

VOLUNTEERISM IN A RURAL COMMUNITY

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and the

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## ACKNOWLEDGEMENTS

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Nola Obermire, Sacramento

Many persons assisted with this project in countless ways. Your assistance is greatly appreciated.

Thank You!

## VOLUNTEERISM IN A RURAL COMMUNITY

### PURPOSE OF THE STUDY

The purpose of this study was to determine the current status and potential utilization of volunteers in the provision of human services in Calaveras County, California. More specifically, answers to the following questions were sought:

1. To what extent are volunteer and government services duplicated?
2. What are the legal barriers to volunteer service?
3. How specific are organizations' purposes stated and how are they publicized?
4. How do organizations assess their successes?
5. What organizations offer "human services" in Calaveras County?
6. What opportunities are available for new areas for volunteering?
7. What records should be maintained by the Volunteer Bureau?
8. How are volunteering agencies evaluated?
9. What groups commonly need volunteered services?
10. How can people become involved with volunteering?
11. Who has the responsibility for training volunteers?

\* \* \* \* \*

## BACKGROUND AND RATIONALE

During 1983 the concept of volunteerism, an ancient human behavior, was publicly recognized as a significant and valuable entity in American culture. President Reagan declared 1984 as "The Year of the Volunteer" and the renowned New Year's Day "Rose Parade" chose volunteering as a theme.

Calaveras County is a rural, sparsely populated community with citizenry from widely divergent backgrounds who do not always share a common point of view. Many "old-timers" think of volunteering as helping a neighbor in time of need. New-comers frequently have more sophisticated ideas garnered from living in urban areas. Many young people who are barely earning a living, contrast with affluent retirees who are interested in community activity but who enjoy freedom for hobbies and travel. Many wage earners commute to jobs, returning to be with the family only on weekends. Combining ranching and farming with other sources of income is common.

Unemployment is high in Calaveras County and wages are low. Services provided by government agencies and nonprofit organizations are limited, basic and unsophisticated. In spite of this, there is no subculture of poverty. The needs of the people for social, political, economic and even

educational organization are met largely through volunteerism. Calaveras County volunteers are in the forefront in recognizing the giant step volunteerism is taking - growth, recognition, sophistication, challenge, reward, creativity - all facets ripe for development and refinement.

The community is truly a study in contrasts, growth and changing lifestyles and, as such, presents unique situations in recruitment, utilization and recognition of volunteers.

In June 1983, the Calaveras Branch of the American Association of University Women was awarded a Community Service Project grant to conduct a study of Volunteerism in a Rural Community. The Calaveras Volunteer Bureau worked jointly with the local AAUW Chapter to administer, implement and evaluate the project. Four Calaveras AAUW members and the vice-president of the Volunteer Bureau acted as advisors to the Project Director and the Project Coordinator, both of whom are members of both organizations. Collectively, the group acted as a steering committee. A projected goal was for the Volunteer Bureau to utilize the results of the study to provide more efficient and effective services in the realm of volunteering within the community.

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## METHODOLOGY

### Planning

An initial task was to define terms, narrow our scope and categorize topics. During early brainstorming sessions the following definitions were agreed upon:

Needs Assessment - An analysis of a description between what is and what should be.

Volunteer - A person who gives time and talent to an individual or organization in performing a service which would not otherwise be performed. The volunteer and the recipient of the service mutually benefit in the association.

Recognition - A means of showing appreciation for the services of a volunteer which makes that person feel good. The recognition should be unique to the volunteer and appropriate to the service.

Scope of the project would include volunteering as utilized by agencies and organizations and volunteering as provided by individuals.

It was decided two questionnaires would be designed as needs assessment instruments. One questionnaire to be directed to government agency directors and leaders of nonprofit organizations who are providers of human services and who utilize the services of volunteers; the other questionnaire to be directed to individuals who identify themselves as volunteers.

The questions posed during initial meetings were categorized as follows:

1. Duplication of goals and services; communications breakdowns.
2. Large geographic area presents special recruitment and transportation problems.
3. Legal and insurance restraints to volunteering.
4. New, creative areas of volunteering through:
  - a. Tap expertise, skills and talents of newcomers;
  - b. Involve youth, minority, disabled;
  - c. Impact problems of poverty, unemployment, job markets.

#### Limitations to Questionnaire Design

Practical concerns and difficulties encountered when designing the questionnaires stemmed from the nature of the target audience and the broad scope of interest. For example:

- o Persons addressed represented widely varied organizations.
- o Questions which were meaningful for one might not be meaningful for another.
- o Questionnaires were limited in length and content in an effort to insure their completion and return.
- o Though an effort was made to reach a variety of age groups, teenagers, as a group, were not targeted for the questionnaires.

Efforts to consolidate concepts, yet gather specific information resulted in loss of some categories and some dilution of others. Nonetheless, nearly all of the original questions posed during brainstorming sessions were addressed in some manner. It was decided some of the original questions were not appropriate for the questionnaire and these will be addressed in another manner.

#### Data Gathering Methods

Prior to circulation of the organization questionnaire, a telephone committee representing the major population centers of the county was formed. After a "telephone technique training session" these persons called the contact person of approximately one-hundred forty-five organizations to gain permission to send them a questionnaire. The rationale for this procedure was twofold:

1. To identify the organizations which had an interest in the utilization of volunteered services;
2. A verbal commitment to complete the questionnaire enhanced the likelihood of a good return.

The telephone forms and the questionnaires were identically numbered. Returned questionnaires were to be attached to the telephone survey form. See Appendix A for the Telephone Survey Form and Appendix B for copy of the organization Questionnaire.

