

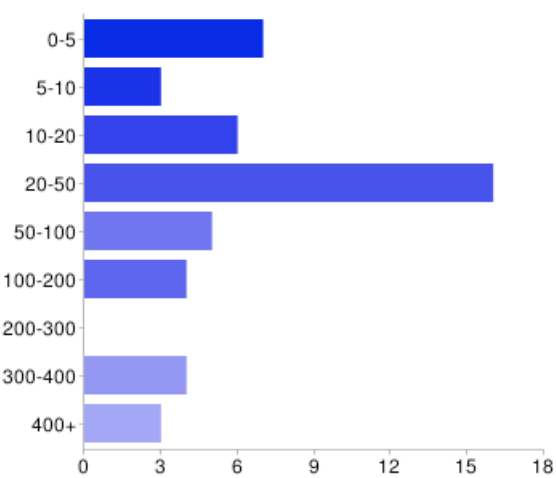
55

responses

# UlsterCorps Agency Survey - Summary Responses

## VALUE OF VOLUNTEERS

1. How many volunteers do you use, on average, over three months?



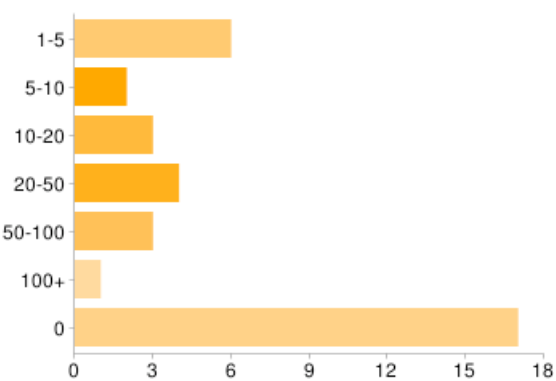
0-5	7	14%
5-10	3	6%
10-20	6	12%
20-50	16	33%
50-100	5	10%
100-200	4	8%
200-300	0	0%
300-400	4	8%
400+	3	6%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 1. Comments

Active corps=371, but different seasons require different attention. 10 kinds of activities, from clerical to education, research, trail maintenance and special events. Each has different requiremen ...

2a. How many work seasonally:



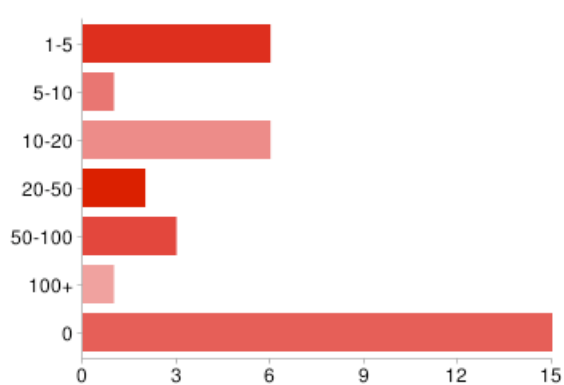
1-5	6	14%
5-10	2	5%
10-20	3	7%
20-50	4	9%
50-100	3	7%
100+	1	2%
0	17	40%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 2a. Comments

college students on semesters. 15 With a youth group to put on a play, for example. We need help in December with the Christmas fiasco Project oriented episodic volunteer. Around three months sessions. aT ...

2b. How many work to fulfill an immediate need:



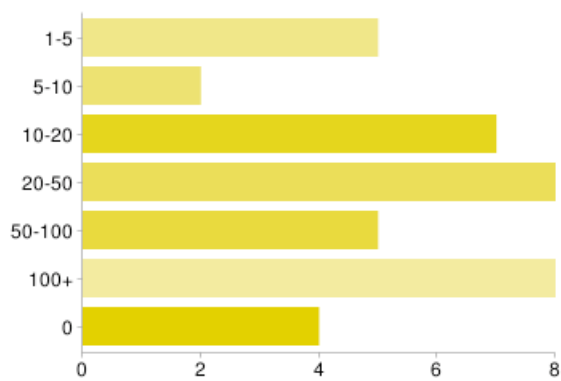
1-5	6	18%
5-10	1	3%
10-20	6	18%
20-50	2	6%
50-100	3	9%
100+	1	3%
0	15	44%

People may select more than one checkbox, so percentages may add up to more than 100%.

## 2b. Comments

Volunteers will come out annually for a variety of initiatives. Parents driving to events. 15 3-6 For individual events. "Episodic" volunteers "Episodic" volunteers 4-5 times/year call on volunteers to hel ...

