

Civic Engagement as a Catalyst for Community Change: 2021 Research Grantee Dialogue.

Mobilizing and Managing Volunteers for Positive Community Change

June 10, 2021

Mobilizing and Managing Volunteers for Positive Community Change

Panel Moderator

Andrea Robles, Ph.D.

Research and Evaluation Manager

Office of Research and Evaluation



Mobilizing and Managing Volunteers for Positive Community Change

Tufts University, Tisch College of Civic Life

Kei Kawashima-Ginsberg, Ph.D.

Director, CIRCLE

Jonathan M. Tisch College of Civic Life

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Peter Levine, Ph.D.

*Academic Dean and Lincoln Filene
Professor of Citizenship & Public Affairs*

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Tufts University



Mobilizing and Managing Volunteers for Positive Community Change

Arizona State University: Volunteer Management Capacity

Mark Hager, Ph.D.

Associate Professor

Arizona State University,

School of Community Resources & Development

Research Grantee: 2017-2021

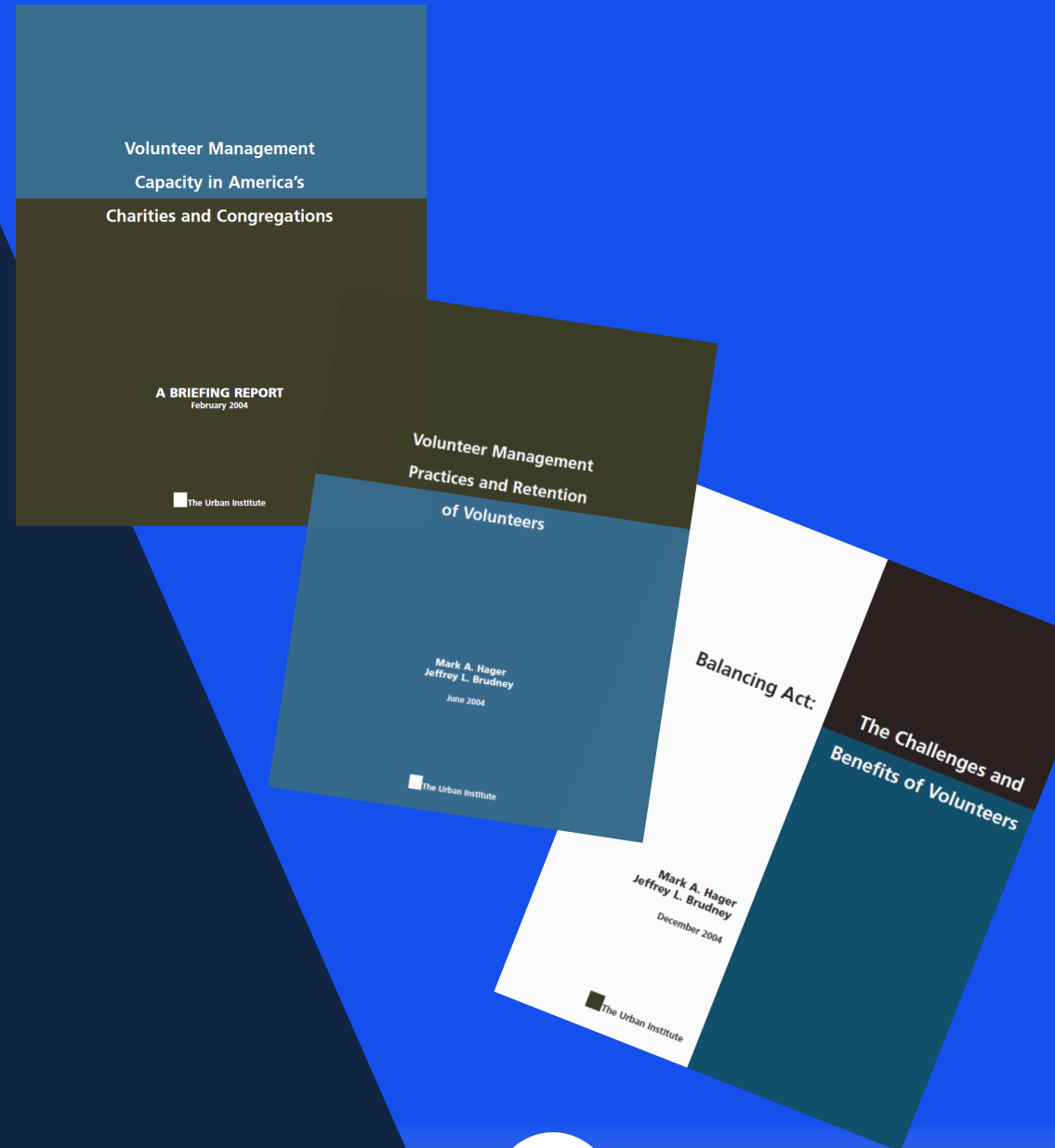


Volunteer Management Capacity

Grantee Program Accomplishments

A Long History:

- 2003-2004 National study of Volunteer Management Capacity, funded by UPS Foundation and AmeriCorps
- Hager at Urban Institute, Data collection by Princeton Survey Research Associates, and writing with Jeff Brudney
- Influential snapshot of the readiness of nonprofit organizations and religious congregations to engage volunteers



