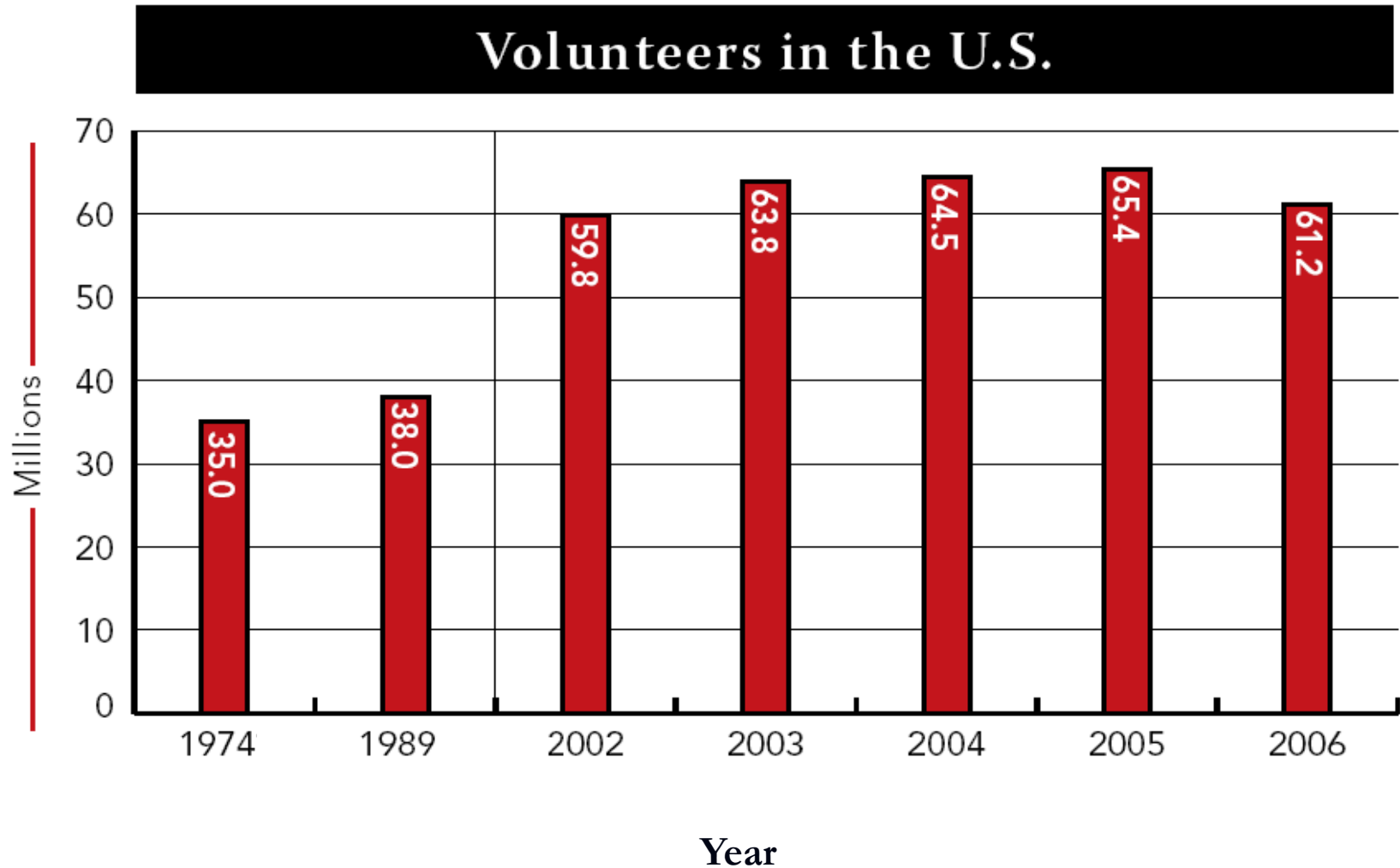


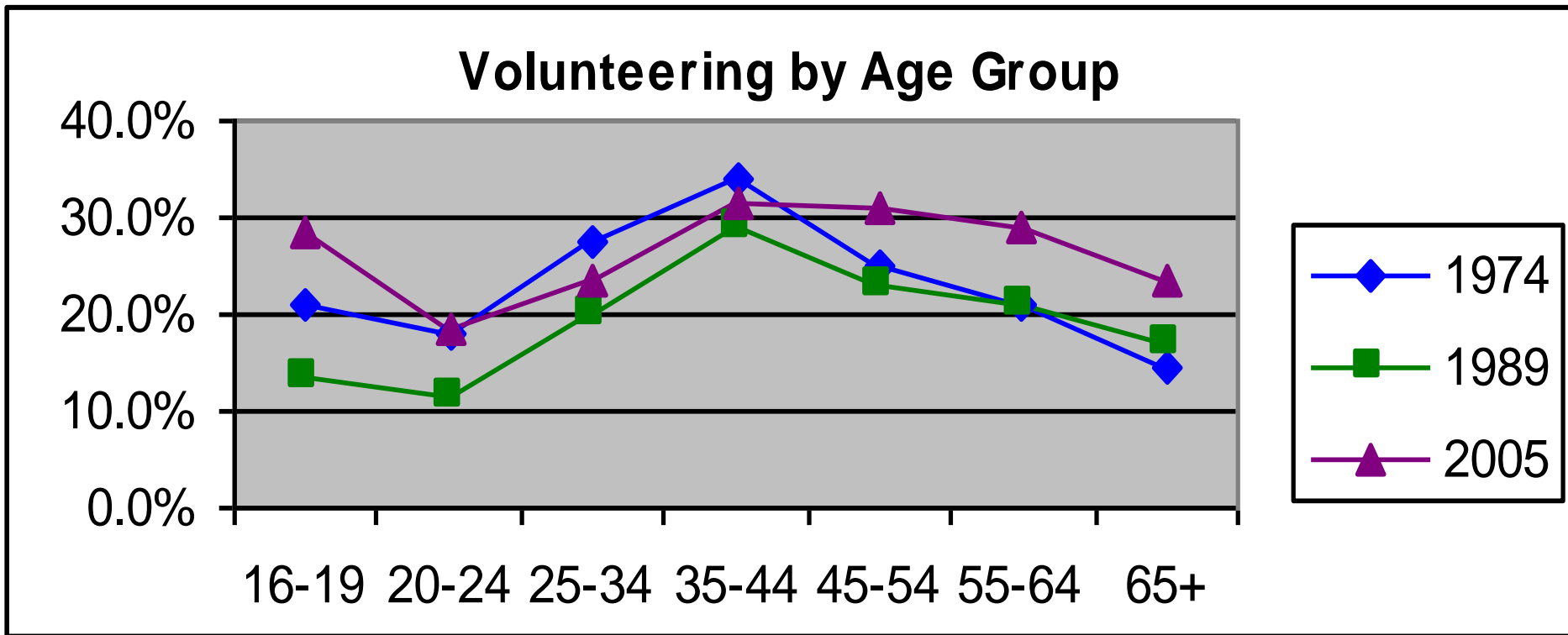
Rethinking Volunteering in America

**Office of Research and Policy Development
The Corporation for National and Community Service**

The State of Volunteering in America

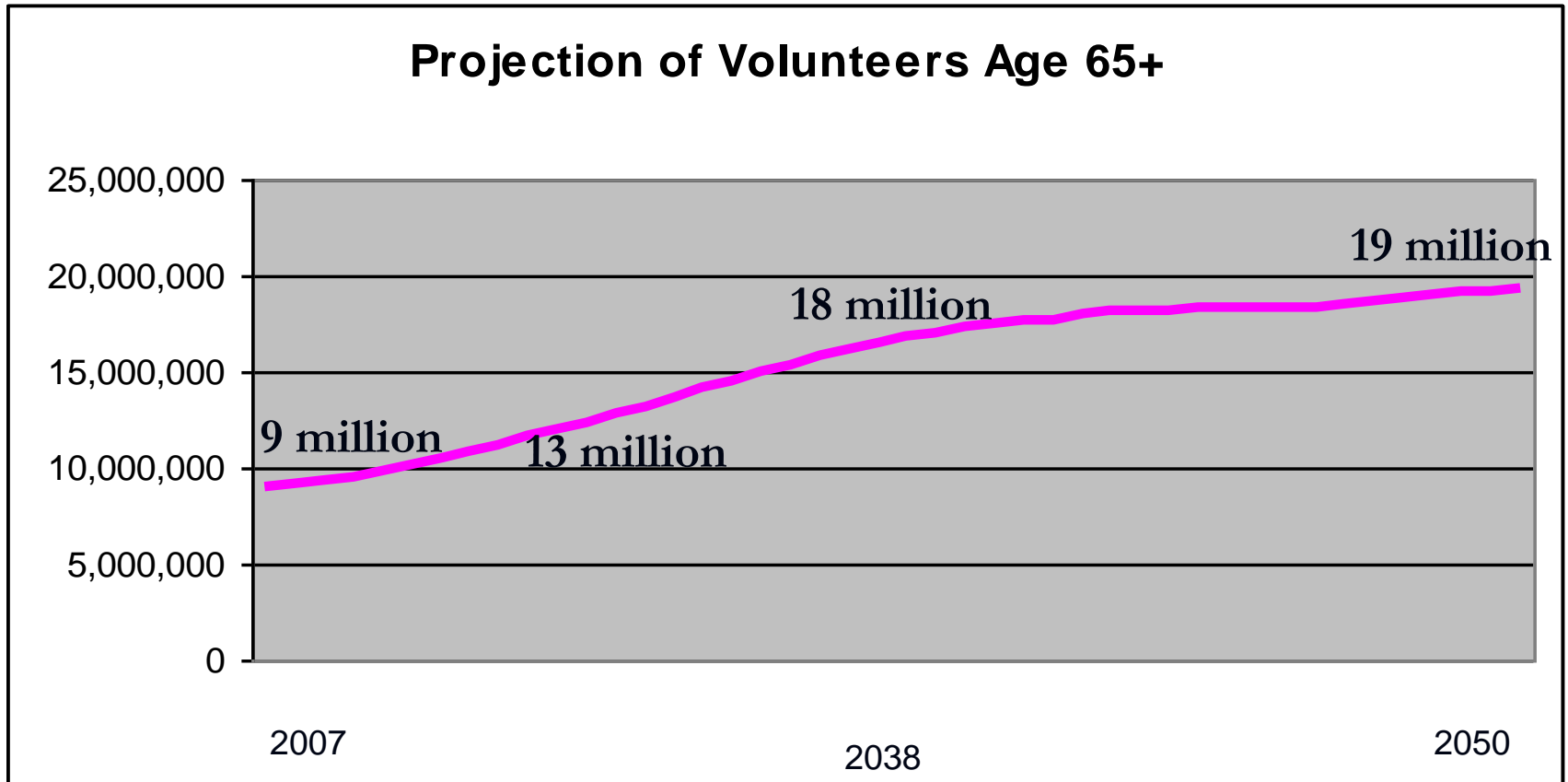


The State of Volunteering in America



Age Groups

Increase of Older Volunteers



Older American Volunteers Will Increase by about 50% by 2020, from just under 9 million to just over 13 million.

Volunteering and service
are not just nice, they are
necessary.

From Nice to Necessary

- Volunteers play an important role in solving some of our nation's most pressing problems.
- Volunteers recruit and train other volunteers, making their impact exponential.
- Volunteers respond quickly in disaster scenarios and have a powerful positive impact on recovery.

From Nice to Necessary



- 10,320 homes have been constructed or repaired by volunteers in the Gulf since Hurricane Katrina.



- Since the hurricane 14,000,000 volunteer hours have been spent in the Gulf in response and recovery activities like serving meals, distributing disaster kits, providing medical checkups, etc, in addition to home construction and repair.

