

CPS FIELD REPRESENTATIVE MEMORANDUM NO. 2007-10
CPS CATI INTERVIEWER MEMORANDUM NO. 2007-09
SECTION II-September 2007

SECTION II
INTERVIEWER MANUAL
FOR
THE VOLUNTEER SUPPLEMENT
TO THE
CURRENT POPULATION SURVEY

September 2007

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Part I: Basic CPS

A. General

Part I of this memorandum contains the basic CPS monthly overview and exercises. Part II of this memo contains information concerning the September Volunteer Supplement.

B. Instrument Date

The date on the >START< screen at the upper right hand corner will be September 1, 2007. If the date is **NOT September 1**, you are interviewing on the wrong instrument.

If this occurs, please call your supervisor immediately and STOP INTERVIEWING with that instrument.

C. Holidays

There are no national holidays during the reference week in September. Remind respondents of any local holidays that you know occurred during reference week.

D. September Topics

1. Refusal Avoidance

The fact that participation in the CPS is voluntary does not diminish your responsibility to convert reluctant respondents. Review this subject on pages A2-5 through A2-7 in the Interviewing Manual.

When attempting to convert reluctant respondents, try to identify his/her specific objections to participating in the survey and tailor your answer accordingly. If you have a good understanding of the survey's objectives and importance, you will be well prepared to explain them. Here are examples of the types of questions that a reluctant respondent may ask:

What is the survey all about? The survey is an up to date estimate of the number of persons working, the number who are unemployed, and many other related facts. We also occasionally ask questions about education, health, family income, and housing.

Who uses this information? What good is it? People in government, businesses, educational institutions, and other civic or professional groups need up to date estimates of the labor force and the employment situation in order to plan efficient and adequate programs.

How was I selected for this survey? We selected your address, rather than you personally for this survey. Each month we scientifically select about 15,000 groups of addresses to represent the United States. Each of the address groups contains about four housing units and altogether result in about 48,000 interviewed households each month.

If a respondent prefers not to participate, try explaining the importance and uses of the data, and the brevity and confidentiality of the survey.

Why include me? I'm retired. Some retired persons may feel that their activities are not important to this type of survey and wonder why we include them. The following may help you explain the survey to them: "In order to have an accurate picture of the entire population, it is necessary to include persons in all age groups. We've found that many retired persons are actually part of the labor force, through part-time jobs or through actively looking for work."

2. How to Probe Effectively

Look on page A2-8 of the Interviewing Manual to review the material on how to probe. There are times when a respondent's answer does not meet the question's objective, therefore, you may have to probe to clarify or expand his/her answer. There are several procedures you can follow in order to stimulate the discussion. Some examples are: repeating the question, repeating the respondent's reply, asking neutral questions (Could you tell me a little more because I'm not sure what you mean by that?), or giving brief affirmative comments, such as "Yes, I see."

Probing should be as neutral as possible so you do not distort the respondent's answers. Stimulate the discussion without influencing the answer. By asking neutral questions of all respondents, we have comparability between all interviewers in the survey.

Many times the respondent's reply to a question is "I don't know." This isn't always their intended response, but just a way of saying they're thinking of an answer. It could also mean they don't understand the question, or they're trying to evade the answer. Of course, they also could truly not know the answer. Probing effectively will give you a truer picture of the respondent's thoughts and may help you determine if further probing is needed.

E. Basic CPS Review Exercises

Please mark your answers on this sheet and on the answer sheet. Return only the answer sheet, or transmit your answers, to your RO or your supervisor, as appropriate.

1. Which of these is the most beneficial to being prepared for reluctant respondents?
 - a. A new pair of shoes.
 - b. Memorizing all possible responses to question objections.
 - c. A good understanding of the CPS objectives and importance.
 - d. A good understanding of the Field Listing and Coverage Manual.

2. Which among these groups are examples of CPS data users? Mark all that apply.
 - a. Government officials
 - b. Educational administrators
 - c. Opera singers
 - d. Civic and professional groups

3. Fill in the blank. Probing should be as _____ as possible so as not to _____ the respondent's answers.

4. Probing is sometimes necessary because:
 - a. The respondent is being uncooperative
 - b. The interview is progressing too well.
 - c. The respondent's answer fully meets the question's objective.
 - d. The respondent's answer does not meet the question's objective.

Part II: Answer Sheet for Basic CPS Review Exercises

RO _____

Name _____

FR Code _____

ANSWER SHEET FOR BASIC CPS REVIEW EXERCISES - September 2007

1. Complete exercises 1-4 (CAPI and CATI), beginning on page 4 of this section by marking the correct responses on this answer sheet.
2. Return only your completed answer sheet to your regional office.
3. Retain the questions so that they may be referred to when you receive the corrected answer sheet.
4. Note any remarks you may have on this self-study in the "Comments" section of this answer sheet.

Answers

1. a
 b
 c
 d

3. _____

2. a
 b
 c
 d

4. a
 b
 c
 d

Comments:

Part III: VOLUNTEER SUPPLEMENT

A. General Instructions for the Volunteer Supplement

The September 2007 Volunteer Supplement consists of items PRESUP through S18a (see Items Booklet). All rotations of the full sample are eligible for the supplement.

1. Supplement Respondent and Persons Eligible for the Supplement

This supplement requires self-response, and eligible persons are 15 years old and older. When entering the supplement, if the respondent is less than 15 years old, you must ask to speak to someone listed as eligible on the supplement eligibility screen (NXTPR). Remember that you have up to 2 callbacks to try and obtain self-responses for this supplement. Self-responses are very important in this supplement, as other household members may not be fully aware of the volunteer activities of others. Please use the callbacks unless the person will not be available during the survey week or there is a risk of losing the interview.

2. Privacy Act Information for the September Supplement

The Volunteer Supplement is sponsored by the Bureau of Labor Statistics (BLS), the Corporation for National and Community Service, USA Freedom Corps, and the Census Bureau under the authority of Title 29, United States Code, Sections 1-9 and Title 13, United States Code, Section 182.

Participation in this supplement is voluntary, and there are no penalties for failure to answer any of the questions; however, each unanswered question lessens the accuracy of the final data.

All information provided by individuals participating in the supplement is confidential as required by Federal law. The information may be seen only by sworn Census employees and may be used only for statistical purposes. After the information has been collected, it will be compiled and organized into meaningful statistical summaries for analysis and tabulation.

B. Background and Instructions for the Volunteer Supplement

The pages that follow give some background, instructions, and aids that will prepare you for conducting this supplement. The instructions are divided into five “lessons” with a Job Aid and an Activity Classification Matrix at the end. You may separate the Job Aid and Matrix, if you choose, from the rest of this memo, and refer to it during the interview period. A blank page appears after each lesson for you to write down questions and notes you may have. *As you review this self study, you should refer to the Items Booklet, where all the items and their answer categories are illustrated.*

Lesson 1 Background

Welcome

In September, the Current Population Survey will include a supplement that asks about people's volunteer activities. The supplement was also asked as part of the September CPS in each of the past five years.

Objectives

At the end of this self-study, you will have:

- An understanding of why we are asking questions about volunteering in the September supplement
- Familiarity with the questions we will ask in the supplement
- Familiarity with the changes that were made to the supplement since September 2006
- Practice coding different organizations
- Practice coding different activities
- Answers to Frequently Asked Questions
- Strategies for handling challenging situations

What did we learn from the September 2006 survey?

About 27 percent of people in the United States age 16 and over volunteered at some time between September 2005 and September 2006, lower than in any of the prior four years. People ages 35 to 54 were more likely to volunteer than those of other ages. Those with a college education and persons enrolled in school also had a greater likelihood of volunteering. Women volunteered at a higher rate than men, regardless of their age, race, education level, or other major demographic characteristics. Parents with children under age 18 living in the household volunteered at a higher rate than persons without children that age. Parents often volunteer with education or youth service groups, organizations in which their children may be involved.

Why are we doing this supplement now?

In early 2002, President Bush created the USA Freedom Corps in an effort to foster volunteerism and service in the United States. During his State of the Union address, he called upon every American to commit to at least two years of their lives—the equivalent of 4,000 hours—to the service of others. Through the USA Freedom Corps he wants to help every American to answer the call to service by expanding opportunities to volunteer at home and abroad.

In May of 2002, USA Freedom Corps asked the Bureau of Labor Statistics (BLS) to collect information about volunteer activities in the Current Population Survey. Data from the 2002 supplement were included in the President's State of the Union address in January 2003. The 2007 supplement will provide important information about how the picture of volunteering in the United States may be changing.

From this survey, the Corporation for National and Community Service and USA Freedom Corps want to learn:

- How many people in the United States volunteered in the last year.
- How many hours people spent volunteering.
- How people become volunteers and how they find out about volunteer opportunities.
- For which organizations people volunteered.
- How many people volunteered more than 120 miles from their home or abroad and what share of their volunteer time they spent doing so.
- How often people participated in activities like attending community meetings and working with neighbors to improve things.

The First Phase: Questionnaire Design

In the summer of 2002, survey designers at BLS drafted a questionnaire. The questionnaire was pre-tested by researchers at the National Opinion Research Center at the University of Chicago. The tested questionnaire became the 2002 CPS supplement on volunteering.

