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Volunteer Services Report 1st Quarter Report 2010 -2011

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Quarter in review

This quarter Community Energy Project kept building on the positive strides of the past year progressing to expand our community partnerships and improving the quality of our volunteer services program and overall volunteer experience.

Over the course of this quarter we oriented, trained, coordinated and supported 8 volunteers who then donated 195.5 hours.

As part of the SWOT analysis, we continued formally evaluating program staff needs with Needs Assessments and volunteer satisfaction through individual Intern EXIT surveys.

Lastly, for building volunteer hospitality we have been collaborating with Papa Murphy's for fundraising event coming up next quarter.

Some highlights from this quarter we:

- Gave five volunteer orientations
- We recruited, oriented, and trained 4 new volunteers
- We are hosted two interns through Portland Community College Federal Work Study and a community developed relationship.

A. Volunteer Services Activities

Volunteer Recruitment

This quarter CEP participated in the Standard Expo: Volunteer Fair which focused specifically on volunteer recruitment and outreach. At this event we gave special focus to recruiting Volunteer Workshop Leaders and creating relationships with participating agencies in hopes to diversify of volunteer base.

The majority of our volunteer base come to participate with us through community partnerships. This quarter we continued to maintain several longstanding relationships with organizations such as Portland General Electric, Portland Environmental Conservation, Inc., Energy Trust of Oregon, Easter Seals, and Portland Community College among

several others. This quarter we began developing partnerships with three new community groups. Among those are Youth Builders, Ecumenical Ministries of Oregon's Interfaith Network for Earth Concerns and Milagros.

See table below for more demographic data.

Volunteer Time

Independent Sector is a Federal program that measures the value of volunteer time. Oregon's dollar value for volunteer time is \$18.37 per hour, which would total more than \$3591.33 in in-kind donations for the quarter. At the Federal rate of \$20.25 per hour it would total \$3958.87. In the past few years, CEP has had a combination of a small number of interns who volunteer a large number of hours, and a large number of volunteers who participate in groups that come once or twice a year. For this quarter, volunteers donated an average of 24.5 hours per individual.

Program	Number of Volunteers Quarter	Number of Volunteers Year	Volunteer Hours Quarter	Total Hours Fiscal Year
Weatherization Workshop	6	6	75.50	75.50 (38%)
Lead Poisoning Prevention	5	5	32	32 (16%)
In-Home Services	5	5	62	62 (33%)
Vision Into Action	2	2	2.5	2.5 (1%)
Water Conservation	2	2	3.5	3.5 (2%)
Training and Consulting	1	1	3	3 (1%)
Other	2	2	17	17 (9%)
Total	*8	*8	195.50	195.50

*Number of non-duplicated volunteers (as some volunteers work within more than one program)

All new individual volunteers receive a one-hour volunteer orientation. Those that commit to volunteering receive one-on-one training with the appropriate program staff member. Group volunteers receive an orientation and then work with staff in small groups. Volunteers assist with the following activities for each program:

Weatherization Workshop	Data entry, Weatherization Workshop Leader training, leading Weatherization Workshops, kit assembly, warehouse organization and inventory, and workshop season preparation.
Lead Poisoning Prevention	Kit assembly, data entry, warehouse organization and inventory, and assisted with RRP class preparation and as Guest Instructor
In-Home Weatherization Services	In-Home Safety Referral Follow-Up Surveys, explaining services and program to clients, referral folder assembly, and organizing and maintaining warehouse inventory
Office Support	Answering phones, helping Oregon HEAT energy assistance clients, assisting retail customers and other walk-in clients, etc
Other	Board Member time and research for new members, Energy Educator training, Renovation, Repair, and Painting guest instructors, professional services, outreach events representing CEP programs and services, etc.

Volunteer Demographics

In order to get a better idea about the demographic composition of our volunteer base, we asked volunteers to complete an anonymous survey at orientation. The Race/Ethnicity categories were taken from Housing and Urban Development (HUD). Of 8 volunteers, 4 have filled out the anonymous survey so far. The results of the survey are as follows.

