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## **Volunteer Services Report 4<sup>th</sup> Quarter Report 2010-2011**

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Reviewed by Sherrie Smith, Outreach and Marketing Supervisor

### **Year in review**

This year the Community Energy Project (CEP) became much more efficient in gathering feedback from interns and volunteers, expanded on our job-readiness support, and hosted the highest number of well-trained and supported volunteers on record. This is the final year this program will have AmeriCorps VISTA support, and the role of Volunteer Coordinator will be filled by a staff person starting September of next year.

Over the course of this year we oriented, trained, coordinated and supported 233 volunteers, which is nearly a 9% increase from last years numbers, who then donated 3279.75 hours. With an average of 14 hours per person, we had an increase in the number of volunteers without sacrificing the commitment each volunteer would make.

This year we expanded the job-readiness training for interns, adding a resume and interview workshop, and group activities centered on discussing employment barriers, concerns, and confidence.

We created a shared Google Docs database to better track volunteer workshop leader hours and activities, as well as an exit survey to further evaluate and improve the program.

We hosted four Clara Barton VISTA Corps national service volunteers to provide Volunteer Coordination and grant-writing support to the Executive Director.

### **Some highlights from this year**

- We gave 48 volunteer orientations
- We recruited, oriented, and trained 217 new volunteers
- We are hosted eight interns through Easter Seals, Portland Community College's Federal Work Study (PCC WS) and Green Building Program, Warner Pacific University's in Social Work (PWU SW), PIVOT.
- Of the 224 clients we served through In-Home Services, 40 (or 18%) of them had volunteer support
- Volunteers helped to weatherize 311 windows and 61 doors

## **A. Volunteer Services Activities**

### **Volunteer Recruitment**

This year CEP participated in 24 outreach events, with two of which focused specifically on volunteer recruitment. In the past year, recruitment has focused on diversifying our volunteer base to better represent the community we serve and finding more Volunteer Workshop Leaders.

The majority of our volunteers come to us through community partnerships. This year we continued to maintain several longstanding relationships with organizations such as Portland General Electric, Energy Trust of Oregon, PECEI, Inc., Easter Seals, and Portland Community College among several others. This year we worked with five new community groups: City of Portland's Bureau of Planning and Sustainability, New Season's Market, Spiral Works, Portland Community College's Green Building Program, and Pacific Warner University's Bachelors of Social Work program.

Notable results directly influenced by targeted recruitment:

- Race / Ethnicity
  - White/European: 74%
  - Hispanic/Latino(a): 7%
  - Black/African American: 5%
- Age
  - Age 26-35: 32%
  - Age 36-54: 30%
  - Age 55 and older: 11% - Increased 2% from last year!
- How Volunteers Heard About CEP
  - Community partners: 30%
  - Employers: 36%

As we can see here, there is great disparity in our volunteer base. Our volunteers are overwhelmingly white and under the age of 55. In order to have a more representative volunteer population, we working to alter our recruitment methods through targeted outreach and partnership building. 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 \$18.47 per hour, which would total more than \$60,576.98 in in-kind donations for the year. At the Federal rate of \$21.36 per hour it would total over \$70,055.46. 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. Over the course of this year, volunteers donated an average of 14 hours per individual. This last quarter specifically, volunteers donated an average of 21 hours per person (range 1-199 hours).

Program	Number of Volunteers Quarter	Number of Volunteers Year	Volunteer Hours Quarter	Total Hours Fiscal Year
Weatherization Workshop	11	20	287.25	816 (25%)
Lead Poisoning Prevention	8	15	92	217.75 (7%)
In-Home Services	12	218	76.50	1282.75 (39%)
Retail Store / Oregon Heat	3	5	12.5	75.25 (2%)
Water Conservation	0	4	0	21.5 (1%)
Training and Consulting	0	3	0	25.75 (1%)
Administration / Other	20	20	136	840.25 (26%)
Total	*29	*233	604.25	3279.75

