

Volunteer Management Capacity Survey

Fall 2003

Data Collected by Princeton Survey Research Associates International
Under the direction of the Urban Institute
Through a contract with the Corporation for National and Community Service
With support from the UPS Foundation
With input from the USA Freedom Corps

Introduction: Hello, my name is _____, may I speak with (name). [When respondent is on the phone] My name is _____, calling from Princeton Survey Research Associates. The Urban Institute sent you a letter a short time ago describing the survey we're conducting. Would it be possible to conduct the survey now? It will only take [10 to 20 minutes (**S1=1**)] [10 to 15 minutes (**S1=2**)]. [Interviewer will provide information about letter if respondent doesn't remember getting letter and will fax letter if helpful to the respondent.]

s1 (Record sample type)

- 1 Charity
- 2 Congregation

INTERVIEWER INSTRUCTION: If at any point in the survey you suspect that the respondent is the wrong person, please ask:

2

“Just to confirm, are you the person who is responsible for management of volunteers or an executive manager who is familiar with the overall workings of the organization?”

If no, ask for correct respondent and start interview process anew (send new letter and call to arrange interview). A second option is to ask current respondent to explain situation to the appropriate person and proceed from there.

Q1 To start, approximately how many paid staff members work for your [organization (S1=1)][congregation (S1=2)]? (**INTERVIEWER NOTE:** include full and part time; include consultants if they function as staff members. Also please include people such as organists, choir directors, janitors, and other similar workers.)

INTERVIEWER INSTRUCTION: If respondent doesn't know their best approximation is fine.

Range 0-10,000

888888 Don't know

999999 Refused

Ask if organization is a congregation [S1=2]:

- Q2 Approximately how many people regularly participate in the religious life of your congregation?
Please include both adults and children, and include people who are not formal members of your congregation.

3

INTERVIEWER INSTRUCTION: If respondent doesn't know their best approximation is fine.

Range 0-10,000

888888 Don't know

999999 Refused

Ask if organization is a charity [S1=1]:

- Q3 Does your organization involve volunteers in any of its activities?

For the purposes of this survey, a volunteer is any person who works on a regular, short term, or occasional basis and who provides services to your organization or to the people your organization serves, but is not paid as a staff member or a consultant.

Do not include members of your board of directors unless they provide volunteer services to the organization beyond their traditional governance duties.

And do not include special events participants unless they are volunteer planners or workers at these events.

INTERVIEWER INSTRUCTION: If asked, special events participants are such as walkers or bikers in a fundraiser.

INTERVIEWER INSTRUCTION: If asked what "other services" differentiate special events participants from volunteers. Please include people who are planners or workers at special events (but, as the first note indicates, exclude people who are simple participants)

Does your organization involve volunteers in any of its activities?

- 1 Yes
2 No
8 Don't know
9 Refused

Ask if organization is a congregation [S1=2]:

- 04 Does your congregation participate in or support social service, community development, or neighborhood organizing projects of any sort? Examples include food banks, thrift shops, or homeless shelters. Please don't include projects that use or rent space in your building but have no other connection to your congregation.

- 1 Yes
 2 No-Go to Q11
 8 Don't know-Go to Q11
 9 Refused-Go to Q11

Ask if organization is a congregation and participates in social service outreach activities [S1=2] and [Q4=1]:

- 05 Does your congregation have primary responsibility for running any of these social service outreach activities?

- 1 Yes
 2 No
 8 Don't know
 9 Refused

Ask if organization is a congregation and participates in social service outreach activities [S1=2] and [Q4=1]:

- 06 [In addition to the programs for which your congregation has primary responsibility (Q5=1) [And (Q5=2)] does your congregation participate with other organizations in sponsoring social service outreach activities?

- 1 Yes
 2 No
 8 Don't know
 9 Refused

If Congregation has no responsibility for running social service outreach activities or participates with other organizations in sponsoring social service outreach activities, Ask Q7 and then please record the interview as complete [Q5=2,8,9 and Q6=2,8,9].

Ask if organization is a congregation and has primary responsibility for social service outreach activities or participates with other organizations in social service outreach activities [S1=2] and [Q5=1 or Q6=1]:

Q7 What are the three **main** social service outreach activities of your congregation?

Interviewer Instruction: If asked, “main” means congregation devotes most resources to activities- By resources we mean either the most money or the most time.

