

## **Volunteerism – 2007-2011 POW Worksheet**

**Logic Model Overview:** New Hampshire volunteers play a key role in delivering Extension educational programs to citizens statewide. Currently Cooperative Extension uses 4,500 volunteers in all program areas to meet the needs of New Hampshire's people in the communities in which they live. Volunteers extend the reach of the University and Extension by linking New Hampshire citizens with research-based information to strengthen youth, families and communities, sustain natural resources and improve the economy.

**Situation:** Volunteer outreach and education provide benefits to people and communities they serve. In addition, the person giving their time and talent may gain confidence, self-fulfillment, expand their personal knowledge, social network, as well as their connection to their community. The independent sector estimates the value of volunteer time in New Hampshire at a rate of \$16.77 per hour. In times of shrinking budgets Extension volunteer programs need to maximize the service contributions and corresponding impacts by improving the organization's volunteer management system.

In "A Guide to Investing in Volunteer Resources Management Improve Your Philanthropic Portfolio," the United Parcel Service (UPS) in conjunction with the Association for Volunteer Management and the Points of Light Foundation, links their business success to having an effective human resource management system that empowers their employees to provide excellent customer service. The UPS Foundation believes the same principle of improving an organization's volunteer management system can successfully maximize volunteer contributions and corresponding impact.

### **Assumptions:**

- New Hampshire citizens are interested in volunteering their time and/or talent
- Improvements made to UNHCE's volunteer management system will improve its efficiency
- All volunteers want to participate in educational opportunities to improve their ability to carry out their volunteer role including training in risk management
- Uniform elements of a Cooperative Extension Volunteer Management System will make it easier for staff to implement and carry out policy related to volunteers
- Extension administration and other staff understand the time necessary to manage an effective volunteer management system
- Volunteers have a positive impact on the people they work with

### **External Factors:**

- Issues related to volunteerism must be identified, reviewed and adopted where appropriate for Extension's volunteer programs
- Continually changing laws impact volunteer programs
- Increased competition for competent and qualified volunteers among agencies exists

Outputs/Activities	Outcomes/Impact		
	Learning Outcomes	Action Outcomes	Condition Outcomes
<p>Review, evaluate and revise the Volunteer Program Management Reference Manual in accordance with current volunteer management best practices and update the UNHCE volunteer manager intranet web pages to include sections of the revised manual</p> <p>Provide in service training to UNHCE staff on the steps and policies to be followed for successfully managing Extension volunteers</p> <p>Identify and refer UNHCE staff to external educational opportunities for volunteer managers</p> <p>Develop consistent impact reporting strategies to minimally include the number of volunteers in each program, the number of hours volunteered and the impacts these volunteers have in communities</p>	<p>Extension Educators, program associates, specialists, program leaders, and administrator increase knowledge in skills in managing Extension volunteers.</p> <p>Extension staff increase their knowledge and understanding of the components of an effective volunteer management system and its relationship to minimizing risk.</p> <p>Extension volunteer managers have a common understanding of volunteer program goals, skills needed, expected orientation, and education requirements, position expectations, responsibilities, and time commitment.</p> <p>Extension Educators, program associates, specialists, program leaders, and administrator increase awareness of external educational opportunities for volunteer managers.</p> <p>Volunteer managers learn how to gather and report programmatic outcomes and impact.</p>	<p>UNHCE adopts a state-wide volunteer management system.</p> <p>Extension staff plan, dedicate time, and identify resources to implement a volunteer management system.</p> <p>Extension staff jointly plan, promote and implement volunteer continuing education opportunities appropriate for more than one audience.</p> <p>UNHCE has information about the impacts realized from volunteer activities to support and request funding needed to sustain, enhance, or expand effective Extension volunteer programs.</p>	<p><b>UNHCE has an effective volunteer management system that allows staff to recruit, train and support volunteers to help further educational programs to New Hampshire residents.</b></p>
	<p>VOL1 - 25% of program managers jointly plan, promote and implement continuing education opportunities for more than one audience</p> <p>VOL2 - 10 UNHCE staff increase knowledge and understanding of policies, recruitment, orientation, training, continued support, recognition and value of volunteers after attending a series of in service education opportunities</p> <p>VOL3 - 100% of volunteer managers indicate they have implemented a volunteer management system.</p> <p>VOL4 - 75% of volunteer managers report an increase in knowledge and understanding on how risk management and volunteer management are linked</p> <p>VOL5 - Volunteer Program Management System becomes organizational policy by 2008.</p> <p>VOL7 - 100% of volunteer managers gather and report data on the outcomes and impacts of volunteer efforts</p>		

Outputs/Activities			
	Learning Outcomes	Action Outcomes	Condition Outcomes
<p>Collaborate on continuing education offerings for broader and more efficient program efforts across program areas to train volunteers.</p> <p>Develop an Extension volunteerism brochure designed to promote a comprehensive array of volunteer opportunities.</p> <p>Update volunteerism web site to promote a comprehensive array of volunteer opportunities.</p>	<p>New Hampshire residents are more aware of the broad range of UNHCE volunteer opportunities.</p> <p>Volunteers gain knowledge and skills about the expectations and obligations as a UNHCE Extension volunteer.</p> <p>Extension volunteers gain knowledge and skills to support their program area goals.</p> <p>Extension volunteer managers have a common understanding of volunteer program goals, skills needed, expected orientation and education requirements, position expectations, responsibilities and time commitment</p>	<p>Extension volunteers are recruited, oriented, trained supported and recognized for their contributions.</p> <p>Extension volunteers support program goals for the area in which they volunteer.</p> <p>Volunteers improve and apply appropriate practices/behavior for successful volunteerism.</p>	<p><b>Volunteers expand Extension's reach.</b></p>
	<p>VOL2 - 10 UNHCE staff increase knowledge and understanding of policies, recruitment, orientation, training, continued support, recognition and value of volunteers after attending a series of in service education opportunities</p> <p>VOL6 - 75% of volunteers indicate they were appropriately recruited, oriented, trained, supported and recognized for their contributions.</p> <p>VOL8 - There is a 15% increase in the number of volunteers for all programs.</p> <p>VOL9 - 90% of all volunteer positions have a clearly written service description that is shared with the volunteer during orientation.</p> <p>4H6- 80% of NH 4-H YD volunteers demonstrate an increase in their understanding and use of positive youth development concepts when working with youth.</p> <p>F&amp;W4 - 500 volunteers in conservation work in NH communities as a result of training and continued work by UNHCE primarily in the Coverts and Community Tree Stewards programs.</p>		