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

All new individual volunteers receive a one-hour volunteer orientation , and interns 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 workshops, kit assembly, warehouse organization and inventory, workshop registration, assisting clients with trade-in and bonus materials, Weatherization Workshop Participant Follow-Up Surveys
Lead Poisoning Prevention	Data entry, Lead Workshop Leader training, leading workshops, kit assembly, workshop registration, warehouse organization and inventory, and Lead Home Action Plan Follow-Up Surveys
In-Home Weatherization Services	Data entry, installing weatherization materials and safety repairs, explaining services and program to clients, in-takes and scheduling clients for services, follow-up phone calls, providing advocacy and referrals in the office and field, assembling referral folder and monitoring for updates and relevancy, organizing and maintaining warehouse inventory, and In-Home Follow-Up Surveys
Retail and Fundraising	Customers purchasing materials, answering questions and demonstrating products, assembling retail materials, selling materials at Better Living Show, researching potential businesses and entities for grant opportunities and in-kind donations
Administrative	Office support (answering phones, copying, filing, data entry, etc), explaining programs and services to clients, community events, providing information and referrals, updating referral resources, developing and expanding Intern Survival Guide, fundraising event support, and board member activities
Oregon Heat	Helping clients through Oregon HEAT energy assistance process, creating a schedule list, making appointments, making follow-up phone calls, and providing information and referrals
Training and Consulting	Training to assist with the EPA Renovation, Repair, and Painting certification class as guest instructors, marketing our consultation professional services, assisted with class preparations, and researched potentials markets

## **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 189 volunteers, 233 have filled out the anonymous survey so far. The results of the survey are as follows.

<b>Gender</b>	<b>Total for Fiscal year 2010-2011</b>	<b>Total for Fiscal year 2009-2010</b>
Male	89 (47%)	78 (55%)
Female	98 (52%)	64 (45%)
Other	1 (1%)	0 (0%)
Prefer not to Respond	1 (1%)	1 (1%)
<b>Age</b>		
Under 18	8 (4%)	8 (6%)
18-25	37 (20%)	28 (20%)
26-35	61 (32%)	50 (35%)
36-54	62 (33%)	43 (30%)
55 and over	21 (11%)	13 (9%)
Prefer not to Respond	0 (0%)	1 (1%)
<b>Race/Ethnicity</b>		
Hispanic/Latino(a)	14 (7%)	8 (6%)
White/European American	139 (74%)	106 (74%)
Black/African American	10 (5%)	7 (5%)
Asian American	1 (1%)	2 (1%)
American Indian/Alaskan Native	1 (1%)	3 (2%)
Native Hawaiian/Other Pacific Islander	2 (1%)	3 (2%)
American Indian/Alaskan Native & White	0 (0%)	1 (1%)
Asian & White	3 (2%)	1 (1%)
Black/African American & White/European	3 (2%)	0 (0%)
American Indian/Alaskan Native & Black/African American	6 (3%)	3 (2%)
Other	6 (3%)	3 (2%)
Prefer not to Respond	4 (2%)	6 (4%)
<b>Disability</b>		
Yes	5 (3%)	3 (2%)
No	180 (95%)	137 (96%)
Prefer not to Respond	4 (2%)	3 (2%)
<b>TOTAL</b>	<b>189</b>	<b>143</b>

With a more information about our volunteers, we can conduct volunteer recruitment activities to help diversify volunteer pool to reflect our client base. Because so many of our volunteers are through corporate partnerships, what we see here is a reflection of corporate volunteers. In order to diversify our volunteer base, we are engaging in more targeted recruitment towards new organizations with more diverse employees.

### **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.

This year we oriented, trained, and coordinated 21 group volunteer events, all of which were for In-Home Weatherization.

### **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. 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 year we conducted 27 orientations and set up training/first services days for 32 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.

As a result of frequent check-ins with interns, we discovered several large gaps in job-readiness among the people placed with us. In the spring (at the end of most interns service), we held a one-day pilot workshop in which interns practiced interviewing, offered resume and cover letter feedback to each other, and participated in a group discussion about overcoming discrimination and other employment barriers. Before the training, all but one intern didn't understand the purpose of a cover letter, several had hyper-inflated resumes, and half had serious struggles with interviewing. At the end of the training, each intern had a resume updated with their work at CEP, and some had written cover letters to jobs they hoped to acquire.

This year we had eight interns and established two new community partnerships – one at Portland Community College's Green Building Program and the other with Warner Pacific University's Bachelor of Social Work Program. All interns are extensively cross-trained, enabling them to:

- Explain our programs and services

- Provide information and referral to callers and walk-in clients
- Assist those seeking Oregon Heat energy assistance
- Register workshop/In Home Services participants: explain workshops, screen for eligibility, conduct intakes, and make reminder and follow-up calls
- Support office staff by: assembling workshop materials/kits, entering workshop data, making copies, filing, folding brochures, etc.
- Represent CEP at community outreach events
- Demonstrate conservation products and complete fundraiser sales

Specialized activities are listed in the chart below.