Gender	Total for Fiscal year 2010-2011	Total for Previous Year 2009-2010
Male	2 (50%)	78 (55%)
Female	2 (50%)	62 (41%)
Other	0 (0%)	0 (0%)
Prefer not to Respond	0 (0%)	1 (1%)
Age		
Under 18	0 (0%)	8 (6%)
18-25	0 (0%)	28 (20%)
26-35	2 (50%)	50 (35%)
36-54	2 (50%)	43 (30%)
55 and over	0 (0%)	13 (9%)
Prefer not to Respond	0 (0%)	1 (1%)
Race/Ethnicity		
Hispanic/Latino(a)	0 (0%)	8 (6%)
White/European American	3 (75%)	106 (74%)
Black/African American	0 (0%)	7 (5%)
Asian American	0 (0%)	2 (1%)
American Indian/Alaskan Native	0 (0%)	3 (2%)
Native Hawaiian/Other Pacific Islander	0 (0%)	3 (2%)
American Indian/Alaskan Native & White	0 (0%)	1 (1%)
Asian & White	0 (0%)	1 (1%)
Black/African American & White/European	1 (25%)	0 (0%)
American Indian/Alaskan Native & Black/African American	0 (0%)	3 (2%)
Other	0 (0%)	3 (2%)
Prefer not to Respond	0 (0%)	6 (4%)*
Disability		
Yes	0 (0%)	3 (2%)
No	4 (100%)	137 (96%)
Prefer not to Respond	0 (0%)	3 (2%)
TOTAL	4	143

*Number reflects "Other" and "Prefer Not to Respond" categories combined.

Group Volunteer Activities

Group volunteer events set up three people or more that volunteer at the same time. Typically the groups come from an already established organization such as an employer or school. We can accommodate up to 15 people in a day, sometimes a smaller established group also allows individual volunteers from the community to join their teams on project days.

At this time we have 15 group weatherization days scheduled, with interest from more organizations.

Individual Volunteers

Individual volunteers are those that come in on their own and often accompany staff members for a specific project during the week, typically through In-Home Services and for internship positions. They are far more likely to volunteer multiple times a year than group volunteers. Coordinating individuals is very labor intensive, as the Volunteer Coordinator has to work with multiple schedules for each volunteer opportunity. They tend to become very skilled and are given more responsibility in the field. This quarter we conducted 5 orientations and set up training/first service days for 5 new individual volunteers.

Interns

CEP hosts interns every year in partnership with a variety of other organizations from Steps-to-Success to Easter Seals to local colleges. Depending on the time of year, an intern may support program activities in a variety of ways – enter data, answer phones, do research, conduct program follow-up surveys, weatherize homes, assemble kits, assist retail customers, help clients with Oregon HEAT requests, make photo copies, or special projects as assigned.

This quarter we had three interns. Two of them are working with us through established partnerships through Federal Work Study and Easter Seals, and one of them is independent.

All interns receive relevant cross-training that enables them to:

- Provide information and referral to callers and walk-in clients
- Assist those seeking energy assistance
- Register workshop/In Home Services participants
- Support office staff

Specialized activities are listed in the chart below.

Intern/Program Title	Main Activities	Service Period
Harvey Rice – Senior Outreach Specialist	<ul style="list-style-type: none"> ▪ Conducting follow-up surveys for In-Homes Services referrals ▪ Keeping detailed log of survey responses and feedback ▪ Data entry ▪ Assisting walk-in and phone clients with information and referrals ▪ Targeted outreach events for ICURA program, North & Northeast Portland 	undefined

Clara Barton AmeriCorps Vista Service Members (CBVC)

Clara Barton VISTA Corps is a statewide AmeriCorps VISTA program administered through the Oregon Trail Chapter of the American Red Cross. CBVC members serve with local organizations who focus on preventing individuals and families from entering poverty or offering services to assist with transitioning out of poverty.

CBVC members provide service through indirect, capacity building, and sustainable activities to ensure the organizations they are serving have the necessary resources to remain successful.

Last year CEP was chosen to be an CBVC service site for a second year, and the current Volunteer Coordinator opted to stay a second year to provide a deeper level of development to Volunteer Services, as well as gain higher-level professional skills. Her work is largely outlined in this document.

Last year we had the opportunity to host two additional CBVC members due to unsuccessful placements at other host sites who have become grant writers. They completed their terms of service in August 2010.

The CBVC volunteer summaries are outlined in the table below.