The Second Phase: Questionnaire Redesign

Based on information provided in interviewer debriefings, and on the data collected in 2002, the questions about the activities people do as volunteers and about why people didn't volunteer during the past year were redesigned.

These questions were re-drafted by BLS, and tested and modified by researchers at the National Opinion Research Center at the University of Chicago in the spring of 2003.

After the 2003 survey, new questions on volunteer work performed outside of the United States were developed.

In 2005 additional response options were added to some questions.

In 2006, the question on why former volunteers no longer volunteer was dropped. An additional volunteer screening question was added, as was a question to find the main activity volunteers did for their main organization, and two questions on attending community meetings and working with neighbors to fix or improve something.

In 2007, the volunteer screening question added in the prior year was dropped. Questions were added to determine what share of a volunteer's domestic volunteering took place more than 120 miles from home, if any, and in what states it took place. Response categories for the question on duration of volunteering abroad were revised to be the same as those for the question on volunteering more than 120 miles from home.

Lesson 1 Summary Points

- The September 2007 Current Population Survey will include a supplement about volunteer activities.
- The CPS has asked questions about volunteer activities in September of the past five years.
- The September 2006 supplement found that about 27 percent of people in the United States volunteered in the previous year, lower than the volunteer rate that was found in any of the prior four years.
- The Volunteer Supplement was originally conducted at the request of USA Freedom Corps and is now sponsored by the Corporation for National and Community Service.
- The data from the 2007 supplement will help policy makers understand trends in volunteering in the United States.

Questions & Notes

Lesson 2 The Questionnaire

Overview

In this lesson, you'll go through the questionnaire, question-by-question. In addition to the lead-in, volunteers will be asked a minimum of thirteen, and possibly up to nineteen, questions. Non-volunteers are asked a minimum of four questions.

The supplement will be asked of all civilian household members aged 15 years old or older.

Objectives

At the end of this lesson, you will:

- Be familiar with all of the questions that we are asking in the Volunteer Supplement.
- Have some helpful hints to help you answer respondents' questions and handle some challenging situations on a question-by-question basis.
- Be familiar with the changes in the questionnaire since the 2006 supplement. Changes are **shaded** below.

General Tips

Here are some general tips for asking survey questions:

- Read each question exactly as worded.
- Do not read aloud any FR/interviewer notes that appear in ALL CAPS (in this self-study) or in blue font (in the actual computerized instrument).
- Read slowly and clearly, pausing after commas.
- Emphasize words that are underlined.
- Tear out the tables on pages 46 and 47 for use during the interviews.

Lead-in:

This month, we are interested in volunteer activities, that is, activities for which people are not paid, except perhaps expenses.

We only want you to include volunteer activities that you did through or for an organization, even if you only did them once in a while.

Persons Eligible: All household members 15 years old or older.

Please read the lead in to each respondent so they will know our definition of volunteer activities. It will show up on the “next person” screen.

Purpose:

- Let respondents know what we’ll be asking them about.
- Provide a little information about what we mean by volunteer activities.

Helpful hints:

- Slow down when you get to “through or for an organization.” In the past, some respondents thought we were saying “through a foreign organization.”
- Being a good neighbor, helping out a friend or family member does not count as a volunteer activity.
- For this survey, the person must have done the activity for or through an organization. (instead of on his/her own).
- See page 44 FAQ #1 for a more complete definition of volunteer activities.
- See page 44 FAQ #3 for what is meant by “through” and what is meant by “for” an organization.
- If the respondent insists that something they do is volunteering, and you don’t think it is according to our definition, suggest that you don’t think the activity qualifies. If the activities may fit questions S17 or S18, tell him that you will ask about those activities later in the interview. The matrix on page 46 may be useful to have on your desk for this purpose.

<p>S1: <u>Since September 1st of last year</u>, have you done any volunteer activities <u>through or for</u> an organization?</p> <p><1> YES => Go to S3 <2> NO => Go to S2</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To identify people who volunteered in the past 12 months. <p>Helpful hints:</p> <ul style="list-style-type: none"> See page 44 FAQ #1 for a more complete definition of volunteer activities. Remember, read “through or for” slowly See page 44 FAQ #3 for what is meant by “through” and what is meant by “for” an organization.
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<p>>S2<</p> <p>Sometimes people don’t think of activities they do <u>infrequently</u> or <u>activities they do for children’s schools or youth organizations</u> as volunteer activities. <u>Since September 1st of last year</u>, have you done any of these types of volunteer activities?</p> <p><1> Yes [GO TO S3] <2> No [GO TO S17]</p> <p>==> ___</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To identify people who volunteered in the past 12 months but who do not consider themselves volunteers or who forgot their volunteer activities. Previous research on volunteering has shown that some people, particularly parents, don’t think of the things they do for their children as volunteering. Because the reference period is long, 12 months, it is easy for people to forget volunteer activities that may have been done only once or twice.
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<p>S3: How many different organizations have you volunteered through or for in the last year, that is, since September 1, 2006?</p> <p><1> 1 organization <2> 2 organizations <3> 3 organizations <4> 4 organizations <5> 5 organizations <6> 6 organizations <7> 7 or more organizations</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To measure the extent or intensity of people’s volunteer commitments. <p>Helpful hints:</p> <ul style="list-style-type: none"> If the respondent has difficulty remembering the number of organizations, ask them to give their best guess. If the respondent has two children, and volunteers at both of their schools, they volunteer for <u>two</u> different organizations.
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S4: What organization is it? [What organizations are they?]

ENTER NAME OF ORGANIZATION (1 PER SCREEN IF RESPONDENT DOESN'T KNOW NAME OF ORG., ASK "WHAT TYPE OF ORGANIZATION IS IT?") AND RECORD VERBATIM RESPONSE.

A _____
B _____
C _____
D _____
E _____
F _____
G _____

S4(A-G)1: ASK IF NECESSARY, DO NOT READ CATEGORIES ALOUD.

What type of organization is that?

- <1> Religious org.
- <2> Children's educational, sports, or recreational group
- <3> Other educational group
- <4> Social and community service group
- <5> Civic org.
- <6> Cultural or arts org.
- <7> Environmental or animal care org.
- <8> Health research or health education org., including public health
- <9> Hospital, clinic, or health care org.
- <10> Immigrant/refugee assistance
- <11> International organization
- <12> Labor union, business, or professional organization
- <13> Political party or advocacy group
- <14> Public safety org.
- <15> Sports or hobby group
- <16> Youth services org.
- <17> Some other type of org./Specify

=> Go to S5

Purpose:

- To identify types of organizations that promote volunteering.

Helpful hints:

- Interviewer instruction: Enter only one organization name per screen. If you are unfamiliar with the name of the organization, or the respondent doesn't know the name of the organization, ask, "What type of organization is that?", and enter their verbatim response.
- Tear out the organizations job aid on page 46 and use it during the interviews to help you classify organizations.
- If you aren't sure how to classify an organization, ask the respondent, "What type of organization is that?"
- You can only mark one response category for each organization the respondent names.
- Note that you do not need to read the answer categories to the respondent.
- Note also that answer categories 5-16 are arranged in alphabetical order to help you match the respondent's answer quickly. Precodes 1-4 are arranged in the order in which they are most frequently reported.

<p>PRE_S4B Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p> <p>PRE_S4C Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p> <p>PRE_S4D Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p> <p>PRE_S4E Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p> <p>PRE_S4F Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p> <p>PRE_S4G Any other organizations? ASK ONLY IF NECESSARY</p> <p><1> Yes <2> No</p>	<p>Purpose:</p> <ul style="list-style-type: none"> • Only ask these questions aloud if the respondent needs this probe. These are new for 2007, and will send you to the next appropriate screen depending on your entry. <p>How to Answer:</p> <ul style="list-style-type: none"> • Enter <1> Yes to collect the next organization name in S4(B-G). • Enter <2> No when the respondent has no more organizations to report. • <D> or <R> are not allowed. Enter <2> No if the response to this question is <D> or <R>.

S5: During how many different weeks in the last year did you do volunteer activities for [insert name of organization in S4 (A-G)].

ENTER NUMBER OF WEEKS [1-52]
ENTER 52 IF EVERY WEEK

<0> Less than one week => Go to S7
=> __ [1-52] => Go to S6

A _____
B _____
C _____
D _____
E _____
F _____
G _____

Purpose:

- To measure the frequency or intensity of people’s volunteer commitments.
- We want to find out how many hours per year people volunteer but this may be really difficult for some respondents to calculate. So, to help respondents figure this out, we broke this into two questions. The first one, S5, asks for the number of weeks per year that the respondent volunteers. A follow-up question, S6, asks for the number of hours per week.
- We want to get the amount of time spent volunteering for each organization for which the respondent volunteers.

Helpful hints:

- Some respondents may find this question difficult. Give respondents time to think through their answers.
- We are asking respondents to tell us during how many weeks they volunteered, regardless of how much time they may have volunteered in any one week. So, if a respondent volunteered for one hour a week for 6 weeks, the right answer here is “6.”
- If the respondent says “less than one week” or “only a few days,” enter <0>.
- If respondents are uncertain or are having a particularly hard time figuring out how many weeks they spent volunteering for an organization, enter <D> for “don’t know.”
- If respondents want to report the number of months they volunteered, enter <D> for “don’t know.”