5

Interviewer Instruction: Examples of social service outreach activities include food banks, thrift shops, or homeless shelters.

Interviewer Instruction: Please probe once

First mention: _____

Second mention: _____

Third mention: _____

Ask if organization is a congregation and has primary responsibility for social service outreach activities or participates with other organizations in social service outreach activities [S1=2] and [Q5=1 or Q6=1]:

Q8 Does your congregation have responsibility for managing volunteers in these social service outreach activities?

For the purposes of this survey, a volunteer is any person who works on a regular, short term, or occasional basis for your congregation’s social outreach activities, but is not paid as a staff member or a consultant. Do not include special events participants unless they are volunteer planners or workers at these events.

Interviewer Instruction: If respondent says congregation has any responsibility at all code as a “Yes” response.

- 1 Yes
- 2 No
- 8 Don’t know
- 9 Refused

Ask if organization is a congregation and has primary responsibility for social service outreach activities or participates with other organizations in social service outreach activities [S1=2] and [Q5=1 or Q6=1]:

Q9 Do members of your congregation serve as volunteers in these social service outreach activities?

6

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

If congregation doesn't have any responsibilities for managing volunteers or social service outreach activities and doesn't use members of the congregation as volunteers, please record the interview as complete [Q8=2,8,9 and Q9=2,8,9].

Ask if organization is a charity [S1=1]:

Q10 Is your organization a volunteer center whose primary involvement with volunteers is to recruit and refer them to other organizations?

- 1 Yes-If yes, please record the interview as complete.
- 2 No
- 8 Don't know
- 9 Refused

Ask if organization or congregation doesn't utilize volunteers (Q3=2 or Q4=2, 8, 9)

Q11 Has your [organization involved volunteers (S1=1)] [congregation participated in or supported these kinds of social service outreach activities (S1=2)] in the past?

- 1 Yes
- 2 No-If no, and congregations. Please record the interview as complete.
- 8 Don't know-If DK, and congregations. Please record the interview as complete.
- 9 Refused-If refused, and congregations. Please record the interview as complete.

If Q11=2,8,9 and Charity please continue to Q17

Ask if congregation and has participated in these kinds of social service outreach activities in the past (S1=2 and Q11=1)

Q12 What was that social service outreach activity that your congregation participated in or supported?

Interviewer Instruction: Record one response only.

7

Interviewer Instruction: If more than one mention ask for “main” activity which means the congregation devotes most resources to this activity- By resources we mean either the most money or the most time.

- 1 Record response
- 8 Don't know
- 9 Refused

Ask if congregation and has participated in these kinds of social service outreach activities in the past (S1=2 and Q11=1)

Q13 Did your congregation have primary responsibility for running this social service outreach activity?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if congregation and has participated in these kinds of social service outreach activities in the past (S1=2 and Q11=1)

Q14 [In addition to the programs for which your congregation had primary responsibility (Q13=1)] [And (Q13=2)] did your congregation participate with other organizations in sponsoring social service outreach activities?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if congregation and has participated in these kinds of social service outreach activities in the past (S1=2 and Q11=1)

Q15 Did your congregation have responsibility for managing volunteers in these social service outreach activities?

For the purposes of this survey, a volunteer is any person who works on a regular, short term, or occasional basis for your congregation's social outreach activities, but is not paid as a staff member or a consultant. Do not include special events participants unless they are volunteer planners or workers at these events.

8

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if congregation and has participated in these kinds of social service outreach activities in the past (S1=2 and Q11=1)

Q16 Did members of your congregation serve as volunteers in these social service outreach activities?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

If congregation has had responsibility for managing volunteers in the past AND member of congregation have served as volunteers please continue to Q21 [Q15=1 and Q16=1].

If congregation has NOT had responsibility for managing volunteers in the past AND member of congregation have NOT served as volunteers Please record the interview as complete. [If Q15=2,8,9 or Q16=2,8,9].

9

Ask if organization is a charity [S1=1] and doesn't utilize volunteers (Q3=2) and hasn't in the past (Q11=2,8,9)

Q17 We realize that a large number of organizations do not involve volunteers. We would like to know why this is the case for your organization. Is/Are (Insert) a major reason, minor reason or not a reason at all that your organization does not involve volunteers?

