

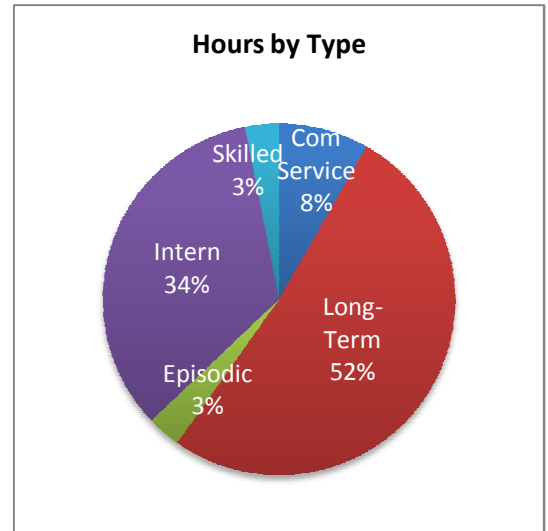
## COMMUNITY ENGAGEMENT

**845 volunteers contributed 36,930 hours of service** to expanding the breadth and depth of VOA's services to the most vulnerable.

*Growth in long-term and skilled volunteer placements has been balanced by a decrease in internships and court-mandated service during Thrift It's transition.*

**Volunteers represented 156 agencies, schools, and businesses,** including SafeCo, ADP, Subway, Intel, Bank of America, Legacy, Homebuilders Foundation, Nordstrom, Heffernan Insurance, Xerox, PSU, OHSU, UP, and Lewis & Clark.

**Skilled volunteering has doubled** due to the OCF-sponsored Boomer Initiative at FRN and the engagement of VOA's executive team.



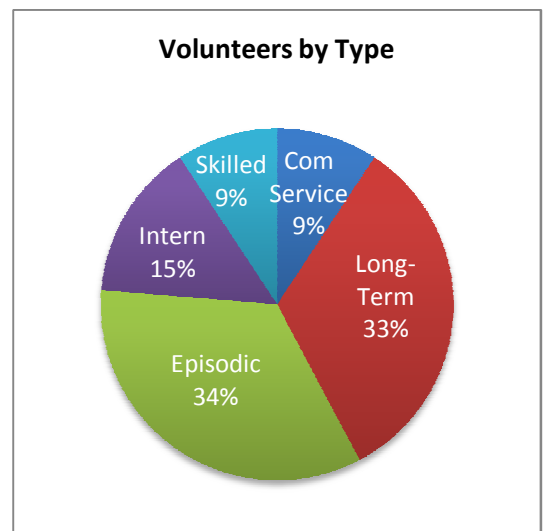
*"I know that I am making a difference because I am often told so. I was not at all prepared to feel as valued as I have during my volunteer experience. I also was not prepared to be made to immediately feel as part of the "family" or to become so attached to the participants." – Marie Smith Center volunteer*

Volunteers rated our volunteer program 6.5 out of 7.0 (up from 6.0).

3 out of 4 would recommend VOA as both a great place to volunteer and to receive services.

**Hours from volunteers in job training at Thrift It increased by 400%** in line with our goal of job readiness. *23 volunteers ended service because they found a job and 8 were hired by VOA.*

**25 one-time projects engaged 312 individuals.** 67 of those volunteers have been involved with VOA for longer than one-year and 33 are in long-term positions with VOA.



*"I am constantly impressed and amazed by the level of dedication and HEART that our volunteers bring. It motivates and rejuvenates me to continue to be the best social services provider that I can be." – Home Free staff member*

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## RECRUITMENT

**Volunteer Services connected with 1307 individuals with an average of 96 contacts a week.**

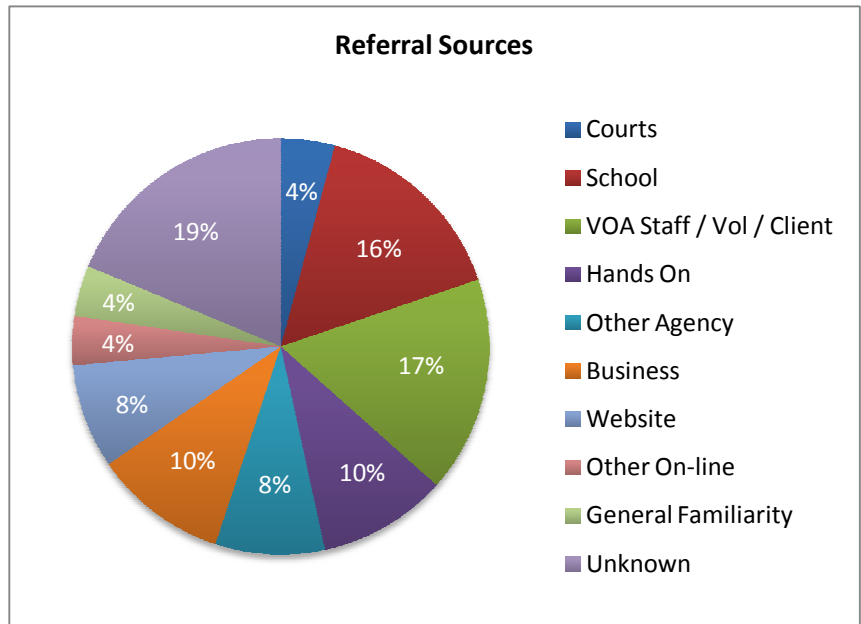
*80% of volunteers surveyed were "extremely satisfied" with the support they received.*