S6: In those [Fill: number entered in S5] weeks that you volunteered for [insert name of organization], how many hours per week did you do volunteer activities?

<0> Varies => Go to S7

A _____
B _____
C _____
D _____
E _____
F _____
G _____

=> Go to S8

Purpose:

- To measure the frequency or intensity of people’s volunteer commitments.
- We want to get hours per week for each organization for which the respondent does volunteer activities.

Helpful hints:

- Some respondents may have trouble with this question. Give them time to think through their answers.
- You may want to repeat that we are asking for an **hours per week** figure. Some respondents may try to multiply the number of hours they volunteer per week by the number of weeks they reported in S5. We don’t want them to do that.
- If respondents are having difficulty, you can ask them, “What’s your best estimate?” or “How many hours per week did you **USUALLY** do volunteer activities for this organization?”

S7: How many hours did you do volunteer activities for [insert name of organization for which number of weeks was not reported in S5] in the last year?

- ENTER NUMBER OF HOURS

A _____
B _____
C _____
D _____
E _____
F _____
G _____

=> Go to S8

Person Eligible: Those for whom you enter <0> or <D> in S5, or <0> in S6.

Purpose:

- We ask this question of respondents who could not tell us how many weeks they volunteered for an organization. Some people may only volunteer a few days out of the year or may think of their volunteer commitments in terms of months per year.
- In testing, we found that people who couldn’t estimate the number of weeks they volunteered, could estimate the total number of hours that they volunteered for an organization in the last year.
- We don’t ask the hours per year question of everyone because people with regular volunteer commitments found it easier to answer in terms of weeks per year.

S8: Now I'm going to ask you about activities you might have done for [name of org. for which person volunteered the most time] in the last year. For each activity that I mention, please tell me – yes or no – whether you did that activity for that organization in the last year. Since September 1, 2006, did you –

(READ AND MARK ALL THAT APPLY. ENTER <N> FOR NO MORE. ENTER <H> FOR HELP.)

<1> Coach, referee, or supervise sports teams

<2> Tutor or teach

<3> Mentor youth

<4> Be an usher, greeter, or minister

<5> Collect, prepare, distribute, or serve food

<6> Collect, make or distribute clothing, crafts, or goods other than food

<7> Fundraise or sell items to raise money

<8> Provide counseling, medical care, fire/EMS, or protective services

<9> Provide general office services

<10> Provide professional or management assistance including serving on a board or committee

<11> Engage in music, performance, or other artistic activities

<12> Engage in general labor; supply transportation for people

<13> Other (specify) [GO TO S8s]

=> Go to S8a

Purpose:

- To identify the kinds of things that people do as volunteers.
- We ask this question for only one of the organizations for which the person volunteers.
- Your laptop/computer automatically selects the organization for which the respondent reported the highest amount of time spent volunteering in the last year. The CAPI/CATI instrument will calculate this for you.
- If two or more organizations tie for “the most time spent volunteering,” the one first reported is asked about.

Helpful hints for S8:

- Lesson 4 in this self-study provides more detailed information about the kind of activities included in each response category.
- Pause after reading each response option and allow the respondent to answer “yes” or “no” before reading the next item on the list. This list is too long for you to read the entire list and then get the respondent's answer.
- Periodically, repeat the name of the organization that you are referring to in this question. We recommend repeating the name of the organization and the reference period after items <3> and <6>. You can say, “Since September 1st of last year, did you [read next item on list] for [name of organization].”
- Pressing the F1 function key brings up a “pop-up” screen (H_ACTIVITY) with examples of what responses to include for each category. Use this to assist you with this question. See pages 25 and 26 for an illustration of this Help screen.

<p>S8a: Which of the activities that you performed did you spend the most time doing for (fill main org) last year?</p> <p>(The activities previously given will fill.)</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To find out which activity individuals who engage in multiple activities for their main organizations spend the most time on. <p>Helpful hints:</p> <ul style="list-style-type: none"> The activities reported by the respondent will be displayed. Enter the activity number of the one he says he spends the most time on. Enter <14> if the person responds that he spends the same amount of time on each activity.
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<p>S9: Now I'd like to ask you about how you <u>first</u> became a volunteer for [same fill as in S8].</p> <p>Did you approach the organization yourself, were you asked by someone, or did you become involved in some other way?</p> <p>DO NOT READ TO RESPONDENT</p> <p><1> Approached the organization =>Go to S15 <2> Was asked => Go to S10 <3> Some other way => Go to S11</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To find out how it is that people become volunteers To find out how people learn about volunteer opportunities <p>Helpful hints:</p> <ul style="list-style-type: none"> Read this item slowly, and pause after "yourself" and after "asked by someone." Respondents may not understand what you mean by "approach the organization." If necessary, you can say, "By approaching an organization, I mean that you contacted that organization yourself." Follow exactly what the respondent says even if you think one of the other response options makes more sense. <p>For example, respondents may choose "some other way," as their response option and then follow that up with, "my neighbor got me involved." Even though that sounds like maybe the neighbor <u>asked</u> the respondent to volunteer, mark "some other way" and go to the follow-up screen.</p>
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<p>S10: Who asked you to become a volunteer for</p>	<p>Purpose:</p>
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<p>this organization?</p> <p><1> Friend <2> Relative <3> Co-worker <4> Someone in the organization/school <5> Boss or employer <6> Someone else/Specify</p> <p>= Go to S15 unless <6>, then go to S11</p>	<ul style="list-style-type: none"> To follow up on responses to S9 To find out who asks other people to volunteer <p>Helpful hints:</p> <ul style="list-style-type: none"> If the respondent reports “neighbor, boy/girlfriend, or partner” enter <1>. Option <4> is for people other than friends, relatives, co-workers, bosses or employers. Enter <1> Friend, even if the respondent says their friend, who is <u>in the organization</u>. Enter <2> Relative, even if they say their relative is in the organization. The same goes for co-worker, boss, or employer. Enter <5> if the respondent says their work encourages people to volunteer, or their boss/employer asked them to volunteer. You should choose this option whether the boss/employer is in the organization or not.
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<p>S11: READ IF NECESSARY:</p> <p>Please describe how you became involved with this organization.</p> <p><1> Court-ordered community service <2> Family member’s involvement in the organization/school <3> Friend’s, co-worker’s, or roommate’s involvement in the organization <4> Own involvement in organization/school <5> Public housing requirement <6> Referred by volunteer organization <7> Responded to public appeal in newspaper/radio/TV/flyer/Internet <8> School requirement <9> Other/ Specify</p> <p>=> Go to S15</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To follow-up on responses to S9 and S10 <p>Helpful hints:</p> <ul style="list-style-type: none"> Most respondents will probably give you the information you need to record a response when you ask them S9. If they don’t, ask, “How did you become involved with that organization?” Note that, in this item, you may read the answer categories if necessary. Note also that answer categories 1-8 are listed in alphabetical order.
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<p>S15: Did any of the volunteer work you’ve done since September 1st of last year take place in a foreign country, that is, outside the United</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To identify people who volunteered in foreign countries.
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<p>States or any of its territories?</p> <p><1> Yes => Go to S15.5 <2> No => Go to S16.3</p>	<p>Helpful hints:</p> <p>US territories include Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, the Northern Mariana Islands, Midway Islands, Wake Island, Johnston Atoll, Kingman Reef, Navassa Island, Palmyra Atoll, and Baker, Howland, and Jarvis Islands.</p>
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<p>S15.5: Considering all of the volunteer work you have done since September 1st of last year, about how much of it was done abroad? Would you say:</p> <p><1> All or almost all <2> More than half <3> About half <4> Less than half <5> Very little</p> <p style="text-align: center;">Go to S16.3</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To measure the duration of volunteer work done abroad. <p>Helpful hints:</p> <ul style="list-style-type: none"> We want to measure the actual time abroad. Any time spent in the US preparing for the work abroad would not be included here. <p style="margin-left: 40px;">All or almost all: 90% or more of the time More than half: Between 55 and 90% About half: About 45 to 55% Less than half: Between 10 and 45% Very little: Less than 10% of the time</p>
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<p>S16.3: [Fill if S15 = 1: <u>Other than your</u> volunteering abroad,] Did any of the volunteer work you have done since September 1st of last year take place more than 120 miles from your home?</p> <p><1> Yes [Go to S16.4] <2> No [Go to S17]</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To identify people who volunteered at a long distance from their homes. <p>Helpful hints:</p> <ul style="list-style-type: none"> If the respondent is unsure of the mileage, ask if the trip would take about two or more hours by car. We are more interested in determining if the respondent volunteered a long distance from home than the exact mileage. Educated guesses are okay.
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<p>S16.4: Considering all of the volunteer work you have done [Fill if S15 = 1: <u>in the United States</u>] since September 1st of last year, about how much of it was done more than 120 miles from your home? Would you say:</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To measure the duration of volunteer work done more than 120 miles from home. <p>Helpful hints:</p>
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<1> All or almost all <2> More than half <3> About half <4> Less than half <5> Very little Go to S16.5	All or almost all: 90% or more of the time More than half: Between 55 and 90% About half: About 45 to 55% Less than half: Between 10 and 45% Very little: Less than 10% of the time
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<p>S16.5: In what state or states did it take place?</p> <p>1) _____</p> <p>2) _____</p> <p>3) _____</p> <p>4) _____</p> <p>5) _____</p> <p>Go to S17</p>	<p>Purpose:</p> <ul style="list-style-type: none"> To determine the location of volunteer work done more than 120 miles from home. <p>How to Answer</p> <ul style="list-style-type: none"> If volunteering occurred in more than one state, you can enter up to five different states, in screens S16_5 through S16_5d. After you've entered a state, and the response for "Any other states?" is "No," enter <0> for "No more." After you've entered a state, and the response for "Any other states?" is "don't know" or "refused", just enter <0> for No more. <p>Helpful hints:</p> <ul style="list-style-type: none"> If a respondent traveled 120 miles and was still in the state in which he lives, we want to know this. Please record the state. If a respondent drove through other states on the way to where she volunteered, we are not interested in those states. We only want states in which volunteer work was actually performed.
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<p>S17: Now I'd like to ask about some of your involvement in your community. Since September 1st, 2006, have you attended any public meetings in which there was discussion of community affairs?</p> <p><1> Yes GO TO S17a <2> No GO TO S18_</p>	<p>Eligible Persons: All respondents; volunteers and non-volunteers.</p> <p>Purpose:</p> <ul style="list-style-type: none"> To find out if people attend community meetings. <p>Helpful hints:</p> <ul style="list-style-type: none"> This question is not about volunteering. It is independent of volunteer status and the definition of volunteering. A community may be either geographic or
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	<p>interest based. It may be a neighborhood, religious group, ethnic group, or interest group.</p> <ul style="list-style-type: none"> • A public meeting a) is organized by a group and announced to the public b) is moderated and c) allows attendees to speak. • A meeting that only members of the organization may attend is not public (and would not count here), but that same organization could hold a meeting that is open to the public (and it would count here.) • Community affairs are topics of interest to that type of group. They may include policies, regulations, laws, or events that impact that community. • Tear out the matrix on page 46 for examples to refer to during the interviews.
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<p>S17a: About how many times did you do this?</p>	<p>Purpose: To find out how many community meetings people attend.</p> <p>Helpful hints:</p> <ul style="list-style-type: none"> • This question is not about volunteering. It is independent of volunteer status and the definition of volunteering.
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<p>S18: Since September 1st, 2006, have you worked with other people from your neighborhood to fix a problem or improve a condition in your community or elsewhere?</p> <p><1> Yes Go to S18a <2> No Go to End</p>	<p>Purpose: To identify people who worked with neighbors to fix a problem or improve a condition in their community or elsewhere.</p> <p>Helpful hints:</p> <ul style="list-style-type: none"> • This question is not about volunteering. It is independent of volunteer status and the definition of volunteering. • We are looking for people who have collaborated with others in their neighborhood to fix or improve something or work towards some outcome. • The activities may benefit people who live in the neighborhood or outside of it. • Tear out the matrix on page 46 for examples to refer to during the interviews.
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<p>S18a: About how many times did you do this?</p>	<p>Purpose: To find out how often people fix or improve something with neighbors.</p> <p>Helpful hints:</p> <ul style="list-style-type: none"> • This question is not about volunteering. It is independent of volunteer status and the definition of volunteering. • We are looking for a count of events. Most events will take one day but some may be spread over several days. For example, if a group cleans up the park and it takes two days, it would count as one event. If they clean up the park every month for a year, each clean up is its own event and the person would have cleaned the park 12 times that year.
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<p>>H_ACTIVITY<</p> <p><1> Coach, referee, or supervise sports teams</p> <p><2> Tutor or teach (includes reading to</p>	<p>Purpose:</p> <ul style="list-style-type: none"> • This is the interviewer help screen available in S8. It elaborates and clarifies the types of activities.
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<p>children or adults, assisting teachers, helping with homework or school projects)</p> <p><3> Mentor youth (includes being a Boy Scout/Girl Scout Leader, Big Brother/Big Sister, or engaging in other mentoring activities)</p> <p><4> Be an usher, greeter, or minister (includes showing people to their seats, giving directions, handing out programs and other materials)</p> <p><5> Collect, prepare, distribute, or serve food (includes serving meals in shelters, packaging meals for distribution)</p> <p><6> Collect, make or distribute clothing, crafts, or goods other than food (includes gathering clothes for a clothing drive, producing hand made items such as quilts, collecting furniture)</p> <p><7> Fundraise or sell items to raise money (includes manning concession booths, working in thrift stores, or at events for which the purpose is to raise money)</p> <p><8> Provide counseling, medical care, fire/EMS, or protective services</p> <p><9> Provide general office services (includes clerical, administrative activities, running errands, manning information booths)</p> <p><10> Provide professional or management assistance including serving on a board or committee, (DOES NOT INCLUDE medical or emergency care but INCLUDES providing legal, computer, or accounting services)</p>	<p>Helpful hints:</p> <ul style="list-style-type: none"> • H_ACTIVITY is a “pop-up” help screen that will appear by pressing the F1 function key on your laptop or computer.
<p><11> Engage in music, performance, or other artistic activities (includes choir, musical, dance, theatrical performances, fine arts)</p> <p><12> Engage in general labor; supply transportation for people (includes building, repairing, or cleaning indoors or outdoors, driving school teams to games or</p>	