One-hundred thirty-five organization questionnaires were mailed to community leaders with a return of eighty-six - a sixty-four percent return. Recipients were classified in two categories:

- I. Organizations with a primary mission of providing direct human services to individuals and small groups - such as, the Social Welfare Department, Home Health Services, etc.
- II. Organizations with a primary mission of providing services to the general populace which are educational, cultural or humanitarian in nature - such as, the Cultural Arts Center, Big Trees State Park Docent Services, etc.

A questionnaire was also designed to address individuals who volunteer. In an effort to assure return and still be a random community sampling, these were distributed to groups in each community as diverse as church fellowships, social clubs, hobby groups, etc. These were completed and returned to the distributor on the spot. Two-hundred twenty-five were distributed and one-hundred seventy-six were returned - a seventy-eight percent return.

While this questionnaire does not directly correlate with the organization questionnaire, it addressed essentially the same issues. See Appendix C for the questionnaire for individuals who volunteer.

## Findings

Percentages of participants answering the individual multiple choices for all questions have been calculated for both Category I and Category II respondents. In general, responses revealed the following:

Volunteers are in demand for service at any and all frequencies but Category I organizations show a preference for daily work. The individuals who volunteer say they serve weekly.

While agencies rely on paid staff to recruit volunteers, in the final analysis volunteers are recruited most successfully because "some person asked them to serve." This indicates Calaveras County is right in line with California and the rest of the country on this issue since the 1981 Gallup Survey on Volunteering indicates forty-four percent of all adult volunteers and fifty-three percent of all teen volunteers perform volunteered service because "somebody asked me."

In our county, the largest group of volunteers come from the thirty to fifty year old age bracket. It is possible there is considerable volunteering performed by teens which is not reflected in the reporting of our respondents.

Leaders of Category I organizations indicated the volunteer is supervised (eighty-two percent) and has a time commitment

(seventy-three percent.) Only twenty-three percent of organization respondents reported having a job description and many wrote a comment indicating this was a major shortcoming. Recognition for service was overwhelmingly "verbal recognition" but the respondents wrote comments which indicated they thought the best appreciation was "community recognition and special occasions". Category II organizations apparently give more community recognition than Category I agencies - fifty-three percent versus thirty-three percent.

When individuals are confronted with the question as to what motivates them to volunteer and what keeps them volunteering, the answers cover a broad range and may only partially reveal the whole picture. Answers may be what the volunteer "thinks" another person wants to hear; or they may be what the volunteer "thinks" is a good reason. The truth is that the volunteer gains "something" from the act of volunteering and that "something" may be quite intangible and difficult to identify and verbalize. When the "something" is no longer there, motivation will quickly decline and soon disappear.

Sixty-seven percent of community leaders responded that the volunteer receives job training. Yet, of those who do the volunteering, only thirty-four percent reported having received training and, furthermore, are content with the training

received. It may be that communication breaks down over this item. "Training" may be perceived differently by the volunteer and the supervisor. Additionally, volunteers may believe "training" should not be essential to a volunteer job, or worse, the jobs may be so mundane as to require little or no special instruction.

Most respondents believe volunteers do, or would, provide a beneficial service to their organization and could utilize their service on a regular basis.

Buried in the choices for Q-9 of the organization questionnaire were items of most interest to planners. For example, choice 3 suggested the potential for highschool aged persons for volunteering. The age range of nine to nineteen is the group of highest percent of the population in Calaveras County and since there is a serious lack of teen-oriented activities, the questionnaire served as a means of ascertaining the opportunities available for volunteering by this age group. A long list of organizations which believe there is a place for teenagers in their group was developed. See Appendix D.

Similarly, choice 5 is of interest to planners. This choice, "volunteers could serve our organization from their locale" interfaced with Q-3 on the individual volunteer questionnaire. Forty-four percent of Category I respondents answered; forty-five

percent of those who volunteer would volunteer more often if given an opportunity close to their home. It should be noted Calaveras County encompasses one-thousand square miles, has only two major highways, numerous backroads and isolated small communities. There is no public transportation system. See Appendix E for schematic of the county.

More than sixty-eight percent of Category I respondents believe volunteers would allow professionals more time with clients.

Less than ten percent of all respondents indicated volunteered services were calculated into accounting systems. Volunteered services are seldom included in budgets and volunteers are not listed on the payroll. This does not mean the work and the product are free. If an organization wants to know the true manhours required to provide a service and also wants to have a true picture of the extent of services provided, then records of volunteering activity should be kept. Since forty-six percent of Category I respondents indicated an increased workload compared to staff, records of volunteering activity are valuable when creating new positions. This choice was included to cause the respondent to give thought to the concept of record keeping of volunteering services.

The selection of choice 8 on Q-9 was the most infrequently circled. The implication may be that respondents did not

relate bartering to volunteering or that the system or term may not be well understood. With a publicity campaign, this concept may find favor in Calaveras County where there is high unemployment. It might provide a way of getting assistance without loss of pride or the burden of obligation.

Virtually all selections on Q-10 of the organization questionnaire were checked by someone. Those most frequently checked indicate routine skills are expected by organizations. The reality is that in Calaveras County many new residents are persons who have retired from professional, academic or business management positions. They are energetic, enthusiastic and anxious to enter the mainstream of community activities. Volunteering and participation in voluntary organizations are natural pathways. But these people do not wish to stuff envelopes! There is a plethora of skills, talent and expertise available for the asking.

The questionnaire apparently stimulated ideas for new, creative projects needed in the community. See Appendix F for list of suggestions coming from Q-13.

Fifty-two percent of the respondents from organizations are interested in a skills bank; sixty-four percent of those who volunteer are similarly interested. This indicates high

potential for the prospect of creative participation in volunteering.