**Of the 391 Volunteer Orientation attendees last year, 212 were placed (54%) and 98 of those are still active**

*70% of attendees rated it "extremely effective" at motivating them to volunteer.*

**The Volunteer E-News has a 19.5% read-rate for over 1500 recipients.** The most popular links are for Volunteer Spotlights & current opportunities.

*70% of survey respondents stated the Volunteer E-News is effective at volunteer recognition, and keeps them informed and connected to VOA.*



**Most effective recruitment is on-line and word-of-mouth**

- VOA received 7% of Hands On's referrals as just one of 270 partners - 1 in 3 Hands On referrals are placed.
- Volunteer Services' robust database means that many positions are now filled internally in 1-2 weeks.

*"During this recession the hardest experience was offering to volunteer and getting no response. You gave me a boost that helped me start looking for employment again."*

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## RETENTION

**The average length of service for volunteers in on-going positions nearly doubled to 9.6 months,** reflecting staff's increased skill with initial matching and on-going support.



An increase in the diversity of positions offered within program and cross-referrals between VOA programs has also increased retention and community awareness of our diverse services

**48 volunteers served in more than one position**

*Home Free and FRN were the most effective at engaging volunteers in multiple roles*

**25 volunteers served in more than one program**

*The most popular cross-referrals were for one-time projects with FRN, the MRC, and Development*

**40% of volunteers asked to make a 3-month commitment were still active at the end of the year.**

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## **PROGRAM ENHANCEMENT**

### **One-Time Projects – *Volunteers lending brains and brawn to meet short-term needs***

- **Intel Mailings** – Dollars for Doers funding increased to \$985, in addition to overhead savings, through Intel’s generous offer to assemble Development mailings at their Hawthorne Farm campus.
- **Nordstrom Merchandising** – Thrift It received expert advice for their seasonal displays.
- **Marie Smith Landscaping** – Metropolitan Senior Network weeded, painted, and power-washed.
- **Playground installation** – Six volunteer crews worked to install a donated toddler play structure and buttons for the preschool playground at significant cost savings over professional install.
- **MLK Day** - Hands On Portland, Open Meadows, and MRC staff & residents built community around the values of Dr. King and the metaphor of “clean time”.
- **Earth Day** – Volunteers from Lewis & Clark and PSU teamed up to prepare FRN’s grounds and gardens for spring.



***Thanks to Gary Marschke at FRN and Joe Kleinhenz at the MRC for leading VOA’s one-time volunteer engagement.***

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### **Skilled Program Expansion – *Volunteers making program development possible***

- **Kids at Home in the Wild!**: Outdoor curriculum for youth at YPS through Americorps\*Confluence
  - **High School Summer Internship**: Accessible youth volunteer opportunities and field trips children at FRN
  - **Seed-to-Table**: FRN garden boxes built, filled, and planted through volunteer support, including the development of classroom curriculum for children to plant, harvest, and provide starts to their families.
  - **Music Program**: Volunteers training teachers on incorporating music into the classrooms.
  - **Emergency Preparedness**: Skilled consultants leading VOA’s agency-wide disaster preparedness efforts.
  - **Project Manager**: Coordinated Marie Smith remodel.
  - **Tobacco Policy Specialist**: MPH interns planning and implementing VOA’s smoking cessation initiative.
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### **Long-Term Program Enhancement – *Volunteers enhancing service through new roles***

- Academic Tutor (YPS)
- Courtroom Support Advocate (Home Free)
- Family Group Assistant (WRC)
- Pet Therapist (FRN)
- Lobby Receptionist (Alder Street)
- Database Developer (CPR)
- Bus Buddy (FRN)
- Communications Specialist (Development)
- Workflow Consultant (Thrift It)
- Videographer (MRC)
- Zumba Instructor (WRC)
- Outreach Consultant (Volunteer Services)

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## HIGHLIGHTS

**OCF Boomers & Babies Initiative** – A grant for a full-time Volunteer Coordinator at the Family Relief Nursery more than doubled the number of volunteers and total hours, engaged 13 schools & businesses, launched a new Seed-to-Table and music program, brought in cash and in-kind donations, and improved volunteer retention and satisfaction through staff engagement.

