



Great Cause Agency

VOLUNTEER PROGRAM REPORT

Volunteer Quote:

“Helping our clients gives me a reason to get up in the morning. Seeing the change we help people create in their lives adds so much purpose and joy to **my** life! I can’t imagine my week without it.”

ABC Volunteer



Our volunteers since last year:

- ▶ 96% of volunteers feel that they have a significant impact in the lives of our clients
- ▶ 23% of volunteers have gained new skills
- ▶ 47% of volunteers have said their volunteering work has positively affected their employment or employment prospects
- ▶ 32% of volunteers have taken on some form of leadership role within the program
- ▶ 71% of volunteers say they actively promote the agency to their families and friends

Staff Quote:

"I never really knew how to lead volunteers effectively until I took one of the workshops. I feel much more confident now, and I understand the positive impact of the volunteers better."

XYZ Staff Member



Our volunteer program since last year:

- ▶ 252 trained and active volunteers, up 14% over last year
- ▶ 31% increase in volunteer applications
- ▶ Volunteer turnover has decreased by 18%
- ▶ 108 volunteers have been newly trained or had refresher training
- ▶ 4 workshops have been held for staff on volunteer engagement best practices and the value of volunteers
- ▶ Upgraded volunteer management software has saved an average of 4 hours a week in staff time
- ▶ 9 new volunteer roles have been added

Client Quote:

"Lily helps me do my errands. She's always so cheerful! On the few times she couldn't make it, her replacement was reliable and friendly. From being the hardest part of my week, errands have become my favorite!"

CBA Client



Our volunteers' impact since last year:

- ▶ A net increase of 37 new clients have been added to our program
- ▶ 5,028 errands ran, up 9% over last year
- ▶ 98% of clients report a decrease in stress about daily tasks
- ▶ Housecleaning pilot program has 10 clients, with a client satisfaction rate of 78%
- ▶ 92% of clients report good to very good interactions with volunteers
- ▶ Community awareness efforts have increased by 27%
- ▶ Volunteer fundraising efforts have raised \$10,864

Volunteer program impact on strategic goals:

- ▶ Strategic goal #1 – increase client satisfaction
 - ▶ Program impact: improved training has increased client satisfaction 7%, from 87% to 94%
- ▶ Strategic goal #2 – decrease overhead expenses
 - ▶ Program impact: new volunteer management system has saved approximately \$5,400 annually in staff costs
- ▶ Strategic goal #3 – offer new services
 - ▶ Program impact: housekeeping pilot project started with significant client satisfaction rates

Here are some other metrics you can track to include in the presentation:

- Number of active volunteers in each department
- Number of volunteer applications received
- Volunteer retention rates
- Event participation numbers
- Number of reported incidents (safety issues, etc) and which way they are trending
- Total hours donated and average hours per volunteer
- Volunteer demographics
- Volunteer sources (where they heard about volunteering opportunity)
- Qualitative impact metrics (stories)
- Number of volunteers who are also financial donors