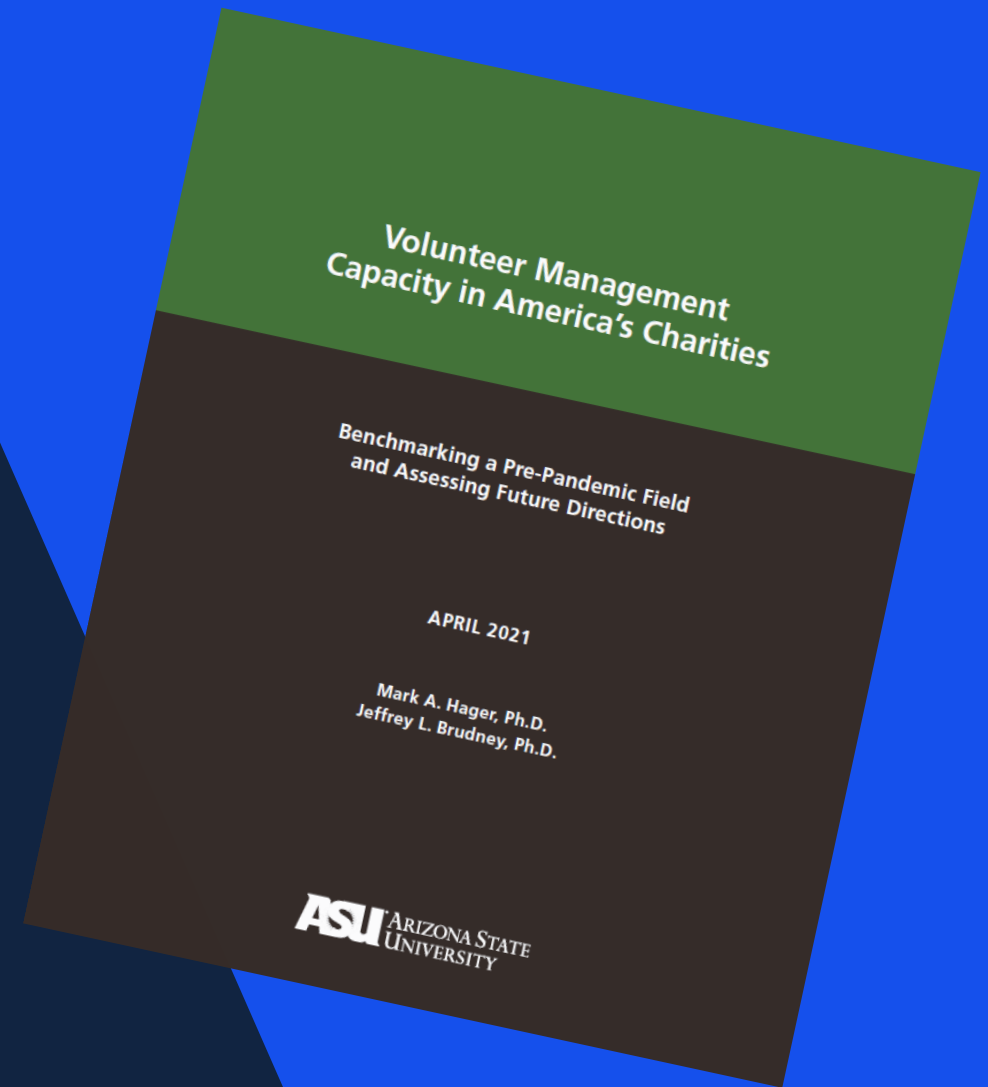
Volunteer Management Capacity

Grantee Program Accomplishments

2019: Return to VMC Study provides a pre-pandemic snapshot of nonprofit volunteer engagement.

What do we see?

- On average, nonprofits have not increased their VMC since 2003
- Volunteers are now more interested in episodic, short-term assignments
- Electronic tools and social media are re-arranging how we interact with volunteers



Technology Evolution

Grantee Program Accomplishments

Third-year supplement provides opportunity to focus on technology responses to the pandemic

- **“Technology Evolution in Volunteer Administration”** is a partnership with the Council for Certification in Volunteer Administration (CCVA)
- Survey of all CVAs yields 60%+ response, or 546 cases
- Virtual focus groups with hundreds of CVAs provides vibrant illustrations of the promise and perils of technology adoption



Civic Engagement and Environmental Stewardship

Pamela Paxton, Ph.D.

*Linda K. George and John Wilson
Professor of Sociology and Chair*

*Department of Sociology
University of Texas at Austin*



Mobilizing and Managing Volunteers for Positive Community Change

Grantee Program Accomplishments

Form 990 Department of the Treasury Internal Revenue Service	Return of Organization Exempt From Income Tax Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations) ▶ Do not enter social security numbers on this form as it may be made public ▶ Information about Form 990 and its instructions is at www.irs.gov/form990	OMB No 1545-0047 2017 Open to Public Inspection
A For the 2017 calendar year, or tax year beginning 07-01-2017, and ending 06-30-2018		