For methods of calculation and detailed percentages of responses see:

Appendix G - Organization Questionnaire

Appendix H - Individual Volunteer Questionnaire

Q-18 on the organization questionnaire, "list three organizations with whom you communicate on a regular basis toward "getting the job done" has stimulated a plan for further analysis. In general, it may be said that the more differentiated the organizational activities, the greater the community outreach; and likewise, the more rigid the structure of the organization the less the community networking.

Further analysis is planned which will address questions of the relationship of centrality of the organization to utilization of volunteered services (where "centrality" is defined as frequency and type of communication network.)

\* \* \* \* \*

## THE WORKSHOP

The questionnaires were exploratory in nature and gave us information as to the current status, some special problems and the potential utilization of volunteered services in a rural community.

It was decided a workshop would serve as an alternate means of gathering data through personal accounts as representatives from agencies and volunteers had opportunity to discuss their viewpoints through personal and group interchange.

In April 1984 a day-long workshop, "Open Your Parachute - And Volunteer!" was conducted. Four sessions were presented twice so that participants could attend two. At the end of the day "reporters" gave a summary of all four sessions. Fifty-eight persons attended and enjoyed a lunch served by a church youth group. Opening remarks included introduction of session leaders and a brief summary of the questionnaire findings. Title for the workshop was suggested at an AAUW General Meeting.

The workshop also served as a scenario for role-playing, problem solving skills, brainstorming for new ideas in volunteering and discussion of management techniques.

Highlights of each of the four sessions follows.

It's a Two-Way Street - Relationships Between Agencies and  
Volunteers

Keys to a good relationship:

Mutual understanding

Open communication

Positive suggestions

Mutual respect

Need to clarify priorities, have "get acquainted time", define job description, clarify commitment (on both sides!). Solutions lie with people - not the issues. Does volunteering have an image problem? Do agencies have a problem in accepting professionalism of volunteers?

From the volunteers: No communication; not treated like staff; talked "down" to; only contacted in emergencies; get burned-out (no strokes!).

From the representatives: Volunteers valuable but expendable; are infiltrators; not able to do important work; are more work than they're worth; not necessarily expert.

Agencies forget they are the recipient of a gift of time, expense, talent and skill.

Need to work together to get the job done, expand horizons, provide needed services, build friendships.

The Sky's No Limit - New Areas for Volunteering

No new areas of volunteerism - what is new is definition of volunteers.

Possible requirement for graduation from high school:

Volunteering in the community. This would allow young person to explore fields of employment and develop human relations techniques.

Some problems:

Agencies not always interested; legal constraints; transportation.

Some possible ideas:

Grand Jury Ombudsman

Penal Institutions

Probation wards

All city, county, government programs

Computer programming

Education within prisons

Job sharing - work with other families

Whole family volunteering

Adopt a grandparent - or other

Telephoning shut-ins

Aid with physical therapy

Volunteer on job for future employment

Who Need's Me and How Do I Get There? - Recruitment

Recruitment encompasses a large area, i.e.,

For the Board of Directors for the Volunteer Bureau

For agencies to place volunteers

For the volunteers

For specialized jobs

For the program purposes

Analyze:

Is there a need to recruit?

Is the program worthy? Meaningful?

Do you have a specific job to recruit for?

Ways to recruit:

Talking with friends

Media in all forms

Transfer volunteer from a finished job to a new one

Be visible

Be specific - don't use generalizations

Avoid "using" a volunteer - You need his/her services

Recruit two people at a time and invite to come together to a meeting

Give recognition

THERE HAS NEVER BEEN A SOCIAL MOVEMENT IN THE USA THAT DIDN'T START WITH VOLUNTEERS.

## What Color Is Your Parachute? - Motivation

Motivation - What's in it for me, for you, for them?

Communication - Be selective.

Words: Use simple words and short sentences

Vocal: Where you put your emphasis, tone of voice, speed of speech, etc.

Non-Verbals:

Visual messages. What you see in person, who is listening. Getting closer, animated face, posture and gestures.

Power: Eye level in relation to your audience, facial expressions, agreement, contradiction, caring. Be consistent, negotiate.

Values: Need to verbalize. Is it legal for volunteer to do a specific task.

Competency and consistency: Can the volunteer do it? Is he/she willing?

Acknowledgement - a type of recognition.

Burn-Out - Exchange of values; compliments in both directions

Does the volunteer want to do the work?

Why?

Renew your contract periodically. Don't take the volunteer for granted.

Application - Connection with other people. Power is usually thought of as negative, but really the ability to get something done. Acknowledge one another. Value all work; don't describe in negative terms and achieve a change by giving a more meaningful task and reward.

Leaders for the workshop sessions included a member of the Calaveras County Board of Supervisors, a member of the Calaveras County Board of Education, a Management consultant to Nonprofit Agencies, a Training Consultant, an Executive Director of a Volunteer Center, the immediate Past-President of a national youth organization and the San Joaquin County District Chair for the American Association of University Women. We hope to maintain the same high quality of leadership at future workshops.

"Please have another one" was repeated time and again on the evaluations - which were one-hundred percent supportive of our efforts.

\* \* \* \* \*

## THE DIRECTORY OF HUMAN SERVICE AGENCIES

Until this study, Calaveras County did not have an adequate directory of human service agencies. The mailing list of organizations to participate in the study was developed using the telephone book, three existing "directories" and, primarily, simply out of the heads of those most closely participating in the design of the questionnaire. Once the list was formulated, the telephoning committee confirmed mailing addresses, contact persons and descriptions of the purpose of the organizations. This information evolved into a comprehensive and current Directory of Human Service Agencies for Calaveras County.