This initiative has increased VOA’s community standing and expertise with engaging skilled volunteers through short-term consultation and program development, youth through summer opportunities, and college and corporate groups through more impactful one-day service projects.

*Thank you, Gary, for so powerfully demonstrating the benefits of investing in volunteer engagement!*



*“Gary - Your passion and persistence has created a volunteer base we could have only dreamed of. When I think about all of the new programs you have helped create for us it is truly amazing! Thank you for getting the word out into the community about FRN.” – FRN staff member*

*“I couldn’t have been more proud of the turnout at our luncheon. It goes back to the change in attitude we have been pushing for by treating everyone with the greatest respect, regardless of how they came to volunteer with us.”*

Christina Adame – Thrift It

**Recognition** – The Program Volunteer Coordinator team revolutionized agency-wide volunteer recognition by deciding to submit and vet requests to draw from a shared recognition fund.

Nine programs submitted recognition plans, reflecting an effective shift to more personalized and staff-driven appreciation.

Volunteers surveyed are most satisfied by VOA’s ability to make them feel welcomed and valued. Future recognition activities will focus on their request for more thorough and on-going training.

**Volunteer Services** – 18 volunteers provided over 600 hours of data entry, recruitment, and one-time project support for Volunteer Services, enabling updated policies & procedures and program expansion.

Volunteer Services Manager, Nancy Loso, expanded VOA’s community presence by successfully nominating Terrance Harris for the Heart of the Community Awards, training staff at other agencies through Oregon Volunteers (also made available to VOA staff free of charge), and joining the board of the Northwest Oregon Volunteer Administrator’s Association.



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## TESTIMONIALS

### Staff

*"Volunteers bring a general sense of selflessness and commitment to service that taps into the core of our mission. They are a consistent reminder of why we choose to do this work."* – Men's Residential Center

*"One of our volunteers allowed us to keep a participant who was becoming too high needs for the program; she provided the one-on-one support they needed to stay."* – Marie Smith

*"Consistent and committed volunteers make it possible for the children to receive the maximum benefit of this program. I feel there has been an increased effort to train volunteers more effectively before entering into the classroom - this is wonderful."* – Family Relief Nursery

*"Volunteers have allowed us time and space to work on implementing our strategic goals. We had a volunteer that did such a graceful job of diffusing an angry caller that I use it as an example when training."* – Home Free

*"Our volunteers come from many different walks of life, and it is amazing to add their perspectives to the services we provide."* – Men's Residential Center

*"The student counselor interns are a joy to work with because they bring humility, open-mindedness, and curiosity to the practicum experience."* – Men's Residential Center

### Volunteers

*"It has been such a blessing to be a part of VOA. I learned so much about my abilities and gained a ton of confidence at a time when I was really doubting myself."* – Volunteer Services

*"I have never felt so at home and welcome - this job completes my life. There is no place I would rather be."* – Family Relief Nursery

*"VOA is more organized than other places I have volunteered. It also seems to be able to retain and screen volunteers more successfully, which I think is a testament to utilizing volunteers as an important resource. I feel very useful."*  
– Family Relief Nursery



*"My work is very emotional but the staff has been very supportive and given me some great ideas."* - Home Free

*"Debra is very easy to work with, and was very flexible with my schedule. All of the cooks were welcoming, and I learned about a style of cooking that I had very little experience in."* – Catering for a Cause

*"I feel a real sense of commitment and responsibility from the people I have met. They are really inspirational people with great integrity."* – Home Free

*"There's something definitely going right here. Part of it is the fact that we all allow ourselves and each other to be human – trying to find the best solutions for the problems that people face."* – Women's Residential Center

*"VOA blows everyone else out of the water. I feel part of the team and that my service is genuinely valued."* – Home Free

*"This is by far the most enjoyable volunteer experience that I've ever had."* – Men's Residential Center

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### VOA's '11 – '12 Program Volunteer Coordinators

Debra Lorenzo, Jessica Taylor, Andrea Lieuallen, Gary Marschke, Jen McKenzie, Rose Lee Jaffe, Julie Harms, David Berger, Barbara Adkisson, Christina Adame, Joe Kleinhenz, Avery Davis, Clair Raujol, Rochelle Pack, Lea Avolio, Mary Cumens, Ryan Foltz & Miguel Tellez

*Special thanks to Clair Raujol for her leadership at YPS and to Andrea Lieuallen for taking on the supervision of the new Alder St Lobby Receptionists!*

***Additional thanks to the numerous VOA employees who greet, coach, and thank volunteers each day!***