

2018 Service Enterprise Application

Start of Block: Service Enterprise Application

Q1 Thank you for your interest in the Service Enterprise Initiative (SEI). Your organization may be chosen to participate in the SEI, which is valued between \$5,000 and \$10,000. Selected organizations will receive an organizational assessment of their volunteer infrastructure, training and individualized coaching and consultation to help navigate their Service Enterprise transformation.

Please complete the following application to help us understand more about your organization's volunteer engagement practices. Note that completing this application does not guarantee your organization's participation in the SEI at this time.

Provide accurate information when filling out the application, as the information captured in this process is used to help you continuously improve your strategic volunteer engagement in order to better achieve your mission.

If you have any questions or submit your application before it is complete, please contact your Service Enterprise Hub for assistance.

Q2 Contact Information

Organization Name (1) _____

Your First Name (2) _____

Your Last Name (6) _____

Your Position Title (3) _____

Email Address (4) _____

Phone Number (5) _____

Q3 Organization Address

Address (1) _____

City (5) _____

State (3) _____

Zip (2) _____

Q4 In what state do you currently reside?

▼ Alabama (1) ... I do not reside in the United States (53)

Q5 Organization Information

Executive Director Name (1)

Executive Director Email (2)

If a senior leader other than your ED will participate in SEI training and consulting, please provide his/her name and email. (3)

What is your organization annual budget? (4)

Number of locations/branches where organization operates (5)

Q6 Please indicate the name of the organization that will be leading your SEI transformation. Please select the correct Hub, to avoid delays in processing your application.

- Activate Good (1)
- Arizona Governor's Commission on Service and Volunteerism (37)
- Best Friends Animal Society (2)
- Center for Volunteer and Nonprofit Leadership (3)
- Envision Prosperity (22)
- Foreverfamily (69)
- Fresno (with OneOC) (5)
- Gryphon Place (31)
- HandsOn Blue Ridge (68)
- HandsOn Greater Richmond (6)
- HandsOn Jacksonville (12)
- Hands On Nashville (HON) (9)
- HandsOn Northeast Ohio (11)
- HandsOn Northwest North Carolina (10)
- HandsOn Suburban Chicago (7)
- HandsOn Twin Cities/Minnesota Association for Volunteer Administration (8)
- Iowa Commission on Volunteer Service (13)
- LA Works (14)
- Maine Commission for Community Service (15)
- Massachusetts Service Alliance (16)

- Minnesota Association of Volunteer Administrators (93)
- Metro Volunteers (17)
- Nevada Volunteers (18)
- Nonprofit Network (73)
- OneOC (20)
- Points of Light (21)
- Riverside (with OneOC) (52)
- San Diego (with OneOC) (4)
- Triangle Nonprofit & Volunteer Leadership Center (23)
- UJA Federation of New York (38)
- United Way of East Central Iowa (26)
- United Way of Eastern Maine (25)
- United Way of Wapello County (28)
- United Way of York County (24)
- UServeUtah (29)
- Volunteer Center of Cedar Valley (35)
- Volunteer Center of Greater Milwaukee (32)
- Volunteer Center of San Francisco and San Mateo Counties (33)
- Volunteer Center of Santa Cruz County (34)
- Volunteer Center of Story County (36)
- VOLUNTEER Hampton Roads (30)

Q7 Organization Mission - Provide the mission statement of the organization. Please specify the client/beneficiary(ies) of the services that you provide.

Q8 Describe your greatest accomplishment in engaging and managing volunteers over the last year.

Q9 Describe your greatest challenge in engaging and managing volunteers over the last year.

Q10 Has anyone at your organization completed volunteer management training?

- Yes (1)
 - No (2)
 - Unsure (3)
-

Q11 SEI Online: Are you interested in participating in the Service Enterprise Online Program, where your organization will receive training and coaching through an online platform, instead of in-person? (Please note, SEI Online is currently being offered by a select number of Hubs. Please check with your local Hub to see if they are currently offering this service.)

- Yes (1)
 - No (2)
-

Display This Question:

*If SEI Online: Are you interested in participating in the Service Enterprise Online Program, where y...
= Yes*

Q30 If you selected "yes" to Question 11, do you agree to meet the program and technical requirements of receiving SEI certification, if selected by your Hub? Technical requirements include: participating in the SEI training online, securing the proper computer equipment and connectivity needed to fully participate in the program?

- Yes (1)
 - No (2)
-

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Q12 Provide a description of your organization's current volunteer engagement practices and policies. We ask that you briefly describe how your organization completes each of the following functions: volunteer recruitment volunteer training/orientation volunteer placement in service roles management of volunteers measuring the value and impact of volunteers who serve to support your organization

The information you provide will be tremendously helpful to better understand your organization's current capacities and needs to more effectively leverage volunteers.