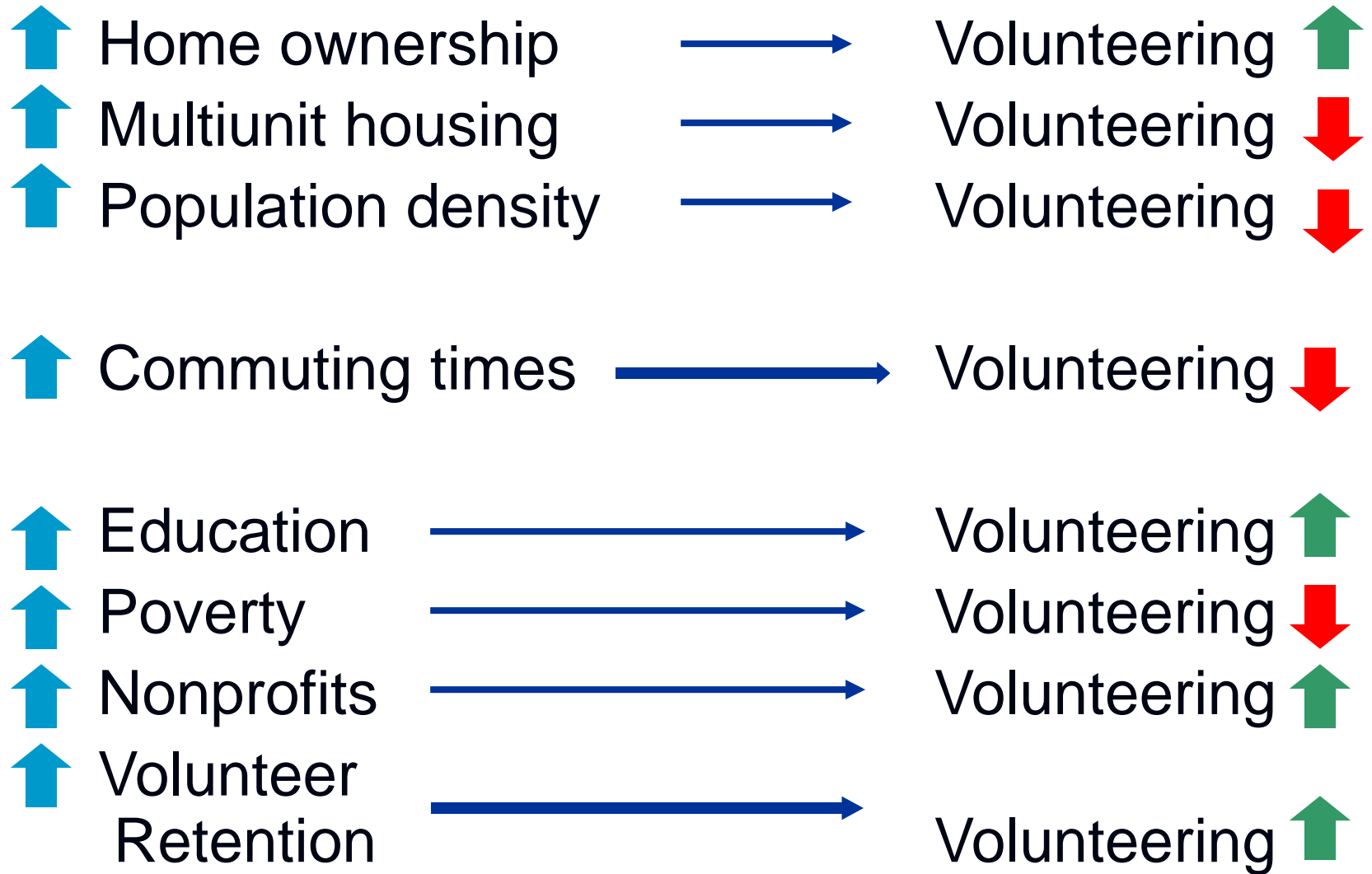
Communities Cannot do Without Volunteers



From Nice to Necessary

- Volunteering in community is closely tied to other civic life indicators like voting, working with neighbors to solve community problems, and attending public meetings.
- Cities vary widely in their volunteer rates, from 40.5% in Minneapolis-St. Paul to 14.4% in Las Vegas.

Factors Influencing Volunteering



Community Risk Factors

Communities have risk factors for low volunteering if they have the following characteristics:

- Low home ownership
- High numbers of people dropping out of volunteering
- High commuting times
- Many residents without HS diplomas
- Few small nonprofits and community associations



Volunteering offers significant health benefits to the volunteer.

- Volunteering leads to greater life satisfaction and lower rates of depression.
- Individuals who volunteer are more likely to live longer.
- Volunteers experience greater functional ability and better health outcomes later in life.
- Volunteers age 60 and older experience the greatest benefits from volunteering.



Plugging the “Leaky
Bucket” is critical.

The Leaky Bucket

- 1 out of every 3 volunteers drop out of service from year to year (20.9 million Americans between 2005 and 2006).
- Cities and states with higher volunteer retention rates tend to have higher volunteer rates.
 - 6 of the top 10 cities for volunteer rates are also in the top ten for volunteer retention.
 - 6 of the bottom 10 cities for volunteer rates are also in the bottom ten for volunteer retention.
- If national retention rates rose from 65% to 66%, there would be 600,000 more people volunteering this year.