The classification system is standard for the State of California. Each page contains name of organization, address, phone, contact person, primary purpose for services, eligibility, fee and any other pertinent information. The information is computerized and on file locally for ease of additions and updating. The binder is loose-leaf and will be amended annually. See Appendix I for Copy of the Directory.

The Directory will be sold through the Volunteer Bureau for a nominal fee to local organizations and the general public.

## SUMMARY

There have been many benefits to this study. The opportunities for individuals to work together on a new and challenging project have sharpened communication skills and problem solving techniques. New friendships have developed and existing friendships strengthened. The multiple efforts toward community outreach and leadership have fostered personal and professional growth. The study has been of major importance in drawing together people from the many disparate settlements throughout the county and has helped unify efforts.

The project has had a positive impact on public relations and recognition for the Volunteer Bureau and also for the Calaveras Chapter of the American Association of University Women in the role of sponsor and supporter.

During the past year the Volunteer Bureau has been successful in acquiring space in a local newspaper for a regular column; a "Volunteer of the Month" is featured in the news; there is now a monthly Volunteer Bureau Newsletter; a Speakers' Bureau has been developed and a film and slide show have been produced.

The goals and objectives, as set forth in the Application for Grant Proposal have been met. The number of agencies served by the Volunteer Bureau has grown from seventeen to thirty-two, an increase of eighty-eight percent. The number of volunteers has increased from forty-six to seventy-seven, an increase of sixty-seven percent. In both areas there has been growth far in excess of the stipulated thirty percent!

A most significant outcome of the study, the questionnaires and the workshop, is the increased awareness on the part of the people to the vital and valuable role of volunteerism in the community.

\* \* \* \* \*

## THE FUTURE

The Volunteer Bureau Board of Directors will review the results of the questionnaires and the summaries of the workshop sessions. They will then decide on priorities and develop task force committees to act on these projects. It is expected the following will receive first attention:

- o The potential for involving youth in volunteerism.
- o Creative, new areas of volunteering.
- o Potential for a Skills Bank composed of individuals throughout the community.

Committees will be formed to deal with the unique aspects of recruitment, training, placement and record keeping.

These groups will draw on the data gathered in the study and the workshop.

From the data gathered through the questionnaires (sometimes conflicting information!) and from the role-playing experiences in the workshop session "It's a Two-Way Street", it is evident the areas of communication and conceptual understanding between volunteers and volunteer management need exploration, further study and work. There appears much disparity between the volunteer's self-image and the image of the volunteer held by management, especially in the areas of job expectations, training, responsibility, accountability and recognition.

It is hoped those who study this report will autonomously take steps toward improving the volunteer-management relationships in their organizations.

The theme which will be consistent throughout all endeavors of the Volunteer Bureau staff will be "professional volunteerism." In this way the public will become educated in thinking about volunteering in a more sophisticated manner.

Perusal of the descriptions of purposes of the various human service agencies listed in the Directory may reveal duplication of services and gaps in services, i.e., clues where volunteers are not needed when the service is adequately provided and clues where volunteers might be most valuable.

The information and education we have received through conducting this study will be made available to any interested party. A short version of this report will go to questionnaire respondents who have made such a request. Should invitations be forthcoming to share our report or meet with representatives of neighboring mountain county volunteer centers we will be pleased to comply.

Early in the study there was concentrated outreach in order to gather information on volunteerism throughout the country. A vast and interesting network has evolved from this effort

which is now a rich source for exchanging ideas and information. Many of these contacts have requested a report of the results of this study; there has been a request to submit an article for consideration to the Journal of Volunteer Administration.

Volunteers do make a difference in helping solve community problems through voluntary community participation. Historically, citizens banding together for a common purpose have accomplished the seemingly impossible! People helping people will always be at the heart of volunteering. If this study has served no other purpose than to make the residents of our county aware of the volunteering opportunities available to them and of the great services volunteering provides, we feel it will have been worthwhile.

"The purpose of life is to matter,  
to be productive,  
and to have made some difference  
that you have lived at all."\*

The breadth and scope of volunteerism in American culture is finally being recognized and -

the challenges are greater than ever!

\* Attributed to Leo Rosten - source unknown.

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\* \* \* \* \*

NUMBER <sup>FINAL</sup> (YES OR NO)  
**1143**

NAME OF ORGANIZATION Mark Twain Hospital  
 LOCATION ADDRESS 786 Mt. Ranch Road Egan, Arkansas 71524  
 MAIL ADDRESS \_\_\_\_\_  
 TELEPHONE NUMBER(S) 754-3521  
 PERSON YOU ASKED FOR Jerry Sullivan, Administrator  
 PERSON YOU SCREENED Jerry Sullivan

<u>DATE</u>	<u>OUTCOME</u>
<u>12/5/83</u>	<u>Very receptive. Indicated that current volunteers there were the Auxiliaries or "Pink Ladies"</u>

FINAL DISPOSITION (YES OR NO) \_\_\_\_\_  
 REASON (IF NO) \_\_\_\_\_

INTERVIEWER Barbara Carr  
 PHONE NUMBER 723-2897

PLEASE INDICATE WHICH YOU BELIEVE IS TRUE:

- INTERVIEWEE WAS VERY INTERESTED
- " " MILDLY INTERESTED
- " " NOT VERY INTERESTED

OTHER \_\_\_\_\_



**AAUW  
EDUCATIONAL FOUNDATION PROGRAM  
COMMUNITY SERVICE PROJECT**



**CALAVERAS COUNTY  
BOARD OF SUPERVISORS**

**GOVERNMENT CENTER**

**SAN ANDREAS, CALIFORNIA 95249**

**TELEPHONE (209) 754-3241**

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DISTRICT NO. 1  
BOX 446, SAN ANDREAS**

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VALLEY SPRINGS**

**NADINE JACKSON  
CLERK OF THE BOARD  
TEL. (209) 754-4252**

December 12, 1983

Miriam Stites  
Chairman, Board of Directors  
The Volunteer Bureau  
P.O. Box 723  
San Andreas, Calif. 95249

**ATTENTION:** Pat Ruthrauff, Project Coordinator

Dear Ms. Stites;

On November 14, 1983 the Board of Supervisors unanimously endorsed, in concept, the study and questionnaire on "Volunteerism in a Rural Community" sponsored by AAUW and the Volunteer Bureau.

