



2016 Agency Volunteer Survey

2016 Agency Volunteer Survey

Did you know that the average rate of 1 hour of volunteer service equals \$23.56 according to the Independent Sector? In 2016 the Volunteer Center was able to track over 2,700 volunteers through the programming that we run solely through our organization. This means that over \$190,000 was invested in our community through volunteer service with the Barry County United Way. Our question to you, what does it look like for your organization?

The Barry County United Way and the Volunteer Center Advisory Board are working together to improve volunteerism and volunteer services across our county. We are aware that organizations all across Barry County are utilizing volunteers in many different capacities and that information goes uncaptured for our community as a whole. We are looking to get a full scope of the impact volunteers make in our communities and we need your help to do this. We are starting the process now of working with you to create a clearer image of what volunteerism in Barry County looks like.

How will we do this? We are beginning an annual "Volunteer Report" that will help us learn more about how you work with volunteers, how we can work together to engage more volunteers, and also to gauge how effective our partnerships are together. Starting with taking a look at how you worked with volunteers in 2016, we will be tracking volunteer engagement and creating an "annual report" of sorts. We are very excited to see this come through our local community as we want to show others how strong Barry County is in volunteerism and how rich we are with diverse volunteer opportunities.

So, will you help us? Enclosed is a link to complete the 2016 survey. Our goal is for this to have as many completed by May 1, 2017 as possible as we will then be able to have a report available by early Fall. It may take a few years to fully capture how effective we are at increasing services, but this is a start for us. If you would prefer a paper copy of this survey, please let me know.

We greatly appreciate your help in gathering this information and we look forward to growing volunteerism in Barry County together, with you, in the future.

Thank you,
Morgan Johnson
Volunteer Center Director
Barry County United Way
(269) 945-4010
morgan@bcunitedway.org

1. Thinking about the volunteers you used in the past year, were they... (check all that apply)

- Board members
- Skill-Based/Pro-Bono (i.e. Marketing, legal, skilled trade, human resources, etc.)
- General volunteers
- Court ordered
- PATH program (DHHS)
- Large groups of volunteers
- Youth
- We didn't use any volunteers in the past year

2. Which statement(s) best reflects your volunteer use in the past year?

- Increased - we expanded our use of volunteers
- Increased - we expanded services/programs
- Increased - we have a much higher need to serve our clients
- Stayed the same
- Decreased - hired staff to fill role of volunteers
- Decreased - eliminated services/programs

Other (please specify)

3. Do you anticipate an increase in the use and number of volunteers in the next year?

- Yes
- No
- Unsure

4. Do you currently track the number of volunteer hours completed at your organization?

- Yes
- No

5. How many TOTAL volunteers and hours were completed at your organization in 2016?

Include all volunteers, board members and committee members.

***Please estimate total hours if data is not available**

****Please indicate if numbers reported are ACTUAL or ESTIMATED**

Total number of volunteers
engaged

Is this number actual or
estimated?

Total number of hours
completed by volunteers

Is this number actual or
estimated?

6. In what zip code/area do your volunteers serve?

48849 (Lake Odessa)

48897 (Woodland)

49035 (Cloverdale)

49046 (Delton)

49050 (Dowling)

49058 (Hastings)

49060 (Hickory Corners)

49073 (Nashville)

49080 (Plainwell)

49325 (Freeport)

49333 (Middleville)

49344 (Shelbyville)

Other

7. If you had unlimited access to volunteers, how many volunteer hours could you use in an average month?

8. What are the most effective volunteer recruitment methods used by your organization?

(Check all that apply"

- | | | |
|--|--|--|
| <input type="checkbox"/> Current volunteers recommend/recruit family or friends | <input type="checkbox"/> College/University student volunteer services | <input type="checkbox"/> Churches/Ministries |
| <input type="checkbox"/> Direct staff contact with potential volunteers | <input type="checkbox"/> E-mail solicitation | <input type="checkbox"/> Court system/Court-ordered |
| <input type="checkbox"/> Your own organization's website | <input type="checkbox"/> Volunteer fairs | <input type="checkbox"/> Past recipients of your own organization's services |
| <input type="checkbox"/> United Way's online database (VOLUNTEER.BCUNITEDWAY.ORG) | <input type="checkbox"/> Printed materials (newsletters, brochures) | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Other volunteer matching websites | <input type="checkbox"/> Community presentations and/or events | <input type="checkbox"/> Other media (newspapers, radio, TV, billboards, etc.) |

Other (please specify)

9. What are your biggest challenges in recruiting volunteers

(Select your top 3)

- | | |
|---|---|
| <input type="checkbox"/> Training/Retention | <input type="checkbox"/> Reaching those who want to volunteers |
| <input type="checkbox"/> Lack of time to recruit volunteers | <input type="checkbox"/> Finding volunteers who will do unattractive/unpleasant tasks |
| <input type="checkbox"/> Finding volunteers with appropriate interests | <input type="checkbox"/> Budget constraints |
| <input type="checkbox"/> Lack of defined volunteer tasks | <input type="checkbox"/> Not enough interested volunteer available |
| <input type="checkbox"/> Lack of volunteer availability during the times needed | <input type="checkbox"/> Lack of proper level of staffing to recruit effectively |
| <input type="checkbox"/> Volunteers who leave when requirements are met (students, court-ordered) | |
| <input type="checkbox"/> Other (please specify) | |