B Check if applicable: <input type="checkbox"/> Address change <input type="checkbox"/> Name change <input type="checkbox"/> Initial return <input type="checkbox"/> Final return/terminated <input type="checkbox"/> Amended return <input type="checkbox"/> Application pending	C Name of organization HELPING HAND HOME FOR CHILDREN INC	D Employer identification number 74-1144638
	Doing business as	E Telephone number (512) 459-3353
	Number and street (or P O box if mail is not delivered to street address) Room/suite 3804 AVENUE B	G Gross receipts \$ 8,245,417
	City or town, state or province, country, and ZIP or foreign postal code AUSTIN, TX 78751	
F Name and address of principal officer ANN BAUER 3804 AVENUE B AUSTIN, TX 78751	H(a) Is this a group return for subordinates? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No H(b) Are all subordinates included? <input type="checkbox"/> Yes <input type="checkbox"/> No If "No," attach a list (see instructions) H(c) Group exemption number ▶	
I Tax-exempt status <input checked="" type="checkbox"/> 501(c)(3) <input type="checkbox"/> 501(c) () ◀(insert no) <input type="checkbox"/> 4947(a)(1) or <input type="checkbox"/> 527	J Website: ▶ WWW.HELPINGHANDHOME.ORG	
K Form of organization <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Other ▶	L Year of formation 1893	M State of legal domicile TX
Part I Summary		
1 Briefly describe the organization's mission or most significant activities A THERAPEUTIC HOME FOR ABUSED AND NEGLECTED CHILDREN		
2 Check this box <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets		