## 2c. How many work long term (6 mon.+):



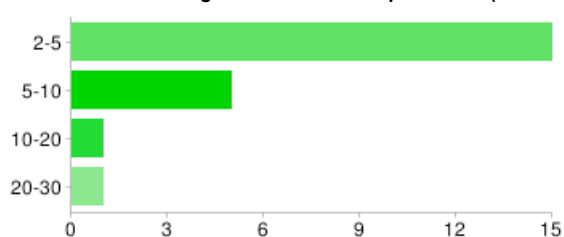
1-5	5	13%
5-10	2	5%
10-20	7	18%
20-50	8	20%
50-100	5	13%
100+	8	20%
0	4	10%

People may select more than one checkbox, so percentages may add up to more than 100%.

## 2c. Comments

Most do work long term, but amount time and function varies greatly from activity to activity. May come in sporadically to fulfillment programming needs, but it is on a long-term basis. Most year round ...

## 3a. What is the average number of hours per week? (Seasonal)



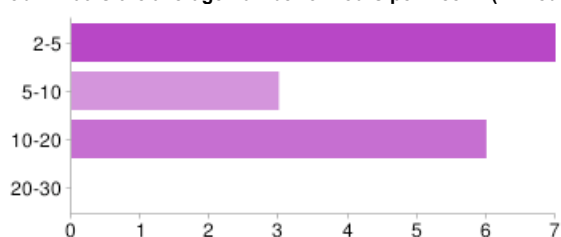
2-5	15	68%
5-10	5	23%
10-20	1	5%
20-30	1	5%

People may select more than one checkbox, so percentages may add up to more than 100%.

## 3a. Comments

10 hrs 3-4 hrs week n/a PER VOLUNTEER NA

### 3b. What is the average number of hours per week? (immediate)



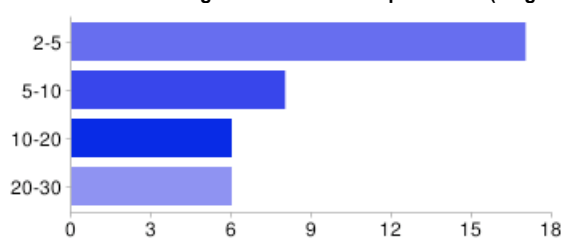
2-5	7	41%
5-10	3	18%
10-20	6	35%
20-30	0	0%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 3b. Comments

1-2 hours per month, driving to an event. A very rough estimate. 2-3 hours/month PER VOLUNTEER not really able to answer, decided on very small number NA

### 3c. What is the average number of hours per week? (long term)



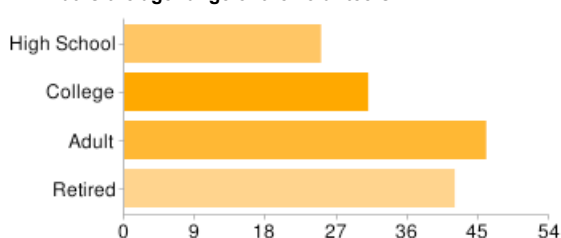
2-5	17	45%
5-10	8	21%
10-20	6	16%
20-30	6	16%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 3c. Comments

40 hours per week, per intern (4 interns) around 15 hours, hot line and averaging other jobs. 30 hrs 1 hour per week same comment as above 24 hours/month usually broken into 2/12 hours shifts/month varies ...

### 4. What is the age range of the volunteers?



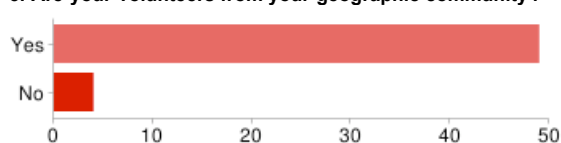
High School	25	48%
College	31	60%
Adult	46	88%
Retired	42	81%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 4. Comments

Mostly college students. 25 yo to 65 yo Must be 18 yo 16-66 Must be over 18 Alot of the cooks are retired, Woodstock Day School comes regularly, kids from Church groups not sure about retired Woodstock Day ...

### 5. Are your volunteers from your geographic community?



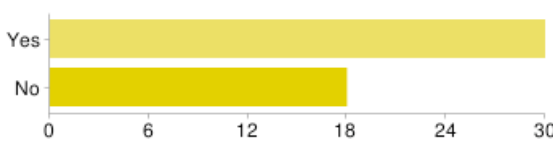
Yes	49	94%
No	4	8%

People may select more than one checkbox, so percentages may add up to more than 100%.