Intern/Program Title	Main Activities	Service Period
Carly Ballard – Portland Community College Federal Work Study (formerly a PIVOT intern)	<ul style="list-style-type: none"> <li>▪ Answer phones - workshop signups, program screening, etc.</li> <li>▪ Volunteer Services data analysis</li> <li>▪ Oregon HEAT client scheduling, intake, and follow-up calls</li> <li>▪ Assisted with In-Homes Services targeted outreach by flyering and canvassing activities: cutting turf, researching “hot spots,” training other interns, creating a database, entering data, and canvassing</li> <li>▪ In-Homes Canvassing data analysis project</li> <li>▪ Installed weatherization materials</li> <li>▪ Conducted Weatherization and Lead Poisoning Prevention Workshop Follow-Up Surveys</li> </ul>	6 months
Andrea Johnston-Wright – Portland Community College Federal Work Study	<ul style="list-style-type: none"> <li>▪ Answer phones - workshop signups, program screening, etc.</li> <li>▪ Oregon HEAT client scheduling, intake, and follow-up calls</li> <li>▪ Assisted in designing and organizing Oregon Heat Binder project</li> <li>▪ Teaching Weatherization Workshops</li> <li>▪ Provided RRP guest instruction and support</li> <li>▪ Piloted In-Homes Services past client database analysis ICURA project</li> <li>▪ Updated In-Homes Services resource folder materials</li> <li>▪ Designed updated In-Homes Services resource folder informational labels including In-Homes Staff photo shoot</li> <li>▪ Helped with fundraising – co-wrote a grant, gave presentation to potential granters</li> </ul>	6 months
David House – Easter Seals CSEP Program: Program Assistant	<ul style="list-style-type: none"> <li>▪ Answer phones - workshop signups, program screening, etc.</li> <li>▪ Check voicemails, scheduling, and reminder calls</li> <li>▪ Assisted in designing and organizing Oregon HEAT Binder project</li> <li>▪ Oregon HEAT client scheduling, intake, and follow-up calls</li> <li>▪ Assisted with In-Homes Services past client database analysis ICURA project</li> <li>▪ Piloted project using MS Access databases to find past participants in ICURA/LENTS areas and completed staggered mailings for targeted outreach</li> <li>▪ Conducted In-Home Follow-Up Surveys</li> <li>▪ Created an “Intern Survival Manual” specifically geared towards future senior interns</li> </ul>	6 months – extended to 1 year
Marsha Hayes – Warner Pacific College: Bachelors of Social Work Internship	<ul style="list-style-type: none"> <li>▪ Answer phones - workshop signups, program screening, etc.</li> <li>▪ Oregon HEAT client scheduling, intake, and follow up calls</li> <li>▪ Assisted with In-Homes Services past client mailing project</li> <li>▪ Piloted “Senior Advocacy Specialist” position - supporting In-Homes Services clients by explaining CEP services, referral folder and brochures, providing social support and advocacy, and assessing need</li> </ul>	215 hours

	<ul style="list-style-type: none"> <li>for any further information and referrals</li> <li>▪ Assisted in updating In-Homes Services resource folder materials</li> <li>▪ Assisted with In-Homes Canvassing for Lents neighborhood</li> <li>▪ Conducted Weatherization and Lead Poisoning Prevention Workshop Follow-Up Surveys</li> </ul>	
James Metoyer – Portland Community College’s – Green Building Program: Weatherization Assistant	<ul style="list-style-type: none"> <li>▪ Installed weatherization materials and preformed small safety repairs</li> <li>▪ Assisted staff in the field in training and mentoring new volunteers</li> <li>▪ Canvassed door to door in Lents neighborhood</li> <li>▪ Assisted with Weatherization Workshop warehouse inventory &amp; organization</li> </ul>	30 hours
Parris Warren – PIVOT Intern: Follow-Up Survey Assistant	<ul style="list-style-type: none"> <li>▪ Conducting follow-up surveys for Weatherization, Lead Poisoning Prevention, and Lead Safe Home Projects workshops</li> <li>▪ Keeping detailed log of survey responses and feedback</li> <li>▪ Data entry</li> <li>▪ General office and program support</li> <li>▪ Participate in pilot run of Interview and Cover Letter Skills workshop</li> </ul>	100 hours
Abigail Jorgenson – PIVOT Intern: Follow-Up Survey Assistant	<ul style="list-style-type: none"> <li>▪ Conducting follow-up surveys for Weatherization, Lead Poisoning Prevention, and Lead Safe Home Projects workshops</li> <li>▪ Keeping detailed log of survey responses and feedback</li> <li>▪ Data entry</li> <li>▪ General office and program support</li> <li>▪ Participate in pilot run of Interview and Cover Letter Skills workshop</li> </ul>	100 hours
Munu Tamang – PIVOT Intern: Program Assistant	<ul style="list-style-type: none"> <li>▪ Data Entry</li> <li>▪ General office and program support</li> <li>▪ Participate in pilot run of Interview and Cover Letter Skills workshop</li> </ul>	130 hours

**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.

This year CEP was awarded a second year as a CBVC host site for a VISTA Volunteer Coordinator and the current service member chose to stay on with us for an additional year of VISTA service. Later in the year we had the opportunity to host one additional CBVC member due to unsuccessful placement at another host site who has become grant researcher and writer.

