ensure continuation of VCSC programs and service delivery to all active agencies, active users and volunteers. Identified potential streams of revenue include grants, fee-for-service programs and potentially a membership fee for agencies.

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):

All 32 ASSET funded agencies (clients) have been served by VCSC programs and services during this time period and have the opportunity to benefit from engaging young volunteers in their programs and service..

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?

No clients have been turned away during this reporting period.

8. Comments:

Thank you for your continued support of the VCSC and our programs and services to build a strong community in Story County through volunteering.

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9. 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:

Outcomes of the Volunteer Engagement Program include:

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- # of Active Users
- # of VCSC Volunteers
- # of hours served by VCSC Volunteers

- # of presentations and training provided to the community
- # of participants in presentations and training

10. 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:

A survey is sent to volunteers who participate in VCSC volunteer events (Days of Service, custom service projects and supported events), after the various events throughout the year. All partner agencies (ASSET funded and Non-ASSET funded) asked if they are satisfied with VCSC services, and which services they utilize most frequently. This is done two times a year. Volunteer Referrals, the number of opportunities available, the number of active users and hours served by active volunteers are tracked monthly and reported to the board of directors monthly and funders as requested. Volunteer hours are tabulated and reported on an annual basis.

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

Surveys have been sent out twice to 917 volunteers to assess their volunteer experience after events between July 1 and November 30. 95 (9.65%) responses have been received to date. 32 (34%) of respondents have volunteered through the VCSC in multiple opportunities. 64 (67%) of respondents are likely to volunteer again based on their experience. 84 (88%) of respondents report enjoying their volunteer experience and that they think they made a difference in their community.

Input was solicited from 180 partner agencies about services utilized and partner satisfaction during this time period as part of the 2017-2018 year-end report through the Agency Agreement mailing. 5 (3%) responses were received. All responses report being satisfied or very satisfied with VCSC programs and services, and utilize the online referral system, Days of Service, Volunteer Management Training and Resources.

As a result of the notification on future ASSET funding restrictions, 258 volunteer coordinators were notified and surveyed in regards to their interest in VCSC services and events, with 32 (12%) responses were received. Only 8 (25%) of the responses were from clients (ASSET funded agencies). All respondents (100%) report being satisfied with VCSC programs and services. The top five programs and services area (in order of value to active agencies): 1 – online referral system; 2 – connections and referrals to groups and organizations seeking opportunities; 3 – Assistance with planning and preparing for large volunteer opportunities; 4 – VCSC Days of Service; and 5 – Professional Development for Volunteer Managers.

12. 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:

See previous Measurement Update and the following statistics.

	July		August		September		October		November	
	#	%	#	%	#	%	#	%	#	%
<u>Needs/Opportunities</u>										
<u>New</u>	20	17%	10	12%	12	12%	16	19%	15	18%
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<u>Volunteers/Users</u>										
<u>New</u>	345		93		46		83		48	
<u>Active</u>	6686		7031		7124		7170		7253	
<u>Total</u>	7031		7124		7170		7253		7301	
<u>VCSC Volunteers</u>										
<u>New</u>	2		2		1		22		3	
<u>Retained</u>	8		8		9		31		10	
-										
<u>Partner Agencies *</u>										
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<u>Posted New Need</u>	6		7		6		11		10	
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	July		August		September		October		November	
	#	#	#	#	#	#	#	#	#	#
	Events	Partici pants	Events	Partici pants	Events	Partici pants	Events	Partici pants	# Events	Partici pants
<u>VCSC Activities</u>										
<u>Non-digital referrals</u>										
<i>Individuals</i>			1				1		1	2
<i>Groups</i>			2		1		3		3	
<u>Technical Assistance</u>										
<i>Users</i>									1	
<i>Agencies</i>			1		2		3		2	
<u>Training/Workshops</u>					2	10	2	10		
<i>SEI</i>										
<u>Presentations</u>									1	6
<u>Custom Projects</u>										
<i>ASSET</i>					1	465			2	40
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<u>Agency Communication</u> ⁺										
<i>ASSET</i>			4		1		2		2	
<i>Non-ASSET</i>	2		1		1		2		1	

+ = Meeting with agency representatives to review current needs and VCSC support efforts.

13. **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 VCSC continues to research and pursue diversified funding streams to ensure continuation of VCSC programs and service delivery to all active agencies, active users and volunteers. Identified potential streams of revenue include grants, fee-for-service programs and potentially a membership fee for agencies.

14. 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):

All 32 ASSET funded agencies (clients) have been served by VCSC programs and services during this time period.

15. 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? No clients have been turned away during this reporting period.

16. Comments: Thank you for your continued support of the VCSC and our programs and services to build a strong community in Story County through volunteering.