<p>practices, driving people to a political rally)</p> <p><13> Other (includes campaigning, registering people to vote, political activities, and any other activities which do not belong in one of the above categories)</p> <p><P> PROCEED WITH INTERVIEW</p>	
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Lesson 2 Summary Points

- The Volunteer Supplement is asked of all civilian household members who are 15 years old or older.
- People who volunteer are asked a minimum of 12 questions, and average around 18 questions.
- The follow-up to the initial volunteer question that was added last year was dropped. Questions were added to assess how many people volunteer more than 120 miles from home, how much they do this, and in what states it takes place.
- These questions measure WHAT KIND OF ORGANIZATION the person volunteers for, HOW MUCH TIME the person spends volunteering, HOW the person became involved in volunteering, WHAT kinds of activities the person does as a volunteer, WHICH activity they spend the most time doing, and IF any volunteering was done abroad or more than 120 miles from home.
- Additional questions ask if the person has attended meetings or worked with neighbors to fix or improve something. These questions are outside of the volunteer concept. There is no requirement that the activities be for or through an organization. Use the sheet on page 47 as a guide to determine where an activity fits.

Questions & Notes

Lesson 3 Organizations

Background

In this lesson, you'll learn how to classify organizations into types. As you'll recall from Lesson 1, we want to find out what types of organizations promote volunteering. The list of types of organizations appears as the response options in S4(A-G)1.

Remember, in S4(A-G)1 you can only enter one response category for each organization named by the respondent in S4.

Objectives

At the end of this self-study, you will:

- Know what kinds of organizations fit into each response category.
- Be familiar with your organizations job aid (found on page 46).
- Know what to do when the respondent doesn't know the name of the organization for which he or she volunteers.
- Know what to do when you are unfamiliar with the organization that the respondent names.

Why are we recording the name and the type of organization?

The information we are really interested in is the TYPE of organization. We aren't really interested in knowing the specific name of the organization. Unfortunately, people don't really understand what we're asking them for when we ask, "What types of organizations did you volunteer for or through in the last year?" In fact, when testing a question very similar to this one, most respondents asked us what we meant by type of organization.

Thus, the best way for respondents to provide information that will help you identify what type of organization they volunteer for is to simply tell you the name of the organization.

The best way to consistently classify those organizations into types is to have you, the interviewer, classify the responses, since you will know where we want different organizations grouped.

It is extremely important that you learn the classification system used to group organizations into types. We're depending on you to consistently classify things correctly.

Because the name of the organization, not the type, is meaningful to respondents, we're asking you to record the name of the organization in addition to marking the appropriate response category. The name of the organization will serve as a "fill" in later questions to help make the questions more meaningful to our respondents.

What should we do if someone doesn't know the name of the organization?

It's pretty unlikely that respondents won't know the names of organizations for which they volunteer, but it's possible. It's also possible that respondents won't know the names of organizations for which other household members volunteer. If someone can't think of the name of an organization, ask, "What type of organization is it?" Type in their verbatim response for the name, as if it were the name of the organization.

What should we do if we aren't familiar with the name of an organization?

If the respondent names an organization that you're not familiar with or haven't heard of, ask, "What type of organization is that?" Then classify what type in S4A1. The table on page 46 may help to choose the right type of organization.

What should we do if we don't know how to classify an organization?

If you don't know how to classify an organization, ask the respondent, "What type of organization is that?" If the respondent doesn't know or their answer doesn't seem to fit any of the response categories, type in "unknown" in S4A, then choose <17> "Some other type of organization" in S4A1. Then, type in "Unknown type" in the specify screen.

Types of Organizations

This section of this lesson will give you more information about the kinds of organizations that get classified under each category in S4(A-G)1.

Religious organizations include:

Congregations: Churches, synagogues, temples, mosques, shrines, monasteries, seminaries, and similar organizations that promote religious beliefs and administer religious services and rituals.

Associations of congregations: This includes associations and auxiliaries of religious congregations and organizations that support and promote religious beliefs, services, and rituals. The Knights of Columbus and Salvation Army are examples.