VISTA/Program Title	Main Activities	Service Period
Brooke Morgan: Program & Development Assistant	<ul style="list-style-type: none"> ▪ Assist Executive Director (ED) and Education and Outreach (E&O) Program with research & writing grant proposals to generate funds to support programs, capital improvements, organizational development, and capacity expansion ▪ Assist ED with fundraising activities 	3 months
Carlie Toland: Program and Development Assistant	<ul style="list-style-type: none"> ▪ Coordinate, schedule, and assist in promotion and facilitation of Weather to the Weather Workshops ▪ Conduct Follow Up Surveys for 10 workshop participants ▪ Assist ED and E&O Program with grant research and writing ▪ Assist ED with fundraising activities. 	6 months
Danielle Bartolomucci:	<ul style="list-style-type: none"> ▪ Recruit, orient and train all new volunteers 	Two Years

Volunteer Coordinator	<ul style="list-style-type: none"> ▪ Coordinate, schedule and support all volunteers ▪ Lead volunteer weatherization teams for In-Home Weatherization Services Program with optional Debrief Sessions ▪ Do research and resource development for volunteer recognition and hospitality items ▪ Conduct SWOT analysis and implement improvements based on results ▪ Expand and develop more diversity in our community partnerships 	
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Volunteer Workshop Leaders

Volunteer Workshop Leaders (VWL) give weatherization and lead poisoning prevention workshops while CEP staff facilitates. Workshop Coordinators provide approximately 15 hours of training VWL in technical information and presentation techniques through observation and one-on-one correspondence.

The VWL position provides community members the opportunity to gain skills in presentation techniques, adult education, technical skills, and the chance to interact with diverse populations in a dynamic and fruitful way. They add a variety of styles to the workshop presentation, add their own areas of expertise to the workshop, and help prevent compassion fatigue among workshop coordinators.

Board Members

CEP currently has 10 volunteer board members. Board members determined our mission and purpose, create and approve official policy, and enhance our public standing. Members also attend meetings and functions, make personal financial contributions, find new members, and help to ensure the legal and ethical integrity of CEP, as well as maintain accountability. Most board member activity has been dedicated to the “Raise the Roof” 30 year anniversary celebration. Currently, board activity is difficult to track, and in the future we will have a more complete data set to report what board members contribute through fundraising, planning, projects and meetings.

Board activity this year includes:

- Recruited a new board member
- Organizing a capital improvement fundraising event for CEP’s 30 year anniversary
 - New Venue
 - Auction Items
 - Budget
 - Outreach
- CEP Training
 - Working out a Board Member Weatherization Day

Data Collection

CEP staff gathers data to track our volunteer activities. Data for this report comes from other program reports and the following databases:

- Volunteer hours by program and individual
- Demographic information for volunteers
- Individual volunteer availability and interest
- Number of volunteer-focused community events in which we participate
- Volunteer recognition
- Hospitality
- Volunteer Exit Questionnaire Results
- Intern Exit Questionnaire Results

These data help us analyze effectiveness of volunteer coordination activities and helps identify gaps in volunteer recruitment. This also provides us the opportunity to gauge the quality of volunteer services, in-kind donations from the community, provide references for volunteers, and volunteer interests.

B. Volunteer Program / Material Development

With CBVC support, CEP has been able to focus more on development and program analysis than in previous years. We have been able to analyze the data we gather, create more structure within Volunteer Services, and have had the capacity to seek donations to support volunteers. This year we will also be conducting targeted recruitment for Volunteer Workshop Leaders, while creating much-needed infrastructure for the process.

Volunteer Recognition

Volunteer recognition is vital to a strong volunteer program. It ensures that volunteers feel appreciated for the work that they do, and encourages volunteers to serve longer and more frequently. This not only increases the level of satisfaction among community volunteers, but also reduces training time and makes volunteers more effective on the job. This can include anything from providing lunch to a small gift to a simple thank you.

This year the VISTA has worked on strengthening our volunteer recognition. Activities for the 1st quarter are listed below.