Rotate and ask item h last

- a that your organization doesn't do the sorts of activities that might rely on volunteers
- b recruiting sufficient numbers of volunteers
- c recruiting volunteers with the right skills or expertise
- d recruiting volunteers available during the work day
- e indifference or resistance on the part of paid staff or board members toward volunteers
- f lack of paid staff time to properly train and supervise volunteers
- g lack of adequate funds for supporting volunteer involvement
- h regulatory, legal, or liability constraints on volunteer involvement (such as reporting, background checks, or liability insurance)
- i absenteeism, unreliability, or poor work habits or work quality, on the part of volunteers

- 1 Major reason
- 2 Minor reason
- 3 Not a reason at all
- 8 Don't know
- 9 Refused

Ask if organization is a charity [S1=1] and doesn't utilize volunteers and hasn't in the past AND if a major reason for this is NOT that your organization is not the kind that would involve volunteers (Q3=2 AND Q11=2, 8, 9) AND (Q17A=2 or Q17a=3 or Q17a=8 or q17a=9)

Q18 To what extent would each of the following factors increase the likelihood that your organization would begin involving volunteers in its operations in the next year?
Would (Insert) increase the likelihood that your organization would involve volunteers to a great extent, to some extent, or to no extent.

10

Rotate

- a funding to cover expenses of volunteer involvement
- b training or professional development in how to work more effectively with volunteers
- c greater availability of volunteers with specialized skills, such as legal, financial, management, and computer expertise
- d a one-year, full-time, volunteer with a living stipend, and with responsibility for volunteer recruitment and management
- e fewer regulatory, legal or liability constraints on volunteer involvement
- f more information about people in the community who want to volunteer

- 1 Great extent
- 2 Some extent
- 3 No extent
- 8 Don't know
- 9 Refused

Ask if organization is a charity [S1=1] and doesn't utilize volunteers but has in the past (Q11=1)

- Q19 We're interested in knowing why your organization no longer involves volunteers. Is/Are (Insert) a major reason, a minor reason or not a reason at all that your organization no longer involves volunteers?

11

Rotate and ask item h last

- a that your organization grew or changed in a way that volunteer involvement no longer fit the organization's needs
- b recruiting sufficient numbers of volunteers
- c recruiting volunteers with the right skills or expertise
- d recruiting volunteers available during the work day
- e indifference or resistance on the part of paid staff or board members toward volunteers
- f lack of paid staff time to properly train and supervise volunteers
- g lack of adequate funds for supporting volunteer involvement
- h regulatory, legal, or liability constraints on volunteer involvement (such as reporting, background checks, or liability insurance)
- i absenteeism, unreliability, or poor work habits or work quality, on the part of volunteers

- 1 Major reason
- 2 Minor reason
- 3 Not a reason at all
- 8 Don't know
- 9 Refused

Ask if organization is a congregation [S1=2] and doesn't have social service outreach activities (Q4=2, 8, 9) but has in the past (Q11=1)

- Q20 Why did your congregation stop its social service outreach activities?

Interviewer Instruction: Record one response only.

- 1 Record response
- 8 Don't know
- 9 Refused

Ask if organization or congregation doesn't utilize volunteers but has in the past (Q11=1) OR (Q15=1 AND Q16=1)

- Q21 How many years ago did your [organization last involve volunteers (S1=1)][congregation last involve volunteers in its social service outreach activities (S1=2)]?

12

(INTERVIEWER INSTRUCTION: If respondent doesn't know their best approximation is fine)

RECORD NUMBER OF YEARS

Range 0-97

98 Don't know

99 Refused

Ask if organization or congregation doesn't utilize volunteers but has in the past (Q11=1) OR (Q15=1 AND Q16=1)

- Q22 To what extent would each of the following factors increase the likelihood that your [organization would again involve volunteers in its operations (S1=1)][congregation would again involve volunteers in social service outreach activities (S1=2)] in the next year? Would (Insert) increase the likelihood that your [organization would involve volunteers (S1=1)][congregation would involve volunteers in social service outreach activities (S1=2)] to a great extent, to some extent, or to no extent.

Rotate

- a funding to cover expenses of volunteer involvement
- b training or professional development in how to work more effectively with volunteers
- c greater availability of volunteers with specialized skills, such as legal, financial, management, and computer
- d a one-year, full-time, volunteer with a living stipend, and with responsibility for volunteer recruitment and management
- e fewer regulatory, legal or liability constraints on volunteer involvement
- f more information about people in the community who want to volunteer

- 1 Great extent
- 2 Some extent
- 3 No extent
- 8 Don't know
- 9 Refused

Ask if organization is a congregation [S1=2] and doesn't have social service outreach activities but has in the past (Q15=1 AND Q16=1)

- Q23 Other than those we just mentioned, are there other factors that would increase the likelihood that your congregation would again involve volunteers in its social service outreach activities in the next year?

