

## VOLUNTEER IMPACT

### FY 2014-2015 Volunteer Services Report

#### Group statistics

# of one-time projects	<b>64</b>
# of group volunteers	<b>607</b>
# of hours	<b>1,934</b>
# of groups	<b>28</b>
Money donated	<b>\$12,392</b>
# of donation drives	<b>4</b>
Groups serving 2x or more	<b>29%</b>

#### Community representation

Volunteers represented **183** businesses and **17** schools throughout our community. We even had a group travel all the way from North Carolina to serve with us.

#### Volunteers by the numbers

From chair exercises with seniors, to arts and crafts with children, volunteers provided invaluable services to enrich the experiences of our clients and support staff efforts in achieving our mission.

Gardens were planted, gifts and donations were collected, client and front desk services were provided, and countless relationships were formed, making a lasting impact on the lives of other.

In fiscal year 2015, **1,018** community members volunteered **44,144** hours. The Independent Sector values this time at **\$1,018,402**. This is a **4% increase** in the number of volunteers in fiscal year 2014 and a **20% increase** of hours served. Our volunteer program is strengthening and growing each year!



#### Statement of Philosophy

*Volunteer Services supports the teamwork of employees and volunteers to enhance program services and engage the community in accomplishing Volunteers of America Oregon's mission.*

VOA hosts over 1,000 one-time, long-term, skilled, student, and court-mandated volunteers annually in 15 departments across our Child & Family, Public Safety, Senior Services, and Business Enterprises divisions.

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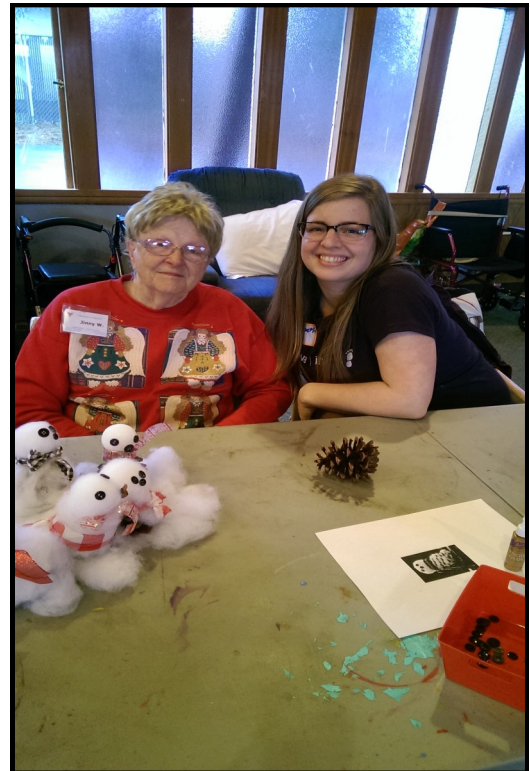
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### The many roles of volunteers

Volunteers served in 15 different programs at Volunteers of America Oregon, including several administrative departments. Our volunteers bring diverse skills and experiences and allow us to expand our services and think creatively. This year, volunteers:

- Gardened and helped kids at the Family Relief Nursery enjoy healthy snacks.
- Helped with homework afterschool at Home Forward housing sites.
- Picked up and delivered supplies to various programs.
- Assisted the front desk staff at the Men's and Women's Residential Centers.
- Advocated for survivors in our domestic violence programs.
- Supported the administrative office with data entry, filing, reporting, donation solicitation, grant research, and more.
- Played bingo, music and did arts and crafts with seniors.
- Provided fun and safe childcare.
- Sorted and organized donations.
- Offered naturopathic medical services.
- Shared their therapy animals with men, women and children.
- Served at one-time events for clients and fundraisers.
- And so much more!