Children’s educational, sports and recreational groups include:

Elementary, primary and secondary education: Preschools, kindergartens, elementary schools, and high schools. This category does NOT include daycare. Associations related to children’s schooling, like the PTA/PTO, are included.

Other educational groups include:

Higher education: Colleges, universities, graduate schools, law schools, medical schools, and other institutions that provide academic degrees.

Other educational organizations: This includes libraries and associations of colleges and universities such as alumni organizations, fraternities, and sororities. This group also includes vocational or trade schools that are geared toward helping people gain employment such as technical training schools, paralegal training, secretarial training, or beauty schools.

Job training programs: Organizations that provide or support apprenticeship programs, internships, on-the-job training, and other training programs.

Social and community service groups include:

Youth services: This includes delinquency prevention services, teen pregnancy prevention, jobs for youths, YMCA and YWCA, and B’nai Brith.

Family services: This includes family violence shelters and services.

Services for the elderly: This includes homemaker services, transportation, adult daycare, recreation, and meal services geared toward the elderly. This does NOT include residential nursing homes.

Emergency relief: Organizations that work to prevent or alleviate the effects of disasters, organizations that educate or help prepare people to cope with the effects of disasters or provide relief to disaster victims.

Temporary shelters: Organizations that provide temporary shelters to the homeless including travelers aid and temporary housing.

Material assistance: Organizations that provide food, clothing, transportation, and other forms of assistance. This group includes food banks and clothing distribution centers.

Social services and social development: Organizations that work towards solving or alleviating social problems and that work toward improving general public well being. This category includes programs aimed at rehabilitating offenders such as halfway houses, probation and parole programs, and prison alternatives. This category includes victim support services.

Housing development: Organizations that build, maintain or rehabilitate buildings, housing, and other structures.

Civic organizations include:

Community and neighborhood associations: Organizations that work toward improving the quality of life within communities and neighborhoods. This group includes homeowner associations.

Housing assistance: Organizations that help with housing searches, legal services, and related assistance.

Civic associations: Organizations that promote programs to encourage civic mindedness. This group includes the Rotary Club and Lion's Club.

Cultural or arts organizations include:

Media and communications: Organizations that produce and disseminate information. This group includes radio and TV stations, book publishers, newspapers and newsletters, and film production.

Visual arts, architecture, ceramic art: Organizations that produce, disseminate and display visual art and architecture; this includes sculpture, photographic societies, painting, drawing, design centers, and architectural associations.

Performing arts: Performing arts centers, companies and associations; this includes theater, dance, ballet, opera, orchestras, choral groups, and music ensembles.

Historical, literary and humanistic societies: Organizations that promote appreciation of the

humanities, preservation of historical and cultural artifacts, commemoration of historical events, including historical societies, poetry and literary societies, language associations, reading promotion programs, war memorials, commemorative funds, and associations.

Museums: General and specialized museums covering art, history, science, technology, and culture.

Zoos and aquariums.

Environmental or animal care organizations include:

Pollution control: Organizations that promote clean air, clean water, reducing noise pollution, radiation control, treatment of hazard wastes and toxic substances, solid waste management and recycling programs.

Environmental conservation and protection: Organizations that work to conserve and protect natural resources including land, water, energy, and plant resources.

Environmental beautification and open spaces: Organizations that promote anti-litter campaigns, programs to preserve the parks, green spaces, open spaces in rural and urban areas, and highway and city beautification programs. This group also includes botanical gardens, arboreta, horticultural programs, and landscape services.

Animal protection and welfare: This group includes animal shelters and humane societies, such as the ASPCA and PETA.

Wildlife preservation and protection: This group includes wildlife sanctuaries and refuges, and organizations that work to protect animals from extinction.

Veterinary services: Animal hospitals and organizations that provide care to farm and household animals and pets.

Health research or education organizations (including public health) include:

Physical and mental health research: Organizations that do research on specific diseases, disorders, or medical disciplines. This group includes health research or fundraising organizations like the American Cancer Society and the American Autism Society.

Public health and wellness education: Organizations that promote public health and health education. This group includes sanitation screening for potential health risks, first aid training, and family planning services.

Hospitals, clinics and healthcare organizations include:

Hospitals: Institutions that offer primarily inpatient medical care and treatment.

Nursing homes: This group includes inpatient convalescent care, residential nursing facilities, and homes for the frail elderly and severely handicapped. This group includes hospice care facilities.

Mental health organizations: This group includes psychiatric hospitals that provide inpatient treatment for mentally ill patients, community mental health centers, and halfway houses. This group also includes self-help groups like Alcoholics Anonymous and other 12-step programs.

Other health services: This group includes organizations that primarily provide outpatient services such as health clinics, physical therapy centers, and vaccination centers. This group includes organizations that provide services to handicapped individuals such as transportation, recreation, and group homes for the handicapped.

Immigrant/refugee assistance organizations include:

Organizations that primarily help provide services to immigrants and refugees such as citizenship training, employment assistance, English as a Second Language courses, legal assistance, housing and health care. Examples of organizations that fall under this category include Lutheran Refugee Services; International Rescue Committee; Immigration and Refugee Services of America.

International organizations include:

Exchange, friendship and cultural programs: Groups that work to promote mutual respect and friendship internationally. This group includes student exchange programs.

Development assistance associations: Groups that sponsor programs and projects that promote social and economic development abroad.

International disaster relief organizations: Groups that collect, channel, and provide aid to other countries during times of disaster or emergency. This group includes Doctors without Borders.

International human rights and peace organizations: Organizations that promote and monitor human rights and peace internationally. This group includes Amnesty International.

Labor unions, business or professional organizations include:

Labor unions: Organizations that promote, protect, and regulate the rights and interests of employees.

Business associations: Organizations that work to promote, regulate, and safeguard interests of special branches of business such as manufacturers' associations, farmers' associations, and

bankers' associations.

Professional organizations: Organizations that promote, regulate, and protect the interests of specific professions like bar associations and medical associations.

Political parties or Advocacy Groups include:

Political organizations: Organizations that provide services to support placing candidates into political office at the local, state and national level. This includes getting information out about the candidates, public relations activities and political fundraising.

Advocacy organizations: Organizations that protect the rights and promote the interests of specific groups of people, such as the physically handicapped, the elderly, children, or women.

Civil rights organizations: Organizations that work to protect or preserve individual civil liberties and human rights.

Ethnic associations: Organizations that promote the interests of, or provide services to, individuals of a specific ethnic heritage.

Consumer protection associations: Organizations that protect consumer rights, or that seek to improve product control and quality.

Public safety organizations include:

Crime prevention and safety: This includes organizations that promote safety and precautionary measures among citizens. This group includes police auxiliary associations, volunteer fire departments, and neighborhood crime watch groups.

Sports and hobby groups include:

Sports: Organizations that provide amateur sports for people 16-years old or older, training, physical fitness, sport competition, and events. This group includes fitness and wellness centers.

Social clubs: This group includes organizations that provide recreational facilities and services to individuals and communities that include playground associations, men's and women's clubs, touring clubs, and leisure clubs.

Youth services organizations include:

Organizations that provide volunteer opportunities for young people. Organizations that provide volunteer services to young adults, at-risk-children or youths are included in this category. Organizations that teach life skills such as parenting skills, entrepreneurship, and money management to young people are included in this category. Groups like Big Brothers/ Big

Sisters and scouting troops are classified here.

Child welfare, child services, and daycare: This includes services to children like adoption or foster care organizations, and child development and daycare centers.

Organization Job Aid

See page 46 for a job aid that lists the different types of organizations and gives some examples of the organizations that you should group in each category. Remember, this is just an aid. It doesn't list every possible organization that respondents could report. You should know the classification system based on the information provided in this chapter. If the respondent names an organization that is not listed on your job aid, determine what organization it is most similar to, and then classify it accordingly. If you don't know, use the guidelines at the beginning of this chapter.

Lesson 3 Summary Points

- We are recording the verbatim name of the organization and classifying organizations by type. We're recording the name because it is much more meaningful to the respondent.
- It is critical that you learn the classification system used to group organizations by type. We are relying on you for consistent and accurate coding.
- Use your organizations job aid (on page 46) to help you figure out how to code organizations named by respondents.
- If you're unfamiliar with an organization or aren't sure how to classify it, ask the respondent, "What type of organization is that?"
- If the respondent doesn't know the name of an organization and doesn't know what type of organization it is, type in "unknown" in S4A, then choose <17> "Some other type of org." in S4A1. Then type "unknown type" into the specify screen.

Questions & Notes

Lesson 4 Activities

Background

In S8, we ask respondents what activities they took part in while volunteering. You will ask this information for only one organization. Your laptop/computer will fill in the name of the organization for which the respondent reported the highest number of weeks (or hours) in the last year.

Respondents may have questions about whether certain kinds of activities should be included in our response options. In this lesson, you'll learn how to classify activities when respondents ask, "What about...?"

At the end of this self-study, you will know what kinds of activities fit into each response category under item S8.

Helpful Hints

Activities are classified on the basis of what is being done, regardless of who benefits from the activity or where the activity is performed. For example, if a respondent reports counseling children in a church bereavement group, what is being done is counseling. This is not a youth activity (for children) or a religious activity (in the church). All counseling is classified in one category.