5. Comments

Half are from Ulster County, the other half all over the country. They like to support kids in their area. Also some are from Poughkeepsie, NYC, Putnam County mostly All Ulster Country All Ulster Country ...

6. Is there a predominant ethnicity among your volunteers?



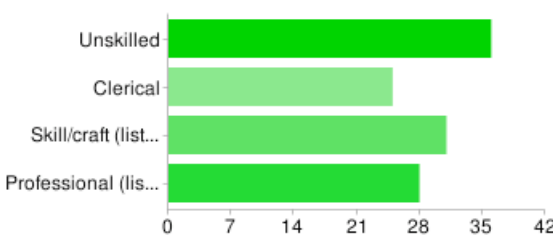
Yes	30	63%
No	18	38%

People may select more than one checkbox, so percentages may add up to more than 100%.

6. Comments

Not sure. White White Caucasian White Caucasian Caucasian male Caucasian Caucasian Because of the area she feels it is all Caucasian White White White Mostly African American. white Split pretty evenly between A ...

7. What types of services do they perform for your agency?



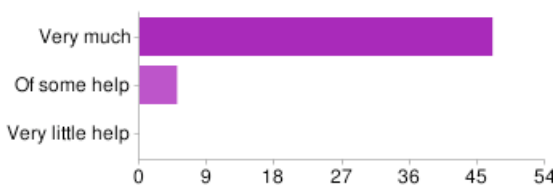
Unskilled	36	71%
Clerical	25	49%
Skill/craft (list below)	31	61%
Professional (list below)	28	55%

People may select more than one checkbox, so percentages may add up to more than 100%.

7. Comments

Scientists, lawyers for longer term projects; unskilled for immediate need initiatives. Sorting food and clothes. They are trained to be Master Gardeners. Grant writing, bookkeeping Driving, shopping, c ...

8. Are volunteers important to the functioning of your agency?



Very much	47	90%
Of some help	5	10%
Very little help	0	0%

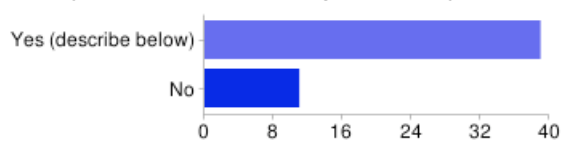
People may select more than one checkbox, so percentages may add up to more than 100%.

8. Comments

Vital. Especially short-term volunteers. A volunteer-based organization. It's an auxillary service. Haven't been utilizing as well as we could. Couldn't funtion without them. but not in this program compo ...

ENGAGEMENT OF VOLUNTEERS

#### 9a. Do you have a formal screening process for your volunteers?



Yes (describe below)	39	78%
No	11	22%

People may select more than one checkbox, so percentages may add up to more than 100%.

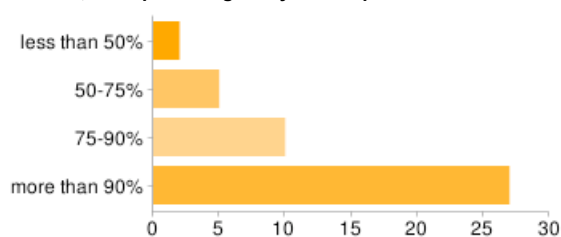
#### 9a. Comments

Application, online or by mail. Application, two references, interview. Depends on the job; level of education/experience varies. Director interviews them. The entire process is similar to a job interview. ...

#### 9b. If yes, what three qualities or skills do you look for most?

Flexibility, Consistency, Ability to work, pitch in where needed. reliability Commitment to whatever project they're working on. Ability to work with children; maturity. Reliable, pay attention to detail. ...

#### 10. If so, what percentage do you accept?



less than 50%	2	4%
50-75%	5	11%
75-90%	10	22%
more than 90%	27	59%

People may select more than one checkbox, so percentages may add up to more than 100%.

#### 10. Comments

As long as they can perform the activity they say they'd like to do. Ex: need to be able to identify birds to do a bird count. They take approximately 1 out of every 4. 80-85% 70% Everyone so far. Most a ...

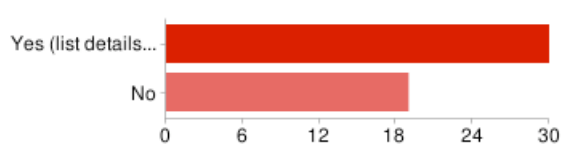
#### 11. What is the most common reason for rejecting a volunteer?