13

Interviewer Instruction: Please probe once

- 1 Record response
- 8 Don't know
- 9 Refused

Ask if organization is a charity [S1=1] and utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) .

- Q24 We're interested in the kinds of benefits that you believe volunteers bring to your organization. To what extent do volunteers provide (Insert)—to a great extent, a moderate extent, or not at all?

Rotate and ask items e and f last

Interviewer Instructions: If respondent says something like, "we don't do that, so I guess my answer is not at all." Volunteer that we have a not applicable code.

- a cost-savings to your organization
- b more detailed attention to the people you serve
- c increased public support for your programs, or improved community relations
- d increases in the quality of services or programs you provide
- e capability to provide services or levels of services you otherwise could not provide
- f access to specialized skills possessed by volunteers, such as legal, financial, management, or computer expertise

- 1 Great extent
- 2 Moderate extent
- 3 Not at all
- 4 Not applicable (Volunteered)
- 8 Don't know
- 9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers (Q5=1 or Q6=1 and Q8=1)

Q25 Now we have a few questions about the steps that some [organizations (S1=1)] [congregations (S1=2)] take in the management of volunteers. We're interested in knowing the case for your [organization (S1=1)] [congregation's social service outreach activities (S1=2)]. To what degree does your [organization (S1=1)] [congregation's social service outreach activities (S1=2)] have (Insert)--to a large degree, some degree, or not at all? **(INTERVIEWER INSTRUCTION: allow 'doesn't apply'.)**

14

Rotate (f always follows e)

Interviewer Instructions: If respondent says something like, "we don't do that, so I guess my answer is not at all." Volunteer that we have a not applicable code.

a written policies and job descriptions for volunteer involvement

Ask item b if Q1 > 0

b training for paid staff in working with volunteers

c liability coverage or insurance protection for volunteers

d recognition activities, such as award ceremonies, for volunteers

e regular collection of information on volunteer numbers and hours

Ask if have regular collection of information (Q20e=1,2)

f annual measurement of the impacts volunteers have on the [organizations (S1=1)] [social service outreach activities (S1=2)] or those they serve (**read if needed 'measurement of outcomes of changes in the behavior, attitudes, or well-being of service recipients'**)

g training and professional development opportunities for volunteers

h screening procedures to identify suitable volunteers, and to match them with appropriate tasks or jobs

i regular supervision and communication with volunteers

1 Large degree

2 Some degree

3 Not at all

4 Does not apply

8 Don't know

9 Refused

Ask if organization has paid staff and utilizes volunteers and is not a volunteer center (Q3=1 and Q1>0 and (Q10=2,8,9) or congregations that utilizes volunteers and has paid staff (Q5=1 or Q6=1 and Q8=1 and Q1>0)

Q27 Does your [organization (S1=1)] [congregation's social service outreach activities (S1=2)] have a paid staff person whose responsibilities include management of volunteers?

15

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if organization has a paid staff person responsible for volunteers (Q27=1)

Q28 What percentage of her or his time on the job does this person devote to volunteer management? [Interviewer: If organization has more than one such person, prompt to focus on the person who is most closely identified or most senior in volunteer management.]

RECORD PERCENTAGE

Range 0-100

888 Don't know

999 Refused

Ask if organization has a paid staff person responsible for volunteers (Q27=1)

(Interviewer Instruction- if respondent mentions they are the staff person responsible for volunteers – Please ask “Do you have any formal...”)

Q29 Does this person/Do you have any formal training in volunteer administration, such as coursework, workshops, or attendance at conferences that focus on volunteer management?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if organization or congregation doesn't have a paid staff person responsible for volunteers or doesn't have paid staff (Q27=2 or if Q1=0)

Q30 Does your [organization (S1=1)] [congregation's social service outreach activities (S1=2)] have a volunteer who is responsible for the management of the other volunteers?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

16

Ask if organization or congregation has a volunteer responsible for management of other volunteers (Q30=1)

Q31 Does this person have any formal training in volunteer administration, such as coursework, workshops, or attendance at conferences that focus on volunteer management?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers (Q5=1 or Q6=1 and Q8=1)

Q32 Some [organizations (S1=1)] [congregations (S1=2)] encounter limitations in the development of their volunteer programs. Is/Are (Insert) a big problem, a small problem, or not a problem at all **for your [organization (S1=1)] [congregation's social service outreach activities (S1=2)]?**

17

Interviewer Instruction – please do not read text in bold after first item.