Don't be thrown by additional information that respondents may provide. Always ask yourself, "What is the main activity this respondent is ***doing***."

Types of Activities

This section of this chapter will give you more information about the kinds of activities that get classified under each category in S8.

ACTIVITY	INCLUDES:
<1> Coach, referee, or supervise sports teams	<ul style="list-style-type: none"> • Coaching, refereeing, umpiring, keeping score, and training
<2> Tutor or teach	<ul style="list-style-type: none"> • Reading to children or adults • Assisting teachers • Helping with homework or school projects • Teaching bible study or Sunday school
<3> Mentor youth	<ul style="list-style-type: none"> • Being a Boy Scout/Girl Scout Leader • Being a Big Brother/Big Sister • Providing social support to young people through a consistent and sustained relationship to help them improve in a variety of areas such as peer and family relationships, self-esteem, or motivation and attitude.
<4> Be an usher, greeter, or minister	<ul style="list-style-type: none"> • Going door-to-door preaching • Assisting at mass • Being a lector, acolyte, or chalice bearer • Showing people to their seats, ushering, giving directions, handing out programs and other materials
<5> Collect, prepare, distribute, or serve food	<ul style="list-style-type: none"> • Preparing food for sale at a fundraiser • Serving food at a food kitchen. Preparing or serving food for picnic for church or other group • Collecting or distributing food for a food bank • Stacking or inventorying food at a shelter <p style="margin-top: 10px;">Does not include donating respondent's own food to a charitable organization.</p>

ACTIVITY	INCLUDES:
<6> Collect, make, or distribute clothing, crafts, or goods other than food homeless	<ul style="list-style-type: none"> • Collecting clothing from neighbors to donate to a charitable organization • Making quilts to sell at a flea market or church bazaar • Distributing blankets or clothing to the homeless <p>Does not include donating respondent's own clothes or other property to a charitable organization.</p>
<7> Fundraise or sell items to raise money	<ul style="list-style-type: none"> • Manning concession booths • Working in thrift stores or gift shops • Getting people to sponsor you for a fundraiser • Collecting money • Taking tickets • Working at a car wash or bake sale <p>Does not include paid work.</p>
<8> Provide counseling, medical care, fire/EMS or protective services	<ul style="list-style-type: none"> • Pastoral, marital, family or youth counseling, guidance counseling, or doing pet therapy • Working on a hot line • Providing free medical or dental care • Being a volunteer firefighter or EMT • Participating in search and rescue efforts • Working in an evacuation shelter • Doing neighborhood crime watch • Providing security or working as a crossing guard <p>Does not include donating blood or selling health products.</p>

ACTIVITY

INCLUDES:

<9> Provide general office services

- Clerical duties such as answering phones, filing, and stuffing envelopes
- Running errands
- Manning information booths
- Shelving books
- Shopping, gift wrapping

Does not include “good neighbor” deeds or other activities NOT done for or through an organization, professional services, or paid work.

<10> Provide professional or management assistance, including serving on a board or committee

- Providing legal, technical, or financial services for free
- Giving haircuts, manicures, or massages for free
- Translating, signing for the deaf, or interpreting
- Marching in parades, being a flag bearer, participating in the Honor Guard
- Decorating, designing, sewing, mending, crocheting
- Hosting a radio show
- Any unpaid committee work such as serving on a homeowner’s association, being president of a social club, or being in charge of recruitment for a professional organization
- Attending meetings as a board or committee member

Does not include working on projects or events.
Does not include carpentry work, general office work, physical labor, or any work done for pay.
Does not include medical or emergency care.

ACTIVITY

INCLUDES:

<11> Engage in music, performance, or other artistic activities

- Acting, dancing, directing, staging, working the lights or the sound board at a performance
- Painting, drawing, sculpting things to donate
- Singing in a choir, being a cantor, or working with the choir

<12> Engage in general labor; supply transportation for people

- Building, repairing, cleaning indoors or outdoors
- Picking up trash, adopt-a-highway programs
- Doing carpentry, house painting, laundry
- Driving school teams to games or practices.
- Driving people to political rallies, church, medical appointments, or on other errands
- Driving the blood mobile
- Driving around handing out food or blankets to the homeless

Does not include paid work.

Does not include “good neighbor” deeds or other activities NOT done for or through an organization.

<13> Other

- Political campaigning and activities
- Registering people to vote
- Any other activities which do not belong in one of the above categories

Lesson 4 Summary Points

- Record the kinds of activities that respondents do for the organization for which they volunteer the most time (in weeks or hours).
- Respondents may sometimes ask you whether a particular response category includes specific activities.
- We are only interested in what people do as volunteers. What kind of organization they volunteer through is collected elsewhere in the questionnaire.
- This lesson should help you know what kinds of activities to include in each category.

Questions & Notes

CPS Volunteer Supplement:

**FR/CATI Interviewer Job Aids and
Activity Classification Matrix**

Frequently Asked Questions

1. What do you mean by “volunteer activities”?

By volunteer activities, we mean hands-on kinds of activities or fundraising. Just belonging to a service organization is NOT a volunteer activity. Actually working or providing a service to a community or to an organization for no pay IS a volunteer activity.

2. What do you mean by “organization”?

By organization we mean an association, society, or group of people who share a common interest.

3. What do you mean by through an organization; what do you mean by for an organization?

By through an organization we mean, “What organization SPONSORS the volunteer activities?” By for an organization we mean, “Who BENEFITS from the volunteer activities?”

4. I don’t do any volunteer activities, so you don’t need to bother asking me.

I have just a few questions for you, even if you don’t do any volunteer activities. This part of the survey will only take a couple of minutes.

5. When you ask me how many weeks did I volunteer, do you want me to add up all the days and then tell you how many weeks that is?

No, I want you to think back over the year and tell me during how many weeks you spent some time volunteering. For example, if you volunteer for an organization only during the summer months, then that would be about 12 weeks out of the year.

6. Why are you asking me about attending meetings and fixing things? I already told you this stuff.

These questions are a little different because things you did on your own, without an organization, count here. We want to know about things you did both with and without an organization here. Sorry if it seems repetitive, we are almost finished.

<p><1> <u>Religious organizations</u></p> <p>Churches Temples Mosques Synagogues Salvation Army Missionary organizations Knights of Columbus</p>	<p><2> <u>Children’s educational sports, and recreational groups</u></p> <p>Little League PTAs Elementary schools High schools Other children’s recreational or sports groups</p>	<p><3> <u>Other educational groups</u></p> <p>Colleges Universities Libraries Alumni groups Fraternities & sororities</p>	<p><4> <u>Social and Community Service organizations</u></p> <p>Red Cross United Way Habitat for Humanity Christmas in April Make-A-Wish Foundation Soup kitchens Homeless shelters Senior citizen centers Rape crises centers</p>
<p><5> <u>Civic organizations</u></p> <p>Rotary Club Lion’s Club Housing associations Neighborhood associations</p>	<p><6> <u>Cultural or Arts organizations</u></p> <p>Public Television or radio Theaters Symphony orchestras Museums Zoos Historical or cultural groups</p>	<p><7> <u>Environmental or Animal Protection organizations</u></p> <p>– Sierra Club Greenpeace Wildlife Foundation PETA SPCA Water conservation Water quality testing</p>	<p><8> <u>Health Research or Education organizations, including public health</u></p> <p>American Cancer Society AIDS research/education Health research or funding</p>
<p><9> <u>Hospital, Clinic, or Health care organizations</u></p> <p>Hospitals and hospices Nursing homes Mental Health clinics Substance abuse programs Providing home health care 12-step programs (not attending)</p>	<p><10> <u>Immigrant/refugee assistance</u></p> <p>Lutheran Refugee Services International Rescue Committee Immigrant and Refugee Services of America</p>	<p><11> <u>International organizations</u></p> <p>Amnesty International Doctors without Borders Peace organizations Relief organizations Student exchange programs</p>	<p><12> <u>Labor unions, Business, or Professional organizations</u></p> <p>Chamber of Commerce Junior League Professional associations Labor unions</p>
<p><13> <u>Political parties or Advocacy groups</u></p> <p>League of Women Voters NRA NAACP Human Rights Campaign Veterans associations Ethnic associations Consumer, gay, or women’s rights groups</p>	<p><14> <u>Public Safety organizations</u></p> <p>Volunteer fire dept. Police auxiliary Neighborhood crime watch</p>	<p><15> <u>Sports or Hobby groups</u></p> <p>Special Olympics Adult sports/rec leagues Garden clubs Car clubs</p>	<p><16> <u>Youth Services organizations</u></p> <p>Big Brothers/Big Sisters Youth in Service to America Boy and Girl Scouts Youth centers Child day care centers</p>
<p><17> <u>Other</u></p>			