Generally, a volunteer will self reject when they understand the nature of the work involved. There is also an age restriction-if under 15 y.o. they need to bring an adult with them. inappropriate behavior If they make more work than they contribute, she asks them to leave. n/a If they can't pay attention to detail and contribute; do their job. They would have to not be enjoying themselves or contributing at all. Dangerous to youth. More of a self-selecting process as they realize type of commitment and process. If they show up on Child Abuse Registry, or are physically incapable. If they are court ...

#### 12. What makes an excellent volunteer?

Honesty, reliability, and the ability to treat people with respect. An understanding of what needs to be done if they need to find a project and can self-direct. Flexibility and reliability. They continue to volunteer. Those who know their own strengths, take responsibility for themselves and their jobs, know how to pace themselves; and understand the nature of the process. Reliable, congenial, knowledgeable. Ability to work with children; maturity. Enthusiasm, interested enough to know about us before they arrive. Willingness to do the job at hand, and go above and beyond. A truly giving person wh ...

#### 13. Are volunteers required to participate in an orientation?



Yes (list details below) 30 61%

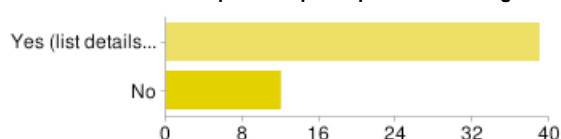
No 19 39%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 13. Comments

Each activity has it's own orientation/training. Give them a tour and general idea of the facility during their interview to see their reaction. An informal tour. During interview. Group orientation more ...

### 14a. Are volunteers required to participate in a training?



Yes (list details below) 39 76%

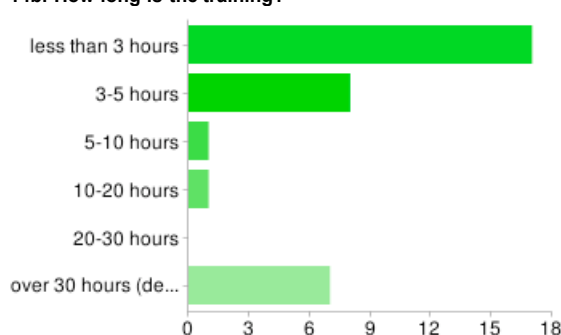
No 12 24%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 14a. Comments

Volunteers must participate every year. Varies by the job. Most tasks don't require training. Varied, depends on the skills needed and is a workshop format. Two phases: what is mentoring; child safety ...

### 14b. How long is the training?



less than 3 hours 17 46%

3-5 hours 8 22%

5-10 hours 1 3%

10-20 hours 1 3%

20-30 hours 0 0%

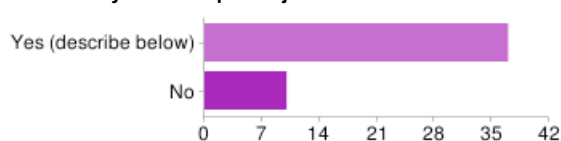
over 30 hours (describe below) 7 19%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 14b. Comments

Varies depending on activity. Depends on how long they're with us and why. It is conducted from September to March, around 8hrs per week. varies, depends on the individual dept's rules. depends on the p ...

### 14c. Do they train for specific jobs or skills?



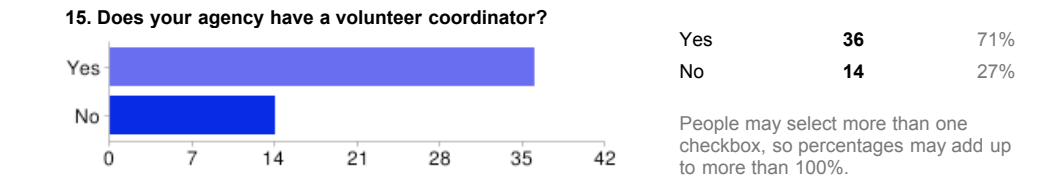
Yes (describe below) 37 79%

No 10 21%

People may select more than one checkbox, so percentages may add up to more than 100%.

### 14c. Comments

On-the-job training working with other volunteers or staff members who know the specifics of their jobs. depends on the skills needed. Mentoring Master Gardener hotline and other information sharing. Th ...