Q13

Please indicate the key primary issue that your organization addresses through its work. (If

more than
one is relevant, please select no more than 3)

- Civic and Community: Civic and Community, Arts & Culture, Faith Based Service (1)
 - Economy: Adult Literacy & Adult Education, Internships & Employment (2)
 - Education Children & Youth- Education, Schools (3)
 - Emergency: Disaster Preparedness, Response and Recovery Services (4)
 - Environmental Services (5)
 - Health and Wellness: Health & Wellness, Hunger & Homelessness (6)
 - Military and Veterans Services (7)
 - Prison System Support: Providing services in prisons (8)
 - Prison System Support: Serving formally incarcerated individuals (9)
 - Special Groups: Family Services, Senior Services, Immigrant & Refugee Services (10)
 - Other: Technology, Animal Support, International Service, Justice & Legal, Sports & Recreation (11)
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Q15 Answer the following questions to the best of your knowledge. This information will be used to establish baseline metrics regarding your organization's engagement of volunteers.

A **volunteer** is an individual who voluntarily offers himself or herself for a service or undertaking and who performs the service willingly and without financial compensation. Examples: Participating in a Day of Service such as Martin Luther King Jr. Day, provision of tutoring services to youth in an afterschool program, participating in a park clean up or community center renovation project.

A **skills-based volunteer** is one in which an individual uses their personal or professional experience, education and talents to help deliver the services of nonprofit organizations to clients. Examples: An environmental engineer cleaning a polluted site, a dentist doing a free

consulting day for low income families, a bank employee helping on taxes recovery program and giving financial advice.

Q17 Please indicate the total number of **volunteers** your organization has engaged over the **last 12 months**.

Q18 Please indicate the total number of **skills-based based volunteers** your organization has engaged over the last 12 months.

Q19 Please indicate the total number of **service hours** that **volunteers** have completed over the **last 12 months**.

Q20
Please indicate the total number of **service hours** that **skills-based based volunteers** have completed over the **last 12 months**.

Q21 Rate the current quality of your organization's systems to...

	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Train paid staff on effective volunteer management practices (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Track volunteer engagement and their activities (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide ongoing feedback to volunteers (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide volunteers with an opportunity to give feedback to the organization (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leverage technology to enhance engagement of volunteers (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Codify volunteer roles to support the organization's strategic plan (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Offer a variety of volunteer positions (e.g. skilled, unskilled, one-time, short-term, ongoing) (9)

Onboard and set expectations for volunteers (11)

Screen and match volunteers to positions that align with volunteer skills and interests. (12)

Extend reach of organizational partnerships and services through volunteers (16)

Effectively incorporate volunteers into planning process to ensure that volunteers are engaged in critical roles that directly and indirectly impact our program (17)

Allocate staff time to effectively engage volunteers (18)

Engage leadership in recognizing volunteer contributions and successes both inside and outside the organization (19)

Implement a recognition plan that provides both personal and public appreciation of the volunteer (20)

Leverage senior leadership to communicate the value and impact of our volunteers to external and internal stakeholders (22)

Track return on volunteer investment (23)

Actively
pursue
funding and
resources to
sustain
volunteer
engagement
(24)



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Q28 Please enter the total number of staff that will be committed to supporting the SEI transformation at your organization.

Q22 Provide the name, job title, email and phone number for each person from your organization who will be participating in the SEI. Separate each individual with a semicolon.

Q23 Please review and acknowledge each of the following commitments to participate in the SEI.

Q24 **Agreement 1:** As the individual submitting this application, I acknowledge that the executive director of my organization approves of our participation in the SEI. If we are selected as a participant in the SEI, our organization acknowledges the commitment to participate through the completion of the program (no more than 12 months from the date selected to participate in SEI). If our organization is unable to complete SEI training prior to this date, this may result in additional fees due for payment to the Service Enterprise Hub.

- Yes, I agree (1)
- No, I do not agree (2)

Q27 **Agreement 2:** If our organization is selected as a participant in the SEI, we will complete the Service Enterprise Diagnostic (SED). The SED is an online assessment tool that takes about 30 minutes to complete. The SED measures the degree to which an organization is a Service Enterprise and identifies the strengths and challenges that an organization needs to

address in order to become and/or sustain being one. Three to five staff from our organization must independently complete the SED. Executive leadership, with guidance from the Hub, will identify the individuals who will complete the SED. The Executive Director and at least two other senior staff must complete the SED. In addition, individual(s) responsible for engaging volunteers, long-term volunteers or volunteers leaders, and/or board members who are knowledgeable about the operations of the organization and the current volunteer engagement practices should also complete the SED. Results are aggregated, protecting individual confidentiality. The Hub will be given access to the results of your SED in order to create the most effective pathway to certification. Our organization will receive a copy of the SED results and consultation with Hub to discuss the results.

Yes, I agree (1)

No, I do not agree (2)

Q28 Agreement 3: If our organization is selected as a participant in the SEI, we will participate in evaluation activities to measure the extent to which becoming a Service Enterprise has affected our organization's volunteer engagement practices. We will complete an **annual** online survey to share our progress and challenges on volunteer engagement, as well as provide feedback on our experience in becoming a Service Enterprise. Select sites may be asked to participate in a focus group to share rich, detailed information about the experience.

Yes, I agree (1)

No, I do not agree (2)

Q27 Agreement 4: Once certified, we would be willing to provide a testimonial about the SEI process and program to other interested organizations.

Yes, I agree (1)

No, I do not agree (2)

Q25 Would you like to receive more information from Points of Light?

Yes (1)

No (2)

End of Block: Service Enterprise Application