The CBVC volunteer summaries are outlined in the table below.

VISTA/Program Title	Main Activities	Service Period
Lauren Ecker: Development Assistant	<ul style="list-style-type: none"> <li>▪ Participated in orientation and training on CEP’s organizational mission, vision, and values. Methods of service delivery, standard of quality, Community partnerships, etc.</li> <li>▪ Assist Executive Director with grant research</li> <li>▪ Create and organize Raise The Roof fundraising event binder documenting entire planning process</li> </ul>	6 months

	Researched Bike Cage options and meet with local business to learn about their process	
Danielle Bartolomucci: Volunteer Coordinator	<ul style="list-style-type: none"> <li>▪ Recruit, orient and train all new volunteers</li> <li>▪ Coordinate, schedule and support all volunteers</li> <li>▪ Train and provide daily support for Interns</li> <li>▪ Lead volunteer weatherization teams for In-Home Weatherization Services Program with optional Debrief Sessions</li> <li>▪ Conduct research and resource development for volunteer recognition and hospitality items</li> <li>▪ Continue evaluation and program analysis practices and implement improvements based on results</li> <li>▪ Develop and implement expanded data tracking and evaluation practices</li> <li>▪ Expand and develop more diversity in our community partnerships</li> <li>▪ Research resource development opportunities for Volunteer Coordinator position</li> <li>▪ Write and submit one grant to Hoover Family Foundation</li> <li>▪ Cross train to lead Weatherization and Lead Poisoning Prevention workshops</li> <li>▪ Participate in hiring process for AmeriCorps OMEN VISTA member</li> </ul>	2 years
Carlie Toland: Program and Development Assistant	<ul style="list-style-type: none"> <li>▪ Coordinate, schedule, and assist in promotion and facilitation of Weather to the Weather Workshops</li> <li>▪ Conduct Follow Up Surveys for 10 workshop participants</li> <li>▪ Assist ED and E&amp;O Program with grant research and writing</li> <li>▪ Assist ED with fundraising activities.</li> </ul>	6 months
Brooke Morgan: Program & Development Assistant	<ul style="list-style-type: none"> <li>▪ Assist Executive Director (ED) and Education and Outreach (E&amp;O) Program with research &amp; writing grant proposals to generate funds to support programs, capital improvements, organizational development, and capacity expansion</li> <li>▪ Assist ED with fundraising activities</li> </ul>	3 months

**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.

This year, six community volunteers completed the Volunteer Workshop Leader training process. Throughout the year they lead 22 Weatherization workshops, two of which were in Spanish, and two Lead poisoning Prevention workshops.

## **Board Members**

CEP currently has 11 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, engage in fundraising, recruit new members, and help to ensure the legal and ethical integrity of CEP, as well as maintain accountability. One activity we would like highlight is the development and finalization of a new five-year Strategic Plan. This plan was designed to determine where our organization is going and future goals over the next five years. The Strategic Plan must work within our mission, vision, and values, and include measurements for success. Currently, board activity has been difficult to track, and we are working to solve this issue and have a more complete data set and activities list to report what board members contribute through fundraising, planning, projects and meetings.

This year, board members donated time:

- Developing and approving a new 5 year Strategic Plan
- Recruited four new board members
- Finalizing new five-year Strategic Plan
- Passed the annual budget
- Organizing and facilitating a capital improvement fundraiser - *Raise the Roof!* Event for CEP's 30 year anniversary:
  - Fundraising
  - Venue
  - Auction Items
  - Budget
  - Outreach
  - Sold tickets
  - Donations for silent auction (See Outreach Report – In-Kind Donations)
- Re-engaged Auditor
- Assisting with CEP's financial review
- Assessing roof condition and repair needs
- Researching roof repair options and contractors
- Developing a roof repair design plan
- Facilitated gathering roof repair bids and secured a contractor
- Coordinated and managed repair project and budget with contractor
- Conducted targeted outreach and partnership building
- Weatherized homes for In-Home clients
- Participating in monthly Board Meetings
  - Subcommittee meetings Ex. Fundraising and Development, Financing, etc.