Re-read only as needed.

Rotate and ask item g last

Interviewer Instructions: If respondent says something like, “we don’t do that, so I guess my answer is not at all.” Volunteer that we have a not applicable code.

- a recruiting sufficient numbers of volunteers
- b recruiting volunteers with the right skills or expertise
- c recruiting volunteers available during the work day
- d indifference or resistance on the part of paid staff or board members toward volunteers
- e lack of paid staff time to properly train and supervise volunteers
- f lack of adequate funds for supporting volunteer involvement
- g regulatory, legal, or liability constraints on volunteer involvement (such as reporting, background checks, or liability insurance)
- h absenteeism, unreliability, or poor work habits or work quality on the part of volunteers
- i having more volunteers than your [organization (S1=1)] [congregation's social service outreach activities (S1=2)] can accommodate

- 1 Big problem
- 2 Small problem
- 3 Not a problem at all
- 4 Not applicable
- 8 Don't know
- 9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers (Q5=1 or Q6=1 and Q8=1)

INTERVIEWER INSTRUCTION: If respondent who has said having more volunteers than their organization or congregation can accommodate is a big problem (Q32i=1) becomes frustrated with Q33, acknowledge previous response and explain that all questions need to be asked.

18

Q33 If many more volunteers were to become available to your [organization (S1=1)] [congregation (S1=2)], given the present capacity of your [organization (S1=1)] [social service outreach activities (S1=2)] to manage or work with volunteers, about how many volunteers do you think your [organization (S1=1)] [social service outreach activities (S1=2)] could absorb and utilize effectively?

(INTERVIEWER INSTRUCTION: If respondent doesn't know their best approximation is fine. Please confirm none responses – “so your answer is zero”)

Range 0-10,000

777777 “unlimited”

888888 Don't know

999999 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9)

Q34 We'd like to know what kinds of duties volunteers perform in your organization. Are volunteers involved in (Insert)?

Rotate

- a delivery of services, such as tutoring, counseling, ushering, caring for others or other services
- b fundraising or selling items to raise money
- c providing general office services
- d professional assistance, such as legal, financial, management or computer expertise
- e management of other volunteers
- f advocacy, such as involvement in lobbying or other promotion of the organization's policy mission

1 Yes

2 No

8 Don't know

9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9)

Q35 Please give us a brief description of the one **main** role volunteers perform in your organization.

19

Interviewer Instruction: If asked, “main” means organization devotes most resources to activities- By resources we mean either the most money or the most time.

Interviewer Instruction: Do not probe

- 1 Record response
- 8 Don't know
- 9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers (Q5=1 or Q6=1 and Q8=1)

Q36 To what extent would each of the following factors increase the likelihood that your [organization (S1=1)] [congregation (S1=2)] would involve more volunteers in [its operations (S1=1)] [social service outreach activities (S1=2)] next year? Would (Insert) increase the likelihood that your [organization (S1=1)] [congregation (S1=2)] would involve more volunteers to a great extent, to some extent, or to no extent.

Rotate

- a funding to cover expenses of volunteer involvement;
- b training or professional development in how to work more effectively with volunteers;
- c greater availability of volunteers with specialized skills, such as legal, financial, management, and computer expertise;
- d a one-year, full-time, volunteer with a living stipend, and with responsibility for volunteer recruitment and management;
- e fewer regulatory, legal or liability constraints on volunteer involvement
- f more information about people in the community who want to volunteer

- 1 Great extent
- 2 Some extent
- 3 No extent
- 8 Don't know
- 9 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers or congregation serves as volunteers (Q5=1 or Q6=1 and Q8=1 or Q9=1)

Q37 Approximately how many volunteers worked in your [organization (S1=1)] [social service outreach activities (S1=2)] over the past 12 months?

20

(INTERVIEWER INSTRUCTION: If respondent doesn't know their best approximation is fine.)