We support your belief that the roll of the volunteer should enhance the quality of services provided by governmental agencies, non-profit organizations, and civic action groups.

The Board of Supervisors believe that the questionnaire and study has measurable value and worth for the betterment of communities in Calaveras County.

Sincerely,

  
SUZANNE KUEHL  
Chairman, Board of Supervisors

SK:mg

Dear Participant:

You were recently contacted by phone and asked to participate in a study of volunteerism in Calaveras County. This is the questionnaire we discussed with you. It should take only a short time to complete and return in the enclosed stamped envelope.

The Calaveras Branch of the American Association of University Women is sponsoring this study of the current status and potential use of volunteers in the provision of human services in Calaveras County. The Calaveras Volunteer Bureau will utilize the information to implement a more effective volunteer placement service.

We wish to extend our thanks to you for your interest in this project. Your opinions will be treated with confidence and every effort will be made to initiate actions which are favorable to your needs and suggestions.

The success of this project depends on the cooperation of people like you. Your help at this time will result in others receiving help in the future.

Sincerely,

*Miriam Stites*

*Patricia Ruthrauff*

Miriam Stites  
Project Director

Patricia Ruthrauff  
Project Coordinator

AAUW Educational Foundation Program  
Community Service Project

Community leaders who have an interest in volunteerism are participating in this study. Directors of government agencies, chairpersons of nonprofit community groups, church leaders, superintendants and principals of schools and others are addressed.

In the following questions we use the term "organization" in a broad sense to include all of the above. A number code links your response to your organization to facilitate optimal utilization of information gathered.

Please circle the answer number(s) which you believe to be correct.

PART I

Q-1 During the past year has your organization utilized volunteer assistance in the provision of services?

Circle one

- 1 YES \_\_\_\_\_ [Please continue with Q-2]
- 2 NO \_\_\_\_\_ [Please skip to PART II next page]

Q-2 During the past year your organization has utilized volunteer assistance:

Circle one

- 1 SOME PORTION OF EACH WORKING DAY
- 2 SOME PORTION OF AT LEAST ONE WORKING DAY EACH WEEK
- 3 SOME PORTION OF AT LEAST ONE WORKING DAY EACH MONTH
- 4 UNDETERMINED NUMBER OF HOURS OR DAYS ON SPECIAL OCCASIONS
- 5 OTHER \_\_\_\_\_

Q-3 Recruitment of volunteers for your organization is accomplished in the following ways.

Circle all those which are used most often

- 1 YOUR PAID STAFF RECRUITS DIRECTLY
- 2 NEWSPAPER AD OR PUBLICITY
- 3 CONTACT WITH OTHER ORGANIZATIONS
- 4 VOLUNTEER BUREAU OF CALAVERAS COUNTY
- 5 OTHER \_\_\_\_\_

Q-4 Of the answers circled in Q-3 above, please indicate the one you believe has been most effective for recruitment of volunteers.

Number \_\_\_\_\_ above.

Q-5 Please indicate the age groups most often called upon to provide volunteer assistance in your organization.

Circle all that apply

- 1 UNDER 12
- 2 12 TO 15
- 3 16 TO 19
- 4 20 TO 29
- 5 30 TO 50
- 6 OVER 50

Q-6 Please indicate which statements you believe to be true when a volunteer assists in your organization.

Circle all that apply

- 1 VOLUNTEER HAS A POSITION TITLE
- 2 VOLUNTEER HAS A SUPERVISOR
- 3 VOLUNTEER HAS A TIME COMMITMENT
- 4 VOLUNTEER RECEIVES JOB TRAINING
- 5 VOLUNTEER HAS A WRITTEN JOB DESCRIPTION
- 6 OTHER \_\_\_\_\_

Q-7 Volunteers assisting in your organization receive recognition in the following manner.

Circle all that apply

- 1 INDIVIDUAL VERBAL RECOGNITION FROM SUPERVISORS
- 2 STAFF RECOGNITION (Certificate, pin, etc.)
- 3 COMMUNITY RECOGNITION (News articles, pictures, etc.)
- 4 SPECIAL OCCASION (Lunch, party, etc.)

Q-8 Of the answers circled in Q-8 above, please indicate the one you believe to be most effective in causing the volunteer to feel appreciated.

Number \_\_\_\_\_ above.

## PART II

All study participants are asked to complete the following questions. Your opinions here will influence the direction taken in the development of an efficient volunteer placement service.

Q-9 Please circle the number before all statements which you believe to be true for your organization.

- 1 VOLUNTEERS WOULD PROVIDE A BENEFICIAL SERVICE TO OUR ORGANIZATION
- 2 OUR ORGANIZATION COULD USE VOLUNTEERS ON A REGULAR BASIS
- 3 HIGH SCHOOL AGED PERSONS WOULD BE VERY HELPFUL IN OUR ORGANIZATION
- 4 VOLUNTEERS WOULD FREE PROFESSIONALS TO SPEND MORE TIME WITH OUR CLIENTS
- 5 VOLUNTEERS COULD SERVE OUR ORGANIZATION FROM THEIR LOCALE
- 6 OUR WORKLOAD HAS INCREASED MORE THAN STAFF HAS INCREASED THIS YEAR
- 7 SERVICES OF VOLUNTEERS WILL BE CALCULATED INTO OUR ACCOUNTING SYSTEM
- 8 WE WOULD BE INTERESTED IN A BARTERING SYSTEM, I.E., EXCHANGING OUR SERVICES FOR THE GOODS AND SERVICES OF OTHERS

Q-10 In your organization volunteers would be most helpful in the following ways.

