**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 , 2019***

**Agency Name: Volunteer Center of Story County**  
  
**Program Name: Volunteer Engagement**  
Brief Description of Program:

Connecting individuals & groups to service opportunities with local organizations through referrals, presentations, communications & marketing, & facilitated activities. Supporting collaborative efforts among agencies to coordinate a successful volunteer experience by suggesting & evaluating volunteer management best practices among the members. These activities are specifically provided to the 32 ASSET funded agencies supporting human service programs with the support of ASSET funding. In addition to those services, additional program activities include providing professional development & support to local volunteer engagement professionals, conducting Days of Service & Custom Service projects, & supporting local employee volunteer programs. The same services are also offered to other local organizations that are not ASSET funded with support from additional sources and other volunteer engagement professionals in the community.

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:**

The communication channels for promoting volunteer opportunities through the VCSC referral system and newsletters has been customized to draw further attention to the need for the community to be involved in addressing these priorities through ASSET-funded programs. Specific customization includes a Human Service Opportunity (ASSET-focused) link and spotlights on the VCSC website, and a link in the VCSC newsletters specific for ASSET-funded volunteer opportunities. The average newsletter open rate is 23% out of 2,300 subscribers. The ASSET link in the newsletter is opened by 7% of the 23%. On a monthly basis, VCSC staff promote available volunteer opportunities with ASSET funded agencies on the KASI Breakfast Club. VCSC staff continue to meet with staff from ASSET-funded agencies on a regular basis (in-person, phone, email, meetings and events) to review current volunteer needs and available VCSC programs and services for support.

1. **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 hard copy of the Agency Satisfaction survey for services in FY2018-19 was sent to 184 participants. As of November 2019, 11 have been returned, (2 from ASSET funded agencies.

Beginning in August 2019, all referral system users who respond to volunteer opportunities will receive a request to complete a survey about their volunteer experience. Previously this was only sent to volunteers who participated in VCSC events and programs.

VCSC staff are pulling the statistical and individual response reports to share with volunteer engagement staff from our partner agencies about the number of referrals made to their available opportunities and how often volunteers are looking for their information through the VCSC system.

1. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
     
   10 of the 11 responses received indicate that agencies are satisfied with VCSC programs and service supporting their volunteer engagement strategies.

Responses from volunteers referred through the online referral system will be reviewed at the end of the year in June 2020.

Statistical reports on referrals to agencies will be made available in December 2020.

As of November 2019, VCSC staff have met with staff from 14 ASSET-funded agencies directly to discuss volunteer needs, upcoming events and available programs and services to support the organizations’ volunteer engagement strategies.

1. **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**:

The average number of available volunteer opportunities has risen from 93 to 105 on a monthly basis this year. Partner agencies have posted 75 new needs in this reporting period, and 36 of those were available through ASSET-funded agencies. 1,080 referrals of 829 unique individuals have been made to available opportunities through the VCSC, and 407 referrals were specifically to ASSET-funded agencies.

As a direct result of the individual meetings and surveys, there has been a rise in agency contact information being updated and the number of new opportunities posted among ASSET-funded agencies has increased in the last 2 months of this reporting period.

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

One of the greatest barrier encountered in this program is the lack of available time and staff resources available to grow this program. These efforts are supported by one, FTE employee this year. The VCSC was unable to fill a workstudy position this year (down from two available positions to one in FY19-20). Volunteer positions have also turned over during this reporting period. The majority of volunteer positions are filled on a semester bases by ISU students, whose availability changes every 16 weeks, and whose capabilities are limited by their current work and educational experience compared to those of paid staff requirements the VCSC is unable to hire due to funding.

Further obstacles include the funding restrictions placed on the organization efforts by ASSET to solely support volunteer engagement efforts in ASSET-funded agencies. Interested volunteers have expressed their lack of interest in volunteering in human service oriented opportunities and frustration in the limited support for them to find opportunities in other areas for their personal development and to strengthen the community in other areas. The new and additional reporting required of the VCSC to further document the organization’s compliance with ASSET-funding restrictions has also cost the organization up to two working-days a month to complete, taking time away from VCSC staff and volunteers being engaged in promoting, recruiting and referring volunteers and supporting our ASSET-funded agency partners.

**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):**   
  
1,080 referrals of 829 unique individuals have been made to available opportunities through the VCSC, and 407 referrals were specifically to ASSET-funded agencies.

1. **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?**

Volunteers have not been turned away and agencies have not been denied services. The VCSC is the only agency to experience a decline in the number of volunteers supported and mobilized for the benefit of it’s mission due to the barriers encountered as explained above.

1. **Comments:**

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

***Reporting for: July 1 – November 30 , 2019***

**Agency Name: Volunteer Center of Story County**  
  
**Program Name: Volunteer Engagement**  
Brief Description of Program:

Youth Engagement services and activities include connecting young volunteers (under the age of 25) with volunteer opportunities, presenting information about volunteering and service opportunities, supporting efforts of youth-service organizations and educational institutions to coordinate service opportunities, and recognize the service completed by young people (under age 25) annually.

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:**

The VCSC is hosting a IA/MN Campus Compact VISTA Volunteer for this academic year. With this position, the VCSC is continuing to meet regularly with the ISU Student organizations responsible for organizing large-number volunteer opportunities. As a result of these meetings, service projects are being planned as collaborative efforts, there is an increase in cross-promotion of opportunities and volunteers are reporting more meaningful experiences as a result of the increased planning support student organizations receive from VCSC support.

VCSC staff are meeting regularly with a cohort of 15 faculty members working to implement service learning into their curricula for courses in a variety of academic areas. VCSC support includes connecting faculty with local organizations for course and project development, technical advice in planning and identifying potential volunteer project and service opportunities.

1. **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:**

Attendance/sign-in sheets are collected at events, meetings and trainings to record the number or participants. Feedback is solicited from points of contact with classes or groups when presentations are given. Changes in interest in volunteering is tracked at the beginning and end of presentations by a show of hands. Number of volunteers are tracked by age if they utilize the VCSC referral system in a calendar year and choose to self-report their age range as part of their user profile.

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

12 ISU faculty members are involved in the Engaged Faculty Institute and are planning service-learning courses for up to 750 students with organizations. 4 are working with local organizations, 3 are working with global organizations and initiatives, 2 involve citizen scientist efforts and 2 have yet to finalize their course objectives before securing organizational partners.

35 ISU students were introduced to VCSC programs and services, and the role volunteering plays in leadership through a Campus Leadership Development Class. All 35 students reported being more interested in volunteering during their time at ISU after the presentations and indicated they better understood how VCSC programs and services can help them find meaningful experiences.

1. **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 answers to Questions #2 & 3

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

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1. **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):**

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

14.24% (1,005 of 7,059) of registered users in the VCSC referral system choose to report as being under age 25.

1. **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?**

Volunteers have not been turned away and agencies have not been denied services supporting youth volunteer engagement.

1. **Comments:**