## **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
- Intern PRE/POST Skills Assessment
- Volunteer Workshop Leader progress reports
- Volunteer Workshop Leader Google Docs
- Anonymous Volunteer surveys

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 the help of CBVC support, CEP have been able to continuing focusing more on development and program analysis then in previous years. We have gathered information on providing hospitality, resource development options, written and submitted two grants for program support, and have successfully implemented data collection practices to gather feedback from volunteers and intern on our Volunteer Services.

### **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 fiscal year are listed below.

#### Hospitality

- Expanded research local businesses for those that fit our agencies and volunteers values
- Contacted local businesses about their donation options and process
- Completed a successful donation request to La Bonita Mexican Restaurant for food for our Volunteer Kickoff October 7<sup>th</sup>, 2010 with total donation value of \$95.50.

- Organized a fundraising event through Papa Murphy's Pizza  
This also included:
  - Creating a flyer to market the event
  - Conducted grassroots outreach: volunteers, staff, staff's friends/family, mass emails, CEP Newsletter and social media accounts, and at local community events like Alberta Street's Last Thursday.
  - Recruiting staff, intern and volunteer support at the event
  - Doing outreach and marketing the night of the event
- Organized an Intern Appreciation Potluck
- Distributed volunteer recognition items (conservation items, tote bags, etc.) and updated the database

#### Recognition

- Updated the Volunteer Recognition Item (conservation items, tote bags, etc.) database
- Distributed gift cards, tote bags, conservation items, etc. to volunteers and interns

#### **Evaluation**

CEP continually conducts evaluations of all of our programs. Improvements are made based on experience, staff interviews, program development, and volunteer feedback. The most tangible aspect of evaluation is gathering volunteer, intern and staff feedback. Feedback results of Intern and Volunteer Exit Questionnaires are included below.

Evaluation activities this year include:

- Updated, distributed, and evaluated anonymous individual volunteer surveys
- Updated, conducted, and evaluated intern exit interviews for 10 interns (two from the previous fiscal year)
- Created a Volunteer Follow-up & Opportunities Sign-up sheet that gathers email and offers the opportunity to volunteer again and sign up for CEP e-newsletter; and database to gather information
- Created Volunteer Workshop Leader activities database (as shared Google Doc)
- Created Volunteer Workshop Leader exit interview

#### **Volunteer Exit Questionnaire**

As reported last year, CEP has never had the capacity to systematically gather and analyze volunteer feedback until with the support of the VISTA Volunteer Coordinator in our 09-10' season.

As volunteers are a vital part of our organization, we continued to gather their honest feedback about their experience with CEP this season and will into the future. The VISTA Volunteer Coordinator has been utilizing last years' results to make adjustments and improvements to our volunteer program and opportunities. This newly gathered feedback will be combined with that for further program improvement

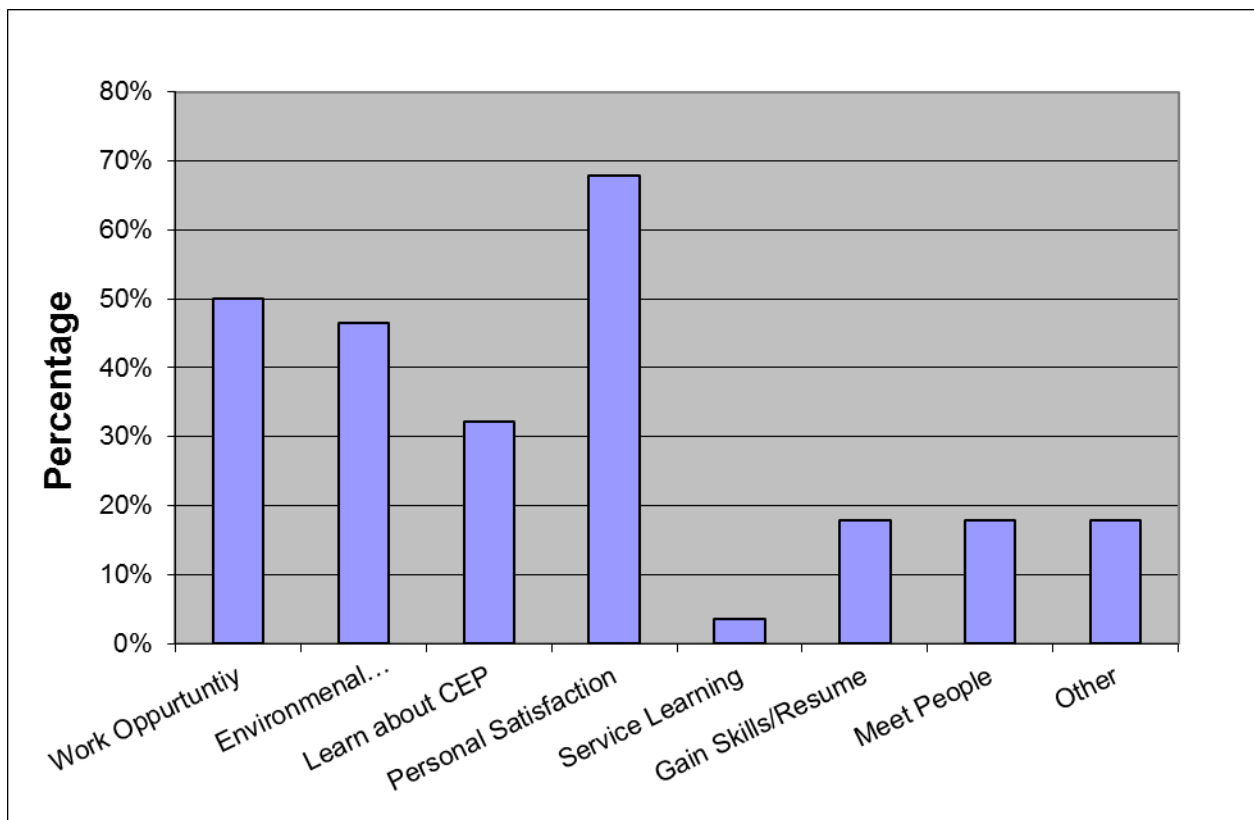
To gather our information, we continued using SurveyMonkey.com, an online survey tool. This provided volunteers an avenue to give anonymous and honest feedback while providing consistency in data gathering.