*"Several of the presumptions I had about the elderly were blown apart by a much better reality. I never realized how sassy so many of them can be, nor that a conversation could mean so much."*

**—Lambert House volunteer**

*"I've learned to cherish what I have. Some of the stories I heard made me realize the things I truly cherish and what I value about myself as a person."*

**—MRC volunteer**

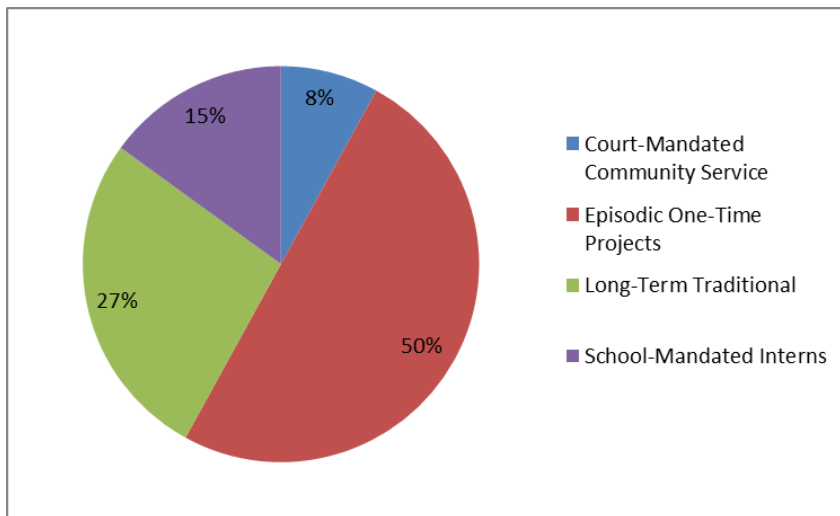
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### Volunteer trends

Episodic/one-time volunteer projects continue to be a big draw for busy volunteers. The Men’s Residential Center, Lambert House, Family Relief Nursery, Youth Prevention Services and our fundraising events all benefited from the support of groups and one-time volunteers (who often continue to come back for more projects)!



We’ve also seen a 3% increase in our student interns. We hosted 150 students including clinical interns from the National College of Natural Medicine, many A & D Counselors, MSWs and more. Our partnerships with local schools allow us to provide our clients with more comprehensive services while offering exceptional professional opportunities for students.

*“I learned about the challenges and culture of addiction and the opportunities VOA has for such folks. It is truly inspirational the amount of work people put into it and it is even more so to see the folks who benefit from this amazing service.”*  
—**InAct intern**

*“Volunteering at the Family Relief Nursery is the highlight of my week. I get to play with kids who call me by name and are excited to see me. Who wouldn’t want to be part of that?”* —**FRN volunteer**

### Sharing our story

Volunteer orientations were attended by 149 potential volunteers to learn about our mission and critical programs. Of those 149 attendees, 75% were successfully placed in volunteer roles with VOA.

Volunteer Services participated in several community fairs and recruitment booths, including Standard’s Volunteer Expo and Portland State University’s Nonprofit Career Fair.

These events create visibility of our programs, recruit volunteers and connect us with other important agencies in the community.



### Thank you!

Volunteers are essential to achieving VOA's mission and providing high quality services to the most vulnerable in our community. Volunteers invite new perspectives, energize staff and clients, and create a spirit of collaboration and community. Our programs are enhanced by the contributions of dedicated volunteers.

None of our volunteer successes would be possible without the direct supervision and recognition from committed program staff. Thank you to all the volunteer coordinators who provide opportunities for our volunteers to contribute and grow. And thank you to every staff member who welcomes and supports our volunteers on a daily basis. Volunteering at VOA is an enriching experience for both the clients and volunteers because of the investment of our staff. —*Kelsey Stark, Volunteer Services Manager*



*“Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud.” —Helen Dyer*

### What program staff are saying...

*“Volunteers are a critical part of our program and it is really special to see the impact they have on the families that we serve. It is very refreshing to work with volunteers because they provide a unique outlook that employees don't often see.” —FRN staff*

*“Variety is the spice of life and the spice of Lambert House is our volunteers. Different faces and personalities unlock different memories in our participants with dementia, new memories that they wouldn't otherwise be able to share.” —Lambert House Staff*

*“Volunteers enrich the experience both professionally and personally—a giggle here, a kind word there...makes the work more like play.” —WRC staff*