Reinventing volunteering
can help plug the leak.

Shifting Mindset: Seeing Volunteers as Human Capital Resources

Key Personnel Management Practices lead to Increased Retention:

- Recognition activities, such as awards ceremonies for volunteers
- Screening procedures to match volunteers with assignments
- Training and professional development opportunities for volunteers

Managing Volunteers: From the Receptionist to the Human Capital Office...

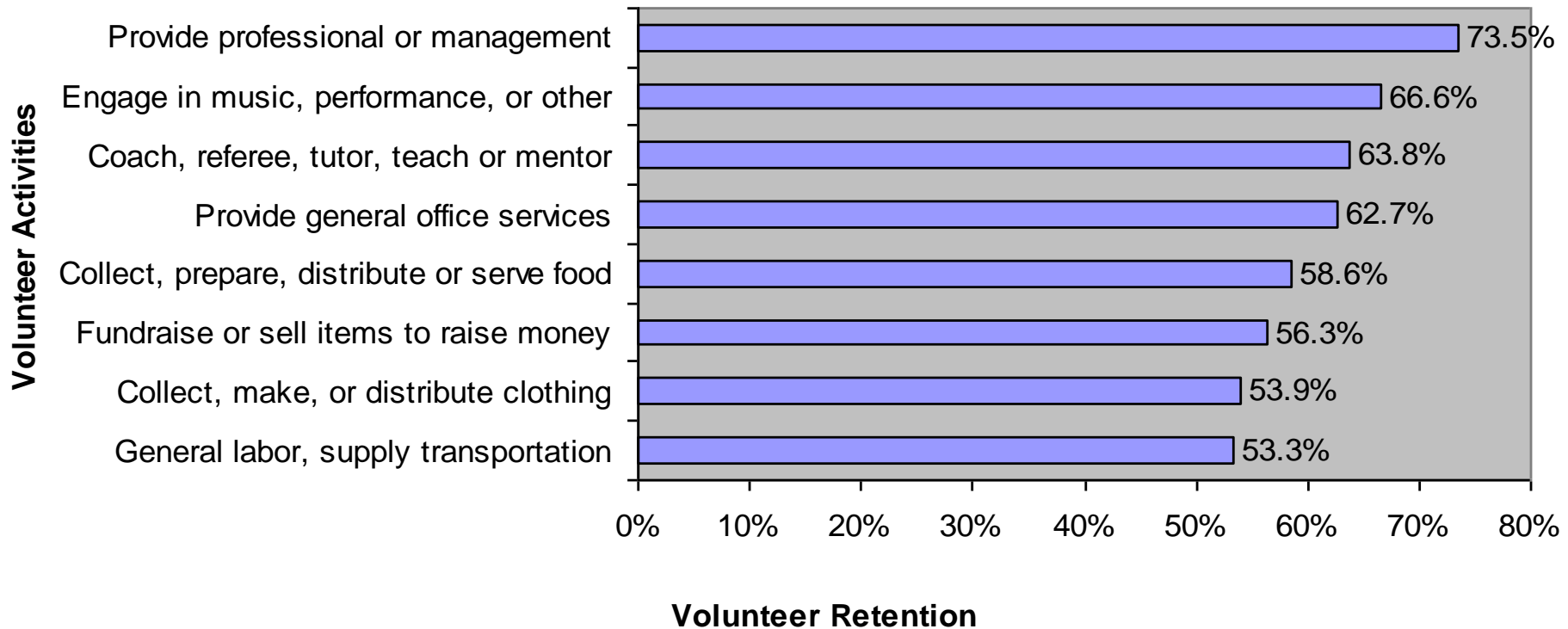
Excerpt from the Orlando Sentinel....

Gary Cain, president of the Boys & Girls Club of Central Florida, said both local churches and corporations such as Disney and Darden Restaurants do an admirable job of fielding volunteers. But some regional charities may need to work harder to keep those people.