Question	Included	Not included
<p>S1, S2</p> <p>Volunteer activities for or through an organization</p>	<p>Collecting eyeglasses for the Lions Club to send overseas</p> <p>Organizing drinks and cookies at a blood drive</p> <p>Sorting donations at Goodwill (unpaid) / distributing food at a food bank</p> <p>Participating with a religious service (cantor, chalice bearer, acolyte, muezzin)</p> <p>Mentoring with Big Brothers/Big Sisters</p> <p>Participating in the Adopt-a-Highway program</p> <p>Repair/build a house through Habitat for Humanity</p> <p>Presiding over a homeowners association meeting</p> <p>Being the secretary at the church voters meeting</p>	<p>Being a member of the Lions Club</p> <p>Giving blood</p> <p>Taking your old clothes to Goodwill / giving food to a food bank</p> <p>Attending religious services</p> <p>Mentoring/guiding a child you know (not through an organization)</p> <p>Organizing cash from streets as an individual</p> <p>Fixing an elderly neighbor's house on your own</p> <p>Attending a homeowners association meeting</p> <p>Attending a church voters meeting</p>
<p>S17</p> <p>Attending a public meeting at which there was a discussion of community affairs (but not serving on a board or committee)</p>	<p>Attending a homeowners association meeting</p> <p>Attending a church voters meeting</p> <p>Attending a Health Department meeting on obesity</p> <p>Attending a scholarship presentation at the Rotary Club</p> <p>Attending a school board meeting</p> <p>Attending a political rally</p> <p>Attending a Neighborhood Watch meeting</p> <p>Attending a political campaign speech</p> <p>Attending a meeting of a civic association</p> <p>Attending a Sons of Norway meeting</p> <p>Attending a Vietnamese Student Association meeting</p> <p>Attending a PTA/PTO meeting</p> <p>Attending the Cherokee Nation annual Pow-wow</p> <p>Attending the Autism Moms parenting group</p> <p>Attending an anti-war protest, gay rights rally, pro-life march</p>	<p>Serving on the board of a homeowners association</p> <p>Serving as secretary of a church group</p> <p>Attending a Weight Watchers meeting</p> <p>Being on the Rotary Club committee to select scholarship recipients</p> <p>Attending a parent/teacher conference</p> <p>Serving on the Board of Elections</p> <p>Heading a Neighborhood Watch chapter</p> <p>Campaigning for political office</p> <p>Serving on the civic association economic development committee</p> <p>Attending a members only Masonic meeting</p> <p>Attending a members only Knights of Columbus meeting</p>
<p>S18</p> <p>Working with other people from the neighborhood to fix a problem or improve a condition in your community or elsewhere</p>	<p>Participating in an organized block cleanup</p> <p>Planting flowers in sidewalk flowerboxes with neighbors</p> <p>Helping a neighbor repair his fence so his livestock/pets can't get out</p> <p>Helping a neighbor put his hay up before it rains</p> <p>Getting neighbors to write letters lobbying the city to repave the street</p> <p>Alerting police about drug dealers</p> <p>Planning, with the police and neighbors, how to reduce crime on the block</p> <p>Neighbors testifying against the renewal of a local store's liquor license</p> <p>Block yard sale as a fundraiser</p> <p>Neighbors adopting a poor family for which to buy Christmas presents</p> <p>Neighbors from Minnesota repairing a house in New Orleans</p> <p>Helping put together a neighborhood meet and greet party</p>	<p>Picking up trash on the block as an individual</p> <p>Planting in sidewalk flower boxes on your own</p> <p>Repairing your neighbor's fence when he isn't there</p> <p>Baling hay for pay, baling the neighbor's hay without him there</p> <p>Lobbying the city to repave the street on your own</p>

Self Study Review Exercises

True or False

- ___ 1. When asking respondents about volunteer organizations, we are more interested in the TYPE of organization than we are of what its NAME is.
- ___ 2. The respondent gives the name of an organization that you aren't familiar with, so you ask S4A1 (What type of organization is that?). The respondent says that he doesn't know what type of organization it is. Your entry for S4A1, then, should be <17> Some other type of organization.
- ___ 3. Donating one's clothes is considered volunteering.
- ___ 4. When asking how many weeks someone spent doing volunteer activities, we want them to count the number of days and then tell us how many weeks that covers.

Circle the most appropriate answer

- 1. The respondent has given you the name of the organization he volunteered for, and when asking S4A1 (What type of organization is that?), he states that it is a child day care center. What should you enter for the type of organization?
 - a. <5> Civic org.
 - b. <2> Children's educational, sports, or recreational group
 - c. <4> Social and community service org.
 - d. <16> Youth services org.
- 2. The respondent tells you that she volunteers for the Lakeland Nursing Home. What should you enter for the type of organization at S4A1?
 - a. <8> Health research or education org., including public health
 - b. <9> Hospital, clinic, or healthcare org.
 - c. <4> Social and community service group

3. For item S8, you will ask about the kinds of activities the person did for ONE volunteer organization listed in S4. If 3 organizations are given for S4, which one do we ask about in S8?
 - a. The organization for which the respondent LAST VOLUNTEERED.
 - b. The first organization listed in S4.
 - c. The organization the respondent enjoyed volunteering for the most.
 - d. The organization for which the respondent volunteered the most time (in weeks or hours).

4. The Volunteer Supplement questions measure four (4) main aspects of volunteer activities. Which of the aspects below is not one of these four?
 - a. WHY the person became a volunteer.
 - b. WHAT kinds of activities the person does as a volunteer.
 - c. WHAT KIND OF ORGANIZATIONS the person volunteers for.
 - d. HOW MUCH TIME the person spends volunteering.
 - e. HOW the person became involved in volunteering.

Practice Interview

This exercise will help familiarize you with the flow of the September interview. To complete the practice interview, log on to the computer. Select the appropriate case ID below to access the Anderson household, 95 Miners Lane, Anytown, Massachusetts.

CAPI FIELD REPRESENTATIVES--select CAPI control number 01990264999 A7201, the Anderson household. Judy Anderson is the household respondent.

CATI INTERVIEWERS--select case ID 481-540 to access the Anderson household. Judy Anderson is the household respondent.

Since this is only a 1-person household, add two people to the roster by entering the following responses below.

PERSON 1		PERSON 2	
<u>First Name</u>	<u>Ricky</u>	<u>First Name</u>	<u>Rhonda</u>
<u>Last Name</u>	<u>Matthews</u>	<u>Last Name</u>	<u>Matthews</u>
<u>Sex</u>	<u>Male</u>	<u>Sex</u>	<u>Female</u>
<u>Relationship</u>	<u>(26) Nephew</u>	<u>Relationship</u>	<u>(26) Niece</u>
<u>Date of Birth</u>	<u>6/10/1991</u>	<u>Date of Birth</u>	<u>6/10/1991</u>
<u>Marital Status</u>	<u>Never married</u>	<u>Marital Status</u>	<u>Never married</u>
<u>Education</u>	<u>(36) 10th grade</u>	<u>Education</u>	<u>(36) 10th grade</u>
<u>Spanish, Hispanic, or Latino</u>	<u>No</u>	<u>Spanish, Hispanic, or Latino</u>	<u>No</u>
<u>Race</u>	<u>White</u>	<u>Race</u>	<u>White</u>

Complete the beginning of the interview as necessary. Enter answers as you wish to get through the demographic and labor force portions of the survey. Enter the country of birth information for Ricky and Rhonda shown below. Once you reach the PRESUP screen, start following the script on the next page.

<u>Country of Birth</u>	<u>United States</u>	<u>Country of Birth</u>	<u>United States</u>
<u>Mother's Country of Birth</u>	<u>United States</u>	<u>Mother's Country of Birth</u>	<u>United States</u>
<u>Father's Country of Birth</u>	<u>United States</u>	<u>Father's Country of Birth</u>	<u>United States</u>

An answer key for the Supplement responses is provided on page 61. Use the answer key as a guide while completing the practice interview.

THE ANDERSON HOUSEHOLD

[Note: Report whatever labor force information you wish for Judy, Ricky, and Rhonda, then proceed with the supplement interview below.]

SUPPLEMENT INTERVIEW

PRESUP I: This month we are interested in volunteer activities, that is activities for which people **are not paid**, except perhaps expenses.

We only want you to include volunteer activities that you did **through or for an organization**, even if you only did them once in a while.

ENTER <1> TO CONTINUE

NXTPR ENTER LINE <1> FOR JUDY ANDERSON

NXTPR3 ENTER <1> FOR SELF RESPONSE

Intro ENTER <1> TO CONTINUE

Judy Anderson's Supplement Interview

S1 I: Since **September 1st of last year**, have you done any volunteer activities **through or for an organization**?

R: No, I don't think so.

S2 I: Sometimes people don't think of activities they do **infrequently or activities they do for children's schools or youth organizations** as volunteer activities. **Since September 1st of last year**, have you done any of these types of volunteer activities?

R: Well, yes, I did do some volunteer work a few months ago.

S3 I: How many different organizations have you volunteered through or for in the last year, that is, since September 1, 2006?

R: Um.... three different ones.

S4A **I:** What organizations are they?

R: The National Wildlife Foundation, the Joy of Sports Foundation, and a homeless shelter.

S4A **I:** OK, you said the National Wildlife Foundation.

S4A1 **ENTER <7>**

PRE_S4B **ENTER <1>**

S4B **I:** And, you said the Joy of Sports Foundation. Bear with me while I type that in.

S4B1 **I:** What type of organization is this?

R: They use sports to help children learn life skills and mature in body and mind.