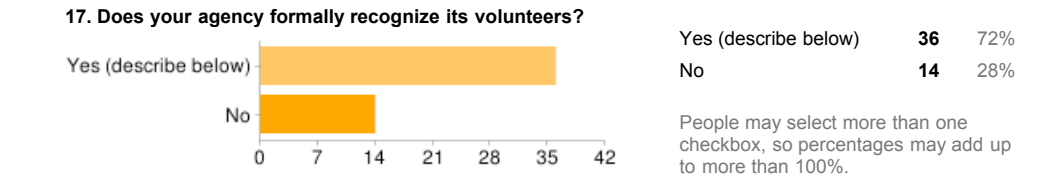


**15. Comments**

Each activity has its own volunteer coordinator (who are also volunteers) who report to Jo d'Agostino. She processes the forms. The director. The coordinator is one of the program staff. Chairperson of ...

**16. How do you supervise your volunteers?**

She checks in on them periodically. There are supervisors in various areas of the buildings. The committee chairperson will supervise the volunteers. She's on site for every project. Someone is usually with them in a small group. There are site supervisors at each center. Depends on the task. Volunteers always assist a staff member. Staff member or board member is always around, at shows or in office. Very loose. See above. Exec. director reviews case files; meets with families; reviews reports; works closely in an ongoing way with each volunteer. Mostly supervised on site. Each volunteer is supervised ...



**17. Comments**

Program managers do individual things. Service Recognition Ceremony at the end of their "term" They would like to, are working on it. Was discussed. We would like to but no time. thank you notes Would I ...

**18. What type of recognition do you offer?**

Volunteer Appreciation party--If outstanding they mention it in the farm newsletter. None as of yet, but are in the process of organizing it. Gifts, press releases. Board members are recognized. A thank you reception for previous season where we also sign and orient new (and continuing) volunteers. Several ways through districts and councils; and many types of recognition according to various skill and length of service levels. Usually a luncheon held once a year at Hillside Manor; receive a plaque, gift, journal, certificate. Thank you letters, newspaper articles. At retirement from the board, they ...

**RECRUITMENT/RETENTION**

**19. Could you use more volunteers?**



Yes **45** 88%  
No **6** 12%

People may select more than one checkbox, so percentages may add up to more than 100%.

#### 19. Comments

Some groups need more than others. Bike patrol and interpretive guide group, volunteer educators could use more. Always. Always a waiting list of kids; could also use administrative assistant once a w ...

#### 20. If not, why not?

Don't have the staff to train and supervise more beyond one day events. They come as a result of programs we run and things we do, often with their children. This program component doesn't, but other's might. Currently at capacity; bring on new volunteers for low attrition rate.

#### 21. How do you recruit volunteers?

Ulster Corps, Church members, and people who use the Food Pantry are asked to volunteer in the soup kitchen. Newspaper articles are helpful, and people generally hear about the farm and call. They have a monthly email newsletter. In the spring and fall they have the High School Key Club out to work. SUNY Ulster Environmental club volunteers, and they are looking to colleges for more help. On site; newspapers; social media (Facebook, Twitter). Web pages, phone calls, press releases. Through programs they work with RSVP, Foster Grandparents, schools, community agencies, parents. Call for immediate ...

#### 22. What are the major impediments to recruiting volunteers?

People are busy and don't have a lot of time. She thinks volunteering has a stigma that volunteers are afraid they'll be asked to do too much. Need to build trust, and that takes time. Trying new things. Matching our work schedule with their work schedule; finding qualified people with free time. Tougher to get volunteers during the winter (retirees are gone); people's lives get very busy. Lack of understanding that the boys come first; adult ego. Daytime commitment makes it difficult to find flexible volunteers. Getting the word out about the different opportunities available. It is a 3 year term  
o ...

#### 23. What works well in recruiting volunteers?

Networking with other agencies and churches. There's a big meeting called Council of Churches and this is helpful in networking. It's a small town and people are helpful. Rev. Kelly feels like UC is a safety net that she can draw from. When the farm does a "rescue" there is usually a big news article, their website is helpful, and their director wrote a book. Having a volunteer coordinator and using the email newsletter. Having various projects for people to choose from. Working with programs. Personal contacts. Emails are prime source; phone calls; social media becoming more and more important. ...

#### 24. What works well in retaining volunteers?

They get food donations, most of the volunteers are actually participants in the free lunch/ food donation program. They also have a sense of pride in helping, not getting everything for free. Their own motivation and the animals are inspiring. Giving the volunteers a structured, short job so that they are not overwhelmed. Trust; having a good reputation; not bogging them down. Working with their interests. It's difficult to hold onto people while waiting for clearance. Training them really well. Treat our volunteers like the treasures that they are; encourage them to volunteer for things they'll ...