Please circle the number before all statements which apply

- |                              |                        |
|------------------------------|------------------------|
| 1 RECEPTIONIST               | 15 COMPUTER KNOWLEDGE  |
| 2 CLERICAL TASKS             | 16 LEGAL KNOWLEDGE     |
| 3 PUBLIC RELATIONS           | 17 ENTERTAINMENT       |
| 4 TELEPHONE WORK             | 18 COMPANIONSHIP       |
| 5 FUNDRAISING                | 19 ARTISTIC SKILLS     |
| 6 ASSIST PROFESSIONALS       | 20 LITERARY SKILLS     |
| 7 HOUSEHOLD AID              | 21 MUSICAL SKILLS      |
| 8 CARPENTERING - MAINTENANCE | 22 DRAMA SKILLS        |
| 9 GARDENING - LANDSCAPING    | 23 ASSIST WITH ELDERLY |
| 10 CHILD CARE                | 24 COOKING SKILLS      |
| 11 TRANSPORTATION            | 25 TUTORING            |
| 12 TYPING                    | 26 GUIDE - DOCENT      |
| 13 SHORTHAND                 | 27 COUNSELING          |
| 14 ACCOUNTING KNOWLEDGE      | 28 OTHER _____         |
- 
- 

### PART III

Thank you for telling us how volunteers might be of service in your organization. Now we would like to know about individuals who are interested in volunteering.

Q-11 Will your organization furnish volunteers for activities in our community?

- 1 YES
- 2 NO

Q-12 The Volunteer Bureau is compiling a "Skills Bank." Would members of your organization be interested in contributing talents and expertise occasionally on an "on-call" basis?

- 1 YES
- 2 NO

Q-13 Is there a "Pet Project" which you would like to see implemented in our community through volunteer action?

Please give brief description \_\_\_\_\_

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Q-14 Would your organization be available to assist with this Project?

- 1 YES
- 2 NO

Q-15 Prior to this questionnaire, were you aware of the Volunteer Bureau?

- 1 YES \_\_\_\_\_ [Please answer Q-16]
- 2 NO \_\_\_\_\_ [Please skip to Q-17]

Q-16 Do you understand the functions of the Volunteer Bureau?

- 1 YES
- 2 NO

Q-17 Would your organization be interested in having a speaker from the Volunteer Bureau at one of your meetings to explain its functions?

- 1 YES
- 2 NO

Q-18 Please list three organizations (of any type) with whom your organization communicates on a regular basis toward "getting the job done."

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

Q-19 The Volunteer Bureau plans to compile a "resource directory." Would you like for your organization to be included in the directory?

- 1 YES
- 2 NO

Q-20 Would you like us to call you when a copy of a summary of results of this questionnaire is available?

- 1 YES
- 2 NO

YOUR COMMENTS ARE INVITED!

Your participation in this study is very much appreciated. Please place this questionnaire in the enclosed stamped and addressed envelope and place with your outgoing mail.

VOLUNTEERS ARE PEOPLE HELPING PEOPLE

THANKS FOR YOUR HELP!



**AAUW**  
**EDUCATIONAL FOUNDATION PROGRAM**  
**P.O. BOX 723**  
**SAN ANDREAS, CALIFORNIA 95249**

**2290**

## VOLUNTEERISM IN A RURAL COMMUNITY

*"A volunteer is a person who donates  
time and talents for the benefit of others."*

1. How often have you participated in a volunteer job of any kind during the past year?  
WEEKLY \_\_\_\_\_ MONTHLY \_\_\_\_\_ ONE OCCASION \_\_\_\_\_ NONE \_\_\_\_\_
2. Why do you volunteer?  
DESIRE TO HELP \_\_\_\_\_ TO LEARN NEW SKILLS \_\_\_\_\_ TO MEET PEOPLE \_\_\_\_\_  
SHARE A FIELD OF EXPERTISE \_\_\_\_\_ OTHER \_\_\_\_\_
3. Would you volunteer more often if there were opportunities closer to your home?  
YES \_\_\_\_\_ NO \_\_\_\_\_
4. What aspect of your last volunteer activity did you enjoy most?  
\_\_\_\_\_
5. Was training provided for your job? YES \_\_\_\_\_ NO \_\_\_\_\_  
Would you like more training? YES \_\_\_\_\_ NO \_\_\_\_\_  
Would you like less training? YES \_\_\_\_\_ NO \_\_\_\_\_
6. How were you contacted for your volunteer job?  
AGENCY \_\_\_\_\_ NEWSPAPER PUBLICITY \_\_\_\_\_ INDIVIDUAL \_\_\_\_\_ CHURCH \_\_\_\_\_  
OTHER \_\_\_\_\_
7. Are you aware of the services of the Volunteer Bureau? YES \_\_\_\_\_ NO \_\_\_\_\_  
How could it serve the county more effectively? \_\_\_\_\_
8. If a skills bank were to be organized in your community would you be willing to share your skills and expertise from time to time on an on-call basis?  
YES \_\_\_\_\_ NO \_\_\_\_\_
9. Can you suggest new areas of volunteerism that might be developed within your community?  
\_\_\_\_\_  
\_\_\_\_\_

This Community Service Project is funded with an Educational Foundation Program Grant provided by the Calaveras Branch of the American Association of University Women.