Hospitality

- Researched local businesses that have donation processes and reflect community values
- Contacted local business about their donation options and process
- Made a successful donation request to La Bonita Mexican Restaurant for food for our Volunteer Kickoff October 7th, 2010
- Organized and scheduled a Papa Murphy's Pizza Fundraiser Night opportunity for October 14th, 2010
- Received massage/Reiki donation from Sundown Healing Arts

Recognition

- Continued to use and update Volunteer Recognition Item (conservation items, tote bags, etc.) database
- Brainstormed various recognition items relevant to our volunteer base and possible business that might donate these type of items

SWOT Analysis

The VISTA will be conducting a SWOT (Strengths Weakness Opportunities and Threats) analysis of the Volunteer Services program. Improvements will be made based on experience, staff interviews, program development, and volunteer feedback. This information will also be used for grant-writing to create a sustainable position for a Volunteer Coordinator.

SWOT analysis activities this year include:

- Began implementing improvements in response to results of Volunteer Exit Questionnaire
- Continuing to interview interns and process results from Intern EXIT Questionnaires
- Continuing to implement staff/program needs assessments, interviewed one staff member
- In process of developing Intern Skills Assessment to gauge the skills of incoming interns (and consequently their skills sets at exit)

Volunteer Exit Questionnaire

CEP has never had the capacity to systematically gather and analyze volunteer feedback.

As reported in the annual report, volunteers are a vital part of our organization and we wanted to gather their honest feedback about their experience with CEP. The results of that survey can be found in the 2009-2010 Annual Report. The VISTA Volunteer Coordinator is utilizing this fiscal year 2020-2011 to make adjustments and improvements to our volunteer program and opportunities.

To our satisfaction, the majority of 09-10 volunteers reported being pleased with their experience - they felt comfortable with staff and expressed interest in volunteering again. Comments that expressed room for improvement centered on wanting more volunteer opportunities, to have longer weatherization shifts, or not have to get up so early in the morning.

In response to these results the volunteer coordinator is currently working to have more volunteer opportunities for community members through strategically planning open sign-up events and having regular communication with staff so to be forward planning with their program needs.

Intern EXIT Questionnaire

Our interns stay with us for a period as short as two months and as long as nine, with a great deal of investment in time and training. Because their commitments are so large, they also have the chance to become highly skilled. Their feedback gives us an in-depth view of our office environment and client interactions, as well as staff support. Interns came through partner organizations, with whom we continue invaluable relationships. The VISTA Volunteer Coordinator will use this data to improve our organization as a host organization.

To gather in-depth information, the Volunteer Coordinator conducts private one-on-one exit interviews, leaving the workplace at the interns' preference. Prior to the interview we provided the intern with a copy of the Questionnaire and with a disclaimer informing them that their feedback would have no influence upon their end-of-service evaluation and recommendation. Conducting interviews in this way allows a safe space for an intern to speak openly about their experience.

This quarter we interviewed one intern who is mentioned earlier when explaining how some internship experiences can transition into being hired. She began with us through Steps to Success, then transitioned into Jobs Plus employment program, and finally was hired on as a staff member. We are proud to report that the results of her interview reflect a positive work experience and professional development, and also echo other interviewed intern's recommendations for improvement.

A few of her responses are as follows:

She expressed what she liked most about her internship was being put in a position where she could "get right into the heart of the company." Her supervisor was reported as "very approachable." She felt she received a lot of training, cross training and resources, including grant preparation, which will help her in her future job search. Her two criticisms or recommendations for improvement were that she would have benefited from more regular check-ins with her supervisor and constructive feedback.

New Volunteer Positions

- Collaborated with Executive Director and In-Homes Services manager to develop new internship position of Senior Outreach Specialist
- Continuing working with other staff members doing program needs assessments for new positions this fiscal year and beyond

Volunteer Coordinator Professional Development

The VISTA is sharing a membership for the NAO – Nonprofit Association of Oregon: Diversity Leaders Network (DLN), which has trainings every other month. DLN trainings have lectures, group activities, and networking opportunities between nonprofit representatives interested in diversity issues.

The VISTA will be renewing a membership with Northwest Oregon Volunteer Administrators Association (NOVAA) this upcoming 2nd quarter. NOVAA provides short trainings and a forum for information exchange, problem-solving, effective community impact, and creative new ideas in volunteer management with a group of other experienced volunteer coordinators.

The VISTA participated in the following training opportunities this quarter

- July 15, 2010 Native American Youth and Family Services Educational Luncheon
- July 20-21, '10 Poverty Institute
- Aug 26-17, '10 Oregon Master Naturalist and Master Watershed Steward training
- Weekly Master Recycler Training