Mobilizing and Managing Volunteers for Positive Community Change

Grantee Program Accomplishments

Table 1. Examples of Use of Emotional Language in Nonprofit Mission Statements

NTEE Sub-Category	Emotion	Original Mission Statement
Crime & Legal Related: Protection Against Neglect, Abuse, Exploitation	Negative	the abused women's fund assists women who are or have been abused ; battered; underestimated; unlove d ; shunned; afraid ; and crying out .
	Positive	vanessa behan crisis nursery is dedicated to improving the lives of children by providing immediate safety ; refuge; and ongoing family support in an environment of unconditional love .
Agriculture, Food & Nutrition: Food Service, Free Food Distribution Programs	Negative	to provide food to organizations that feed the poor , distressed and the underprivileged.
	Positive	we provide food at no cost in a caring and respectful manner to those in need in our community while preserving the dignity of those we serve.

Mobilizing and Managing Volunteers for Positive Community Change

Grantee Program Accomplishments

- Use of Emotion Varies Across Nonprofits and Types of Nonprofits
- Use of Positive Emotion Increases Volunteers
 - especially nonprofits that bond people together
- Use of Negative Emotion Does Not Generally Increase Volunteers
 - except for nonprofits focused on healthcare and civil rights

Civic Engagement and Environmental Stewardship

Jennifer Crittenden, Ph.D.
Assistant Professor of Social Work
Associate Director,
Center on Aging, University of Maine



Juggling Multiple Roles: An Examination of Role Conflict Among Older Adult Volunteers

Phases

- **Ph I: RSVP Volunteer Survey** (1,697 Older adults)
- **Ph II: Program Survey** (21 responses)
- **Ph III: Program Profile Project** (11 programs)
- **Dissemination**



Key Findings

Volunteer Outcomes are Related to Health and Role

Volunteering Accrues Benefits Across Roles

Volunteers & Programs Can Work Together To Manage Role Conflict

For Programs, Empathy and Flexibility are Critical Approaches



Dissemination

- Reports/White Papers
- Presentations
- Tipsheets for Volunteers & Volunteer Managers
- Manuscripts are under preparation



Volunteering has been linked to a number of positive outcomes for older adults such as good health and mental health, social connections, and a sense of purpose. However, older adults are increasingly giving their time to paid work, caregiving, and other important endeavors. For many older adults, especially those who are employed and those who are caring for loved ones, finding the time to volunteer can be a challenge. Volunteer programs can encourage older adults to volunteer by offering flexible and appealing program options for these two groups.

A recent study was carried out with older adult volunteers and volunteer managers across the country to understand how busy older adults can successfully manage their multiple commitments. Based on that survey, as many as one out of every seven older adult volunteers are working for pay in addition to their volunteer work. As many as a third of older adult volunteers are also serving as a caregiver to a loved one.



Are you an older adult who is juggling life's demands and trying to find time for yourself? Volunteering is a great way to support your health and well-being while making a difference in your community.

Volunteering has been linked to a number of positive outcomes for older adults such as good health and mental health, social connections, and a sense of purpose. However, for many older adults, especially caregivers, finding the time and energy to volunteer can be a challenge.

A recent study was carried out with older adult volunteers and volunteer managers across the country to understand how busy older adults can successfully manage their multiple commitments. Based on that survey, as many as 19% of current volunteers are also caregivers, meaning they are caring for someone 18 or older who is unable to care for themselves.

Here's what we learned about volunteering from other older workers:

- Benefits of volunteering:
- Gave them new skills and knowledge that they can use in their paid employment.
 - Provided them with information on different programs, services, and resources that could be used in their paid role.
 - Helped them to connect with new employment opportunities.
 - Provided an opportunity to meet new people and build a network that helped them in their paid work.
 - Provided a valuable opportunity for stress relief.



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mainecenteronaging.umaine.edu/older-adult-volunteer-study/



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Panelist Discussion and Q&A



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Tuesday, June 8, 2021 – Thursday, June 10, 2021

Closing Statement

Mary Hyde, Ph.D.

Director,

Office of Research and Evaluation