Using an online gathering tool limited the survey pool to those who have internet access, and to those who gave us direct permission to contact them for a follow-up survey on the volunteer sign in sheet.

**Questionnaire Results:**

- 28 volunteers participated in the survey
- 96% of the respondents volunteered with In-Home Weatherization

**Why Did You Decide To Volunteer With CEP?**



**What did you enjoy most about your volunteer experience?**

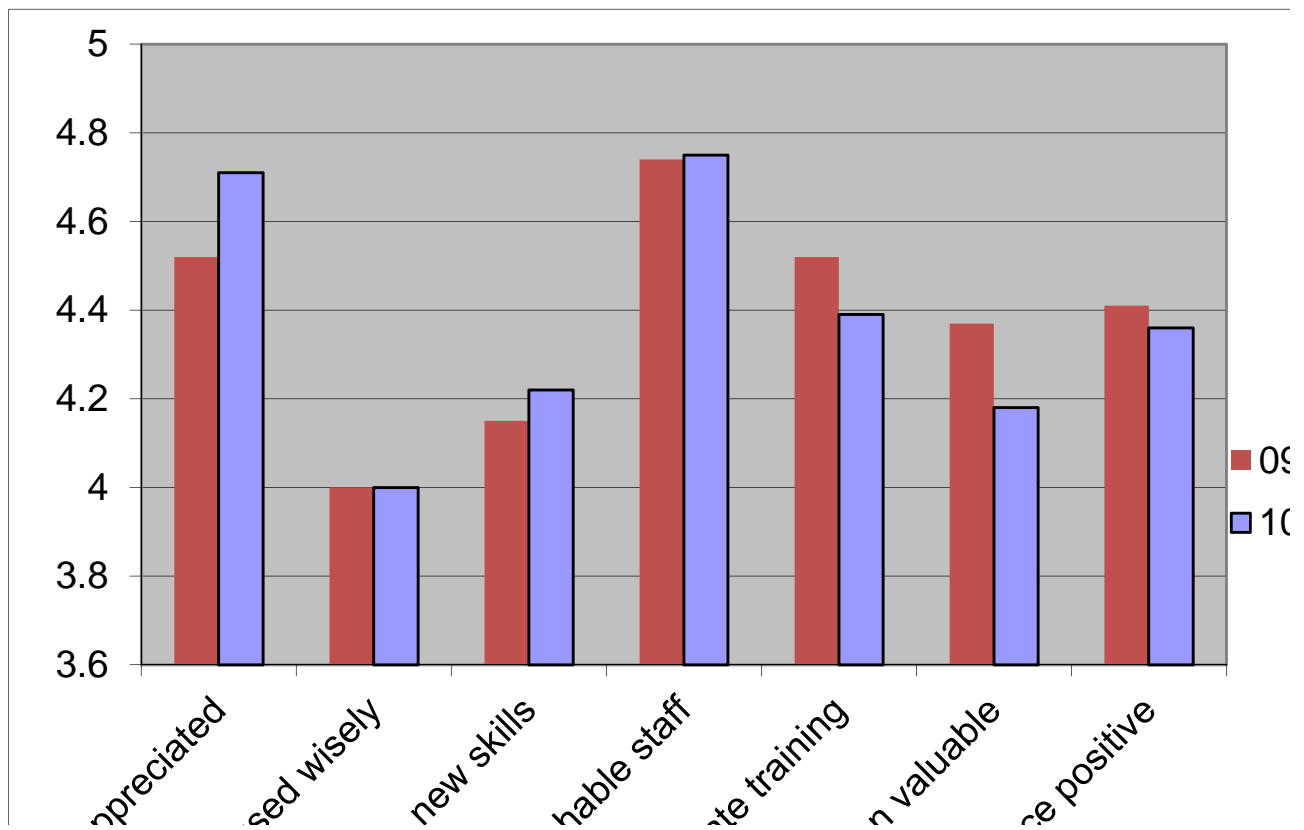
- “Being able to help folks keep warm this last winter by performing very necessary home weatherization work. Working with AmeriCorps was a very positive experience, VISTA workers were knowledgeable, very considerate and very nice to work with.”
- “Knowing that what we did made a difference in how a person got through the winter months.”
- “The ability to work with a great staff directly helping someone in the community.”
- “I felt like I was helping the homeowner save energy and helping the Earth by lowering carbon emissions.”
- “Learning about window-weatherization techniques and meeting my team members.”