Interviewer Instruction: So about (Insert number) volunteers have worked in your [organization (S1=1)] [congregation's social service outreach activities (S1=2)] in the LAST YEAR?

RECORD NUMBER

Range 0-10,000

888888 Don't know

999999 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers or congregation serves as volunteers (Q5=1 or Q6=1 and Q8=1 or Q9=1)

Q38 Now we have a question about total volunteer hours worked in a week. Approximately how many total hours do **ALL** of your volunteers work in a typical week? **(INTERVIEWER INSTRUCTION:** If respondent doesn't know their best approximation is fine.)

Interviewer Instruction: So **ALL** your volunteers spend about (Insert number) hours working in an average week?

RECORD NUMBER

Range 0-10,000

888888 Don't know

999999 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers or congregation serves as volunteers (Q5=1 or Q6=1 and Q8=1 or Q9=1)

- Q39 Of the volunteers that worked with your [organization (S1=1)][congregation's social service outreach activities (S1=2)] one year ago, approximately what percentage would you say are still involved as volunteers? (**Interviewer instruction:** If respondent doesn't know their best approximation is fine.)

21

RECORD PERCENTAGE

Range 0-100

888 Don't know

999 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) .

- Q40 Here's a hypothetical question. Suppose you had the option of receiving a donation of money rather than an hour of time donated to your organization by one of your **typical** volunteers. Imagine that you could use that money to hire someone to replace the volunteer time lost. How large would the monetary donation have to be for you to prefer the donation of money over the donation of one hour of time? In other words, on average, what is one hour of volunteer time worth to your organization?
Interviewer instruction: If respondent is having difficulty answering – please remind the respondent we are talking about a typical volunteer

Interviewer instruction: If respondent is still having difficulty answering ask – Can you give me an average across your typical volunteers?

RECORD NUMBER OF DOLLARS

Range 0-1000

8888 Don't know

9999 Refused

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers or congregation serves as volunteers (Q5=1 or Q6=1 and Q8=1 or Q9=1)

- Q41 Does your [organization (S1=1)][congregation's social service outreach activities (S1=2)] use any of the following methods to locate and recruit volunteers? Does your [organization (S1=1)][congregation's social service outreach activities (S1=2)] (Insert) to locate and recruit volunteers?

22

Rotate- always ask item h last

- a. do public speaking before groups (read if needed 'clubs, companies, associations, schools, and the like')
- b. use radio
- c. use the Internet
- d. use television
- e. use newspapers, trade papers, billboards or flyers
- f. register with other organizations to receive referrals
- g. special events (read if needed 'such as volunteer fairs or organization open-houses')
- h. use word of mouth

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if uses word of mouth (q41h=1)

- Q42 To what extent do you use staff to recruit volunteers one on one-to a great extent, some extent, or no extent?

- 1 Great extent
- 2 Some extent
- 3 No extent
- 8 Don't know
- 9 Refused

Ask if uses word of mouth (q41h=1)

Q43 To what extent do you use volunteers to recruit volunteers one on one-to a great extent, some extent, or no extent?

- 1 Great extent
- 2 Some extent
- 3 No extent
- 8 Don't know
- 9 Refused

23

Ask if organization utilizes volunteers (Q3=1) and is not a volunteer center (Q10=2,8,9) or congregations that utilizes volunteers or congregation serves as volunteers (Q5=1 or Q6=1 and Q8=1 or Q9=1)

Q44 We would like to know the approximate ages of your [social service outreach activities (S1=2)] volunteers. We are going to ask about three categories, under age 24, between age 24 and 55, or over 55 years of age. Roughly what percent are under age 24?

Under 24
RECORD PERCENTAGE
Range 0-100
888 Don't know
999 Refused

Q45 What percent are between age 24 and 55?

Between 24 and 55
RECORD PERCENTAGE
Range 0-100
888 Don't know
999 Refused

Q46 And what percent are over 55 years of age?

Over 55
RECORD PERCENTAGE
Range 0-100
888 Don't know
999 Refused

Interviewer Instruction: If percents don't add to 100%- tell respondent and review numbers with respondent.

Ask if organization is a charity [S1=1]:

Q47 We have two last questions. Are religious practices and faith a core part of your organization's mission?

24

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Ask if organization is a charity [S1=1]:

Q48 Is your organization currently collaborating or partnering with a religious organization?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

THANK RESPONDENT: Thank you very much for your time. Have a nice day/evening.