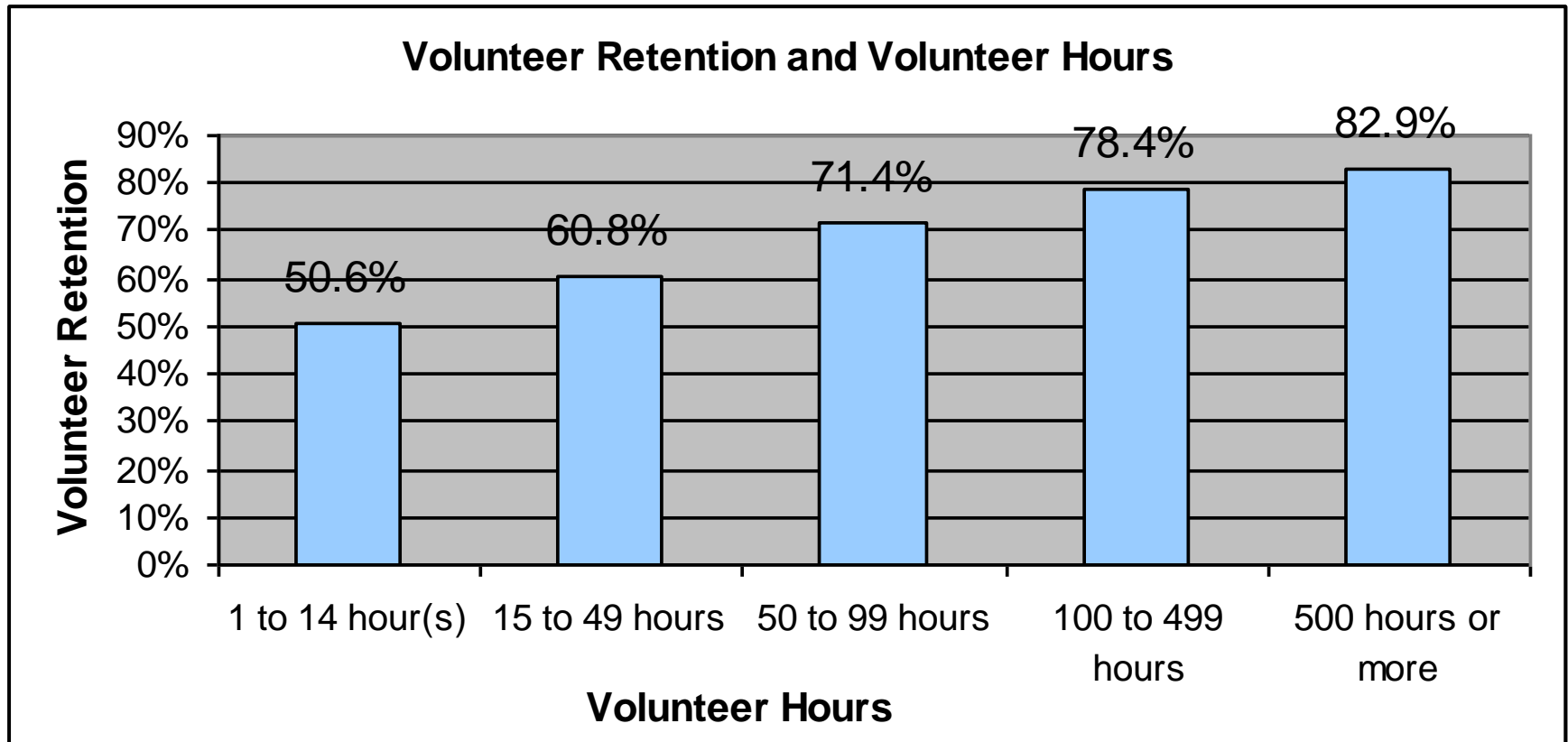
"We have several hundred volunteers, and we're trying to make sure they feel supported, that they have a good experience here," he said. A year and a half ago, the agency charged its human-resources director with shepherding that task. Formerly, volunteers were handled by a busy receptionist.

Shifting Mindset: Using Volunteers for High Priority Tasks

Volunteer Retention by Activity for Volunteers Who Only Perform One Task



Shifting Mindset: Asking Volunteers for Substantial Time Commitment



Shifting Mindset: Valuing volunteers as much as fund development.

- Volunteers contributed over \$150 billion in services in 2006.
- Organizations that rely on volunteers report higher net benefits.
- Investment in volunteer management (especially employing a volunteer coordinator) yields higher net benefits.

Where do we go from
here?