We appreciate your participation in this Project. Thank you!

AAUW - EDUCATIONAL FOUNDATION PROGRAM  
P. O. BOX 723  
SAN ANDREAS, CALIFORNIA 95249

ORGANIZATIONS INTERESTED IN THE  
SERVICES OF HIGH SCHOOL AGED VOLUNTEERS

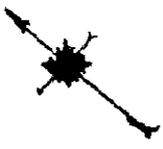
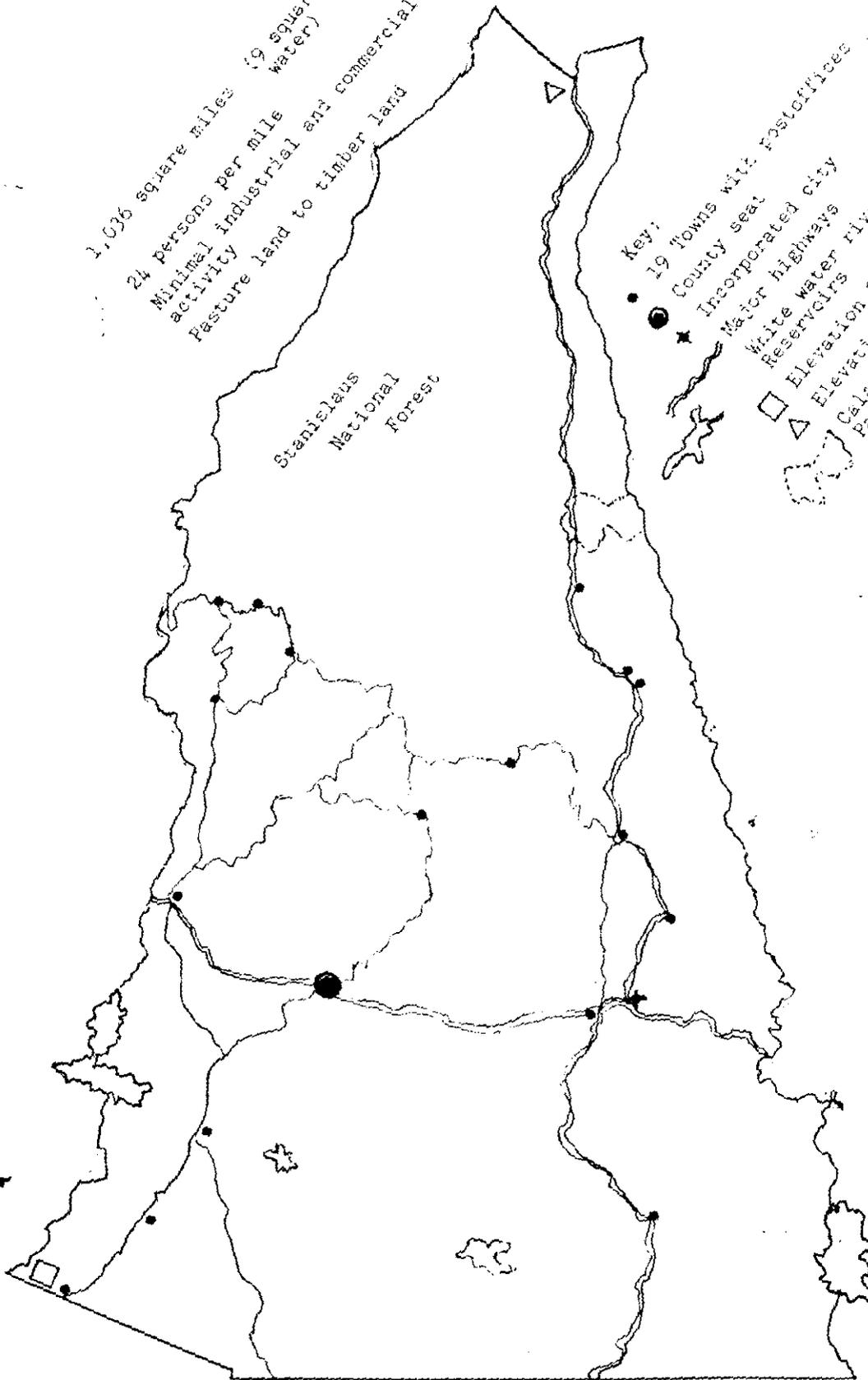
Cancer Society  
Preschools  
Hanot Foundation Home  
Church of Christ-Dennis Mills will train for vocation  
Calaveras County Library at West Point  
ETC  
Parks and Recreation Department  
Murphys Fire Department  
Alataville-Melones Fire Department  
CPR Trainingg Program  
Chapel in the Pines  
Mark Twain Elementary School  
Womens Crisis Line  
San Andreas Convalescent Hospital  
Volunteer Bureau  
Church of the Mountain, Arnold  
Mountain Family Services  
San Andreas Elementary School  
Cable T.V.  
Office of Education  
Employment Training Services  
Valley Springs Elementary School  
Vallecito Union Elementary School  
Mokelumne Hill Elementary School  
Railroad Flat Elementary School  
Mountain Play School  
Childrens Workshop

1,036 square miles (9 square miles water)  
 24 persons per mile activity  
 Minimal industrial and commercial  
 Pasture land to timber land

Stanislaus National Forest

Key:

- 19 towns with Postoffices
- County seat
- ★ Incorporated city
- Water highways
- ◻ White water reservoirs
- ◻ Elevation 2061
- ◻ Elevation 6905
- ◻ Calaveras Big Trees State Park