10. Does your organization have a staff person or volunteer assigned to manage/coordinate your volunteer program?

- Staff person
- Volunteer
- No formal assignment; handled by a variety of people as needed

11. Do you provide orientation and/or training for your volunteers?

- Almost always
- Occasionally
- Rarely or never

12. Do you perform background checks on potential volunteers?

- Yes, on all volunteers
- Yes, but only for volunteers who will be working with vulnerable populations
- No

13. Do you accept court-ordered volunteers?

- Yes, definitely
- Yes, but it depends on the offense
- No, but we would be open to discussing it
- Never

14. Do you train volunteers to fill leadership roles in your organization?

Examples: Volunteer leaders, volunteer supervisors, project leaders

- Yes
- No

15. Do you have a program or process for recognizing the contributions of volunteers

- Yes
- No

16. What are the biggest challenges your organization faces in managing your volunteer program?

(Select your top 3)

- | | | |
|--|--|--|
| <input type="checkbox"/> Matching volunteer skills with volunteer positions/organizational needs | <input type="checkbox"/> Tracking volunteer schedules and hours | <input type="checkbox"/> Working with court-ordered volunteers |
| <input type="checkbox"/> Making sure materials, tools, space and tasks are available when volunteers need them | <input type="checkbox"/> Screening and background checks | <input type="checkbox"/> Releasing volunteer who are a "bad match" |
| <input type="checkbox"/> Placing volunteers who have a limited amount of time available | <input type="checkbox"/> Ensuring volunteers follow organization's policies and procedures | <input type="checkbox"/> Recognizing volunteer contributions |
| <input type="checkbox"/> Placing volunteers with limited skills | <input type="checkbox"/> Communicating with volunteers | <input type="checkbox"/> Budget constraints |
| <input type="checkbox"/> Placing highly skilled volunteers | <input type="checkbox"/> Working with youth volunteers | <input type="checkbox"/> High volunteer turnover |
| <input type="checkbox"/> Maintaining positive staff/volunteer relationships | <input type="checkbox"/> Working across generations | |

Other (please specify)

17. Listed below are services currently offered by the Barry County United Way Volunteer Center. Please indicate your awareness and your perceived value of the following programs and services of the Volunteer Center

	Very Valuable	Somewhat Valuable	Little Value	Don't know/Never heard of
Get Connected Database (As a Volunteer)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get Connected Database (As an Agency)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Awards (Annually in April)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer mangement trainings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Michigan Student Service Award	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer fairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Days of Service (MLK Day, 9/11 Day of Service)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day of Caring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Christmas Wishlist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Spotlight Award	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Have the services provided by the Volunteer Center resulted in additional volunteers for your organization?

- Yes
- No

19. If our services have NOT increased the number of volunteers for your organization, please indicate what we could do better to help you recruit more volunteers.

20. Does your organization use the Volunteer Center's online database (VOLUNTEER.BCUNITEDWAY.ORG), Get Connected, to promote volunteer opportunities and recruit volunteers?

- Yes
- No, but we plan to
- No, and we are not interested in doing so

21. Has your organization ever participated in a training or workshop provided by the Volunteer Center?

- Yes
- No
- Unsure

22. What training topics would be most useful to you in the next 12 months?

- | | | |
|--|--|---|
| <input type="checkbox"/> Volunteer program evaluation | <input type="checkbox"/> Designing group and family opportunities | <input type="checkbox"/> Recruiting and engaging across generations |
| <input type="checkbox"/> How to tell your volunteer story | <input type="checkbox"/> Orientation and training of event volunteers | <input type="checkbox"/> Engaging corporate volunteers |
| <input type="checkbox"/> Social media and volunteer engagement | <input type="checkbox"/> Volunteer managers tool kit | <input type="checkbox"/> Tips and tools for working with youth volunteers |
| <input type="checkbox"/> Integrating and managing skill based volunteers | <input type="checkbox"/> Managing difficult volunteers | <input type="checkbox"/> Getting volunteers to COME BACK! |
| <input type="checkbox"/> Training your volunteers | <input type="checkbox"/> Disaster mangement volunteers | |
| | <input type="checkbox"/> How do I engage more volunteers? | |
| | <input type="checkbox"/> Writing compelling volunteer job descriptions | |

Other (please specify)

23. Would you be interested in online trainings?

- Yes
- No
- Maybe

24. Does your organization participate in any National Days of Service?

(MLK Day, Global Youth Service Day, 9/11 Day of Service and Remembrance, Make a Difference Day)

- Yes
- No
- Don't Know

25. Are you interested in participating in a National Day of Service?

- Yes
- Not yet, tell me more
- No

26. Overall, the Volunteer Center is a valuable resource for my organization and the Barry County Community?

- Agree
- Disagree

27. Do you have any comments about the services provided by the Barry County United Way Volunteer Center?

28. Can we follow up with you on your responses to this survey?

- Yes
- No

29. Address

Name

Company

Address

Address 2

City/Town

State/Province

ZIP/Postal Code

Country

Email Address

Phone Number