- “The great training, the hands-on learning and the ability to put into practice exactly what we'd learned for very tangible and useful results! Loved chatting with the woman whose home we helped weatherize; it was in a part of Portland I'd never visited before and hearing her talk about what the block looked like 30 years ago was fascinating. Great group of volunteers!”

**What did you enjoy the least about your experience?**

- “Not being able to provide this service to more needy people. Cost limitations are frustrating especially when you know the need is so great.”
- “That it ended? No, but seriously, this was one of the best-organized, enjoyable, and informative volunteer opportunities I'd been out on in a long time.”
- “I can't think of any negatives.”
- “Too short a time period, by the time we went through orientation and got to the job site, there were only two hours or so left for work.”
- “When things weren't exactly on schedule. But I can deal and think you do a good job of trying to be conscientious of this.”
- “It seemed like a lot of time spent in traveling, orientation and training for the couple windows we were able to weatherize that morning. Not an efficient balance. Maybe these should be all-day projects--with the full afternoon spent implementing what you learned in the morning.”

**Rate Your Experience with CEP – Using Scale of 1 – 5**



**If you could change anything about your volunteer experience, what would it be?**

- “Nothing!”
- “Shorten the orientation for repeat volunteers.”
- “It would be nice if my agency would grant me approved time for an entire day so that I could work in more homes.”
- “Nothing, it's great to see the progress of the CEP.”
- “More time on the job site(s).”
- More in home work time; less time in office.

**Do you have any additional suggestions, comments, or stories about volunteering that you'd like to share?**

- “Our trainer's enthusiasm and appreciation of our time was great.”
- “CEP does an incredible job reaching out to community members to weatherize their homes and providing all the training and support necessary. Staff of CEP, you are all wonderful, beautiful people!”
- “I really enjoyed the staff this season. They were very welcoming and helpful. I also liked how we did more than just weatherization including some handy fix-it stuff that was a good learning experience and important to the client. All and all it was a good experience. Thank you.”
- “Loved that the woman who's house we were fixing up wore her AmeriCorps sweatshirt that day... she totally understood service, appreciated us, and gave us all mason bees as a parting gift! I know not every house would be like that, but it was a great first weatherizing experience.”
- “Had a great time worth taking the day off from my job.”
- “It's always a great experience to participate in, especially when the receiving party is engaged and welcoming.”

The overwhelming majority of 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 and to have longer weatherization shifts.

**Intern EXIT Questionnaire**

This year our interns stayed with us an average of four months, and required a great deal of investment in mentorship time, training, and project support. 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 existing and new partner organizations, with which we continue invaluable relationships. The VISTA Volunteer Coordinator will use this data to improve Volunteer Services.

To gather in-depth information, the Volunteer Coordinator conducted 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.

## **Questionnaire Results:**

Below are summaries of the intern answers to seven of the questions we asked. The majority of them reported their supervisors to be approachable, enjoyed the variety of the positions, and felt that their internship with CEP would help them with future job searches. One intern had this to report when asked about her experience, “CEP offers developing workers support as a stepping stone in their careers. CEP staff has worked with me to utilize the specific skills I already had but didn’t know how to express... leaving me more confident in my abilities to be a part of the working community.”