SUGGESTED NEW AREAS OF VOLUNTEERING

Outdoor education and camping for youth.  
Murphys Park volunteers.  
Transportation for elderly.  
Telephone network for isolated persons.  
More hobby groups.  
Foster grandparents.  
Reading program for functionally illiterate.  
Help drug offenders.  
Homes for displaced teens.  
Parenting.  
Educating for young mothers.  
Foster parents support group.  
Assist schools in programs eliminated by Proposition 13.  
Create branch offices of Volunteer Bureau  
Reach out to senior citizens.  
CPR, First Aid and Life Saving.  
Youth centers - San Andreas and all communities  
Translators for foreign speaking.  
Family stress line.  
Parent support group (Child Abuse Council would train).  
Park in San Andreas (Scouts to help); childrens' play area.  
Junior Museum  
Establish Calaveras County Red Cross Chapter  
Fundraiser for video-recorder.  
Sign at entrance to Angels Camp.  
Cleanup highways.  
Friendship homes for boys (Oakendell).  
Shelter for homeless  
Bi-monthly community cable program.  
Park in West Point.  
Senior Citizens Center in Murphys

Fundraisers for Mark Twain Hospital

Local Cable TV program

Support for Big Brothers and Big Sisters

Tourist Information Center

Tourist Routes through county

CALCULATIONS FOR ORGANIZATION QUESTIONNAIRE

This questionnaire is arranged in two parts:

PART I - Designed to gather information about present utilization of volunteered services.

If respondent answered "no" to Q-1 (indicating the organization did not utilize volunteered services" the directions indicate proceeding directly to PART II.

PART II - Designed to gather information about potential utilization of volunteered services. Includes questions related to acquaintance with the Volunteer Bureau and interest in a Directory and results of the study.

All calculations for this questionnaire considered the respondent as a member of Category I or Category II (as described previously in the text. The percentages are explained as follows:

Questionnaires sent to organizations

Category I - 56

Category II - 79

135 Total sent out

Questionnaires returned completed

Category I - 41

Category II - 45

86 Returned..... $86/135 = 63.7\%$  Returned

Category I - 41/56 = 73.2% Returned

Category II - 45/79 = 56.9% Returned

Category I responding "Yes" on Q-1 = 33/41 = 80.4%

Category II responding "Yes" on Q-1 = 36/45 = 80.0%

Percentages of both Category I and Category II respondents were calculated for each multiple choice using the following divisors:

Category I - Q-2 through Q-8 - Divisor = 33

Category I - Q-9 through Q-20 - Divisor = 41

Category II - Q-2 through Q-8 - Divisor = 36

Category II - Q-9 through Q-20 - Divisor = 45

Following is a brief summary of the answers most often given for the two Categories:

Q-1 - Yes - Category I = 80.4%; Category II = 80.0%

Q-2 - 1 - Category I = 42.4%; Category II = 33.3%

Q-3 - 1 and 5 - Category I Choice 1 = 63.3%  
Category II Choice 5 = 63.8% (Word of mouth)

Q-4 - 1 and 5 (as above)

Q-5 - 5 - Category I = 84.8%; Category II = 69.4%

Q-6 - 2 - Category I = 81.8%; Category II = 58.3%

Q-7 - 1 - Category I = 93.9%; Category II = 77.7%

Q-8 - 1 (as above)

Q-9 - 1 - Category I = 95.1%; Category II = 73.3%

Q-10 - Category I most often checked Fundraising 56.0%, Clerical Skills 48.7%, Transportation 41.4%, Artistic Skills 46.3% and Musical Skills 41.4%. Category II most often checked Fundraising 35.5%, Clerical Tasks 31.1% and Carpentering 28.8%.

- Q-11 - Yes - Category I = 48.7%; Category II = 46.6%
- Q-12 - Yes - Category I = 53.6%; Category II = 51.1%
- Q-13 - See Appendix for list of ideas.
- Q-14 - Yes - Category I = 41.4%; Category II = 22.3%
- Q-15 - Yes - Category I = 68.2%; Category II = 46.6%
- Q-16 - Yes - Category I = 68.8%; Category II = 53.3%
- Q-17 - No - Category I = 43.9%; Category II = 46.6%  
Frequently a speaker had already made a presentation for the organization.
- Q-18 - See Appendix for comments on this networking.
- Q-19 - Yes - Category I = 73.1%; Category II = 55.5%
- Q-20 - Yes - Category I = 65.8%; Category II = 57.7%

Comments were generally favorable regarding the study and the image of the Volunteer Bureau. In a few cases the respondent indicated he/she did not feel the survey questionnaire was appropriate to his/her organization. Generally, these comments could be traced to the fact that the telephone contact (who had agreed to participate in the survey) was not the person who, ultimately, completed the questionnaire.

## CALCULATIONS FOR INDIVIDUAL QUESTIONNAIRE

Questionnaires distributed = 225

Questionnaires completed = 176

49 Returned...78%

Q-1 - 45% volunteer weekly.

Q-2 - 76% volunteer out of a "desire to help";  
72% want to "meet new people";  
50% want to "share expertise";  
40% are "interested in learning new skills".

Q-3 - 45% would volunteer more if opportunity was close to  
their home;  
55% would not.

Q-4 - Enjoyment in volunteering ranged from "personal satisfaction" through "sociability, working with youth, helping people, learning new skills, getting to know people and all aspects."

Q-5 - 34% of volunteers received training, of those only  
46% would like more and 53% were content with what they  
get.  
50% of volunteers received no training, of those only  
20% would like more.

Q-6 - Most were contacted to volunteer by another individual, i.e.,  
word of mouth or through church organizations.

Q-7 - 61% of volunteers were familiar with the Volunteer  
Bureau. Many would like a Volunteer Bureau office  
located in outlying communities.

Q-8 - 64% would be interested in participating in a skills bank.

Q-9 - See Appendix