### **What did you like most about your position?**

- I was put in a position to get right to the heart of the company, not just financial stuff, but grant writing and the nuts and bolts of non-profits.
- I got a lot more ownership and the freedom to explore things I wanted to learn. I got to research, come up with an idea and make my own system and project...
- The people I worked with and it had a lot of variety and flexibility with me.
- Working with the public, which was different from my past experiences, because I was providing them with services that were more meaningful and people were very clear with what they wanted.

### **What would you have changed about your position?**

- Nothing really. It was what I needed and the work was there so I was busy and definitely not bored.
- I would have spent more time here.
- A more clear project list in the beginning while being new and learning.
- Would have been nice to have a development professional with more time for guidance, training and mentorship.

### **Did you receive adequate feedback about your performance?**

- Definitely.
- Yeah I got a lot of good feedback from other people I worked with. And if I did something wrong I heard that too and they were understanding.
- Yeah. The best feedback I have ever had. Constructive and positive.
- Yeah. Supervisor was appreciative and communicated how I was going and things were going.

### **Did you receive adequate training/resources to do your job?**

- Yeah If I needed help I could always ask someone and Volunteer Coordinator was very thorough which was good.
- I really liked the orientation, getting out to do and see what the programs were like for grant work.
- Yes. A lot of training and cross training too
- I think so. Ideally, I would have asked for a better computer.

### **What training/job duties did you find most helpful and enjoyable?**

- Going out into people’s homes, installing kits, and being able to problem solve, provide suggestions and innovations.
- Loved doing grant research and research overall. I love research!

- Working with the public made me grow the most. Being able to apply my ability to be a professional resource to diverse variety of people. It is really fulfilling.
- It was very helpful attending workshops as grant writer to be able to know what you are writing about. Someone can tell me, but experiencing it gave a 'hands on' aspect.

**What training would you have liked or needed that you did not get and what effect would this have had?**

- Lead a workshop training
- ACCESS program training
- I feel pretty good about my training
- For the time frame I had I did a lot. If I had more time, I would like to get more familiar with referrals and resources and more activities that go on in other programs.

**Did you learn new skills? What are they?**

- Yes. How to install weatherization kits, use magnetic strips, and canvassing which helped with communication skills to endorse CEP and energy efficiency.
- Brushed up and further developed fundraising skills. I got to do more grant research skills and community asks. I also learned to be productive member to a non-profit where I didn't get that at my past site. Here I got ownership, felt on an equal level, allowed to come up with my own ideas, and do my own grant research.
- Yeah I learned a lot! I learned about weatherizing, Excel, how to work with more variety of people like people with disabilities and seniors, and the cultural competency models were great. It was really nice being surrounded by non-profit atmosphere and seeing the real pro's and con's.
- I learned a lot of new skills. I learned about phones, information and referral, energy assistance applications, how to make a contact list, and do viral marketing.

The VISTA Volunteer Coordinator has been analyzing feedback to determine areas for improvement regarding staff training, intern training, and skills assessment.

This year we worked to have more frequent check-ins with our interns, so we would be able to make the necessary adjustments within a constructive time period to improve the quality of their experience. This is helping us to continue building positive infrastructure.

**New Volunteer Positions**

- Senior Outreach Specialist
- Senior Advocacy Specialist

**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 participated in the following training opportunities this year:

- 7/15/10 Native American Youth and Family Services Educational Luncheon
- 7/20-21/10 Poverty Institute
- 8/26-27/10 Oregon Master Naturalist and Master Watershed Steward training
- 8/10-10/10 Master Recycler training
- 10/5/11 AmeriCorps Kickoff Training event
- 10/7/11 PSU AmeriCorps Leadership Conference
- 10/19-22/11 National Association of Interpretation: Certified Interpretive Training Guide
- 11/8-10/11 Clara Barton VistaCorps In-Service training
- 3/10/11 Pangea Project Volunteer Orientation
- 3/11/11 Lents In-Homes Canvassing Orientation and training
- 3/22/11 "Interns in the Field" In-Homes staff training
- 3/22/11 Multnomah County CAIR/AIR staff training
- 3/23/11 Lead Poisoning Prevention Cross-training
- 3/23/11 Better Living Show staff training
- 4/14/11 Analyzing Recent Reports on Equity in Oregon
- 4/21/11 TACS Foundation and Corporate Grant Strategies workshop
- 4/21/11 NAI Spring Workshop "Interpreting our Watery World"
- 4/29-30/11 Oregon Master Naturalist and Master Watershed Steward: Water School
- 5/3/11 Clara Barton VistaCorps End of Service training
- 6/8/11 Friends Of Trees - Neighborhood Coordinator training
- 6/9 /11 TACS: DLN - Cross Cultural Conflict Resolution