ENTER PRECODE <2>

PRE_S4C **ENTER <1>**

S4C **I:** OK, and you said a homeless shelter. I'm typing this in, so thank you for being patient with me.

S4C1 **ENTER PRECODE <4>**

PRE_S4D **ENTER <2>**

S5A **I:** During how many different weeks in the last year did you do volunteer activities for The National Wildlife Foundation?

R: It was just a few days.

ENTER <0> FOR "LESS THAN ONE WEEK"

S7A **I:** How many **hours** did you do volunteer activities for The National Wildlife Foundation in the **last year**?

R: About 40 hours

S5B **I:** During how many different weeks in the last year did you do volunteer activities for The Joy of Sports Foundation?

R: For 4 weeks.

S6B **I:** In those 4 weeks that you volunteered for The Joy of Sports Foundation, how many **hours per week** did you do volunteer activities?

R: 8 hours per week.

S5C **I:** During how many different weeks in the last year did you do volunteer activities for the homeless shelter?

R: It was a lot. Every other week, so that would be 26 weeks.

S6C **I:** In those 26 weeks that you volunteered for the homeless shelter, how many **hours per week** did you do volunteer activities?

R: Well, it was different from week to week, so it's hard to say.

ENTER <0> FOR "VARIES"

S7C **I:** How many **hours** did you do volunteer activities for the homeless shelter in the **last year**?

R: Well, it was about 50 hours.

S8 **I:** Now I'm going to ask you about activities you might have done for the homeless shelter in the last year. **For each activity that I mention, please tell me – yes or no – whether you did that activity for that organization in the last year. Since September 1, 2006, did you:**

I: Coach, referee, or supervise sports teams

R: No

I: Tutor or teach

R: No

I: Mentor youth

R: No

I: Be an usher, greeter, or minister

R: No

I: Collect, prepare, distribute or serve food

R: Yes, I prepared dinner and served food sometimes.

I: Collect, make or distribute clothing, crafts, or goods other than food
R: No

I: Fundraise or sell items to raise money
R: No

I: Provide counseling, medical care, fire/EMS or protective services
R: No

I: Provide general office services
R: No

I: Provide professional or management assistance including serving on a board or committee.
R: No

I: Engage in music, performance, or other artistic activities
R: No

I: Engage in general labor; supply transportation for people
R: No

I: Any other type of activity
R: I talk to some of the residents sometimes.

S8s **I:** OK, let me type in your response.... talk to residents....

S8s **I:** Ok, anything else?
R: No

S8a **I:** Which of the activities that you performed did you spend the most time doing for the homeless shelter last year?
R: Preparing meals

S9 **I:** Now I'd like to ask you how you **first** became a volunteer for the **homeless shelter**. Did you approach the organization yourself, were you asked by someone, or did you become involved in some other way?
R: Someone asked me.

S10 **I:** Who asked you to become a volunteer for this organization?
R: A friend of mine.

S15 **I:** Did any of the volunteer work you've done since September 1st of last year

take place in a foreign country, that is, outside the United States or any of its territories?

R: No.

S16.3 **I:** Did any of the volunteer work you have done since September 1st of last year take place more than 120 miles from your home?

R: Yes.

S16.4 **I:** Considering all of the volunteer work you have done since September 1st of last year, about how much of it was done more than 120 miles from your home? Would you say: All or almost all, more than half, about half, less than half, or very little?

R: Less than half.

S16.5 **I:** In what state or states did it take place?

R: Montana

S16.5a **I:** Any other state?

R: No

S17 **I:** Now I'd like to ask about some of your involvement in your community. Since September 1, 2006, have you attended any public meetings in which there was discussion of community affairs?

R: No.

S18 **I:** Since September 1, 2006, have you worked with other people from your neighborhood to fix a problem or improve a condition in your community or elsewhere?

R: No.

NXTPR **I:** Thank you, Ms. Anderson. I need to talk to Ricky Matthews. Is he at home now?

R: Yes, I'll get him.

Ricky Matthews' Supplement Interview

R: Hello.

I: Hello, is this Ricky?

R: Yes.

NXTPR **I:** This month we are interested in volunteer activities, that is activities for which people **are not paid**, except perhaps expenses.

We only want you to include volunteer activities that you did **through or for an organization**, even if you only did them once in a while.

NXTPR ENTER LINE <2> FOR RICKY MATTHEWS

NXTPR3 ENTER <1> FOR SELF RESPONSE

Intro ENTER <1> TO CONTINUE

S1 **I:** Since **September 1st of last year**, have you done any volunteer activities **through or for an organization?**

R: Um, yes, I did..

S3 **I:** How many different organizations have you volunteered through or for in the last year, that is, since September 1, 2006?

R: Um.... just one.

S4A **I:** What organization is that?

R: It's the medical clinic. I don't remember the name.

S4A1 **I:** OK, That's fine.

ENTER PRECODE <9>

PRE_S4B **I:** Any other organizations?

R: No

ENTER <2>

S5A **I:** During how many different weeks last year did you do volunteer activities for the medical clinic?

R: It was just a few days.

S7A **I:** How many hours did you do volunteer activities for the medical clinic in the **last year?**

R: About 10 hours

S8

I: Now I'm going to ask you about activities you might have done for the medical clinic the last year. **For each activity that I mention, please tell me – yes or no – whether you did that activity for that organization in the last year. Since September 1, 2006, did you:**

I: Coach, referee, or supervise sports teams

R: No

I: Tutor or teach

R: No

I: Mentor youth

R: No

I: Be an usher, greeter, or minister

R: No

I: Collect, prepare, distribute or serve food

R: No

I: Collect, make or distribute clothing, crafts, or goods other than food

R: No

I: Fundraise or sell items to raise money

R: No

I: Provide counseling, medical care, fire/EMS or protective services

R: No

I: Provide general office services

R: Yes, I helped out in the office, doing some filing and record keeping.

I: Provide professional or management assistance including serving on a board or committee.

R: No

I: Engage in music, performance, or other artistic activities

R: No

I: Engage in general labor; supply transportation for people

R: No

- I:** Any other type of activity
R: No
- S9 **I:** Now I'd like to ask you how you **first** became a volunteer for the medical clinic. Did you approach the organization yourself, were you asked by someone, or did you become involved in some other way?
R: Someone asked me.
- S10 **I:** Who asked you to become a volunteer for this organization?
R: My grandmother, who works there.
- S15 **I:** Did any of the volunteer work you've done since September 1st of last year take place in a foreign country, that is, outside the United States or any of its territories?
R: Yes.
- S15.5 **I:** Considering all of the volunteering work you have done since September 1st of last year, about how much of it was done abroad? Would you say all or almost half, more than half, about half, less than half, or very little?
R: About half
- S16.3 **I:** **Other** than your volunteering abroad, did any of the volunteer work you have done since September 1st of last year take place more than 120 miles from your home?
R: No.
- S17 **I:** Now I'd like to ask about some of your involvement in your community. Since September 1, 2006, have you attended any public meetings in which there was a discussion of community affairs?
R: Yes.
- S17a **I:** About how many times did you do this?
R: Oh, I'd say about 10 times.
- S18 **I:** Since September 1, 2006, have you worked with other people in your neighborhood to fix a problem or improve a condition in your community or elsewhere?
R: No.
- NXTPR **I:** Thank you. I need to talk to Rhonda Matthews. Is she at home now?
R: Yes, I'll get her.

Rhonda Matthews' Supplement Interview

R: Hello.

I: Hello, is this Rhonda?

R: Yes.

NXTPR **I:** This month we are interested in volunteer activities, that is activities for which people **are not paid**, except perhaps expenses.

We only want you to include volunteer activities that you did **through or for an organization**, even if you only did them once in a while.

NXTPR ENTER LINE <3> FOR RHONDA MATTHEWS

NXTPR3 ENTER <1> FOR SELF RESPONSE

Intro ENTER <1> TO CONTINUE

S1 **I:** Since **September 1st of last year**, have you done any volunteer activities **through or for an organization**?

R: No.

S2 **I:** Sometimes people don't think of activities they do **infrequently or activities they do for children's schools or youth organizations** as volunteer activities. **Since September 1st of last year**, have you done any of these types of volunteer activities?

R: No, nothing like that.

S17 **I:** Now I'd like to ask about some of your involvement in your community. Since September 1, 2006, have you attended any public meetings in which there was a discussion of community affairs?

R: No.

S18 **I:** Since September 1, 2006, have you worked with other people in your neighborhood to fix a problem or improve a condition in your community or elsewhere?

R: Yes.

S18a **I:** About how many times did you do this?

R: Twice.

END INTERVIEW AS APPROPRIATE

E. **Answer Key for Self Study Review Exercises**

True or False

1. True – The information we are really interested in is the type. The answer is found on page 29 of this self-study.
2. True – If neither you nor the respondent know how to categorize an organization, enter <17> for S4A1. The answer is found on page 30 of this self-study.
3. False – Donating one’s clothes is not considered a volunteer activity. The answer is found on page 40 of this self-study.
4. False – We don’t want the respondent to add up the number of days. We want them to tell us in how many weeks they spent some time volunteering. For example, if they spent one day a week volunteering over a span of two months, that would be about 9 weeks. The answer is found on page 16.

Circle the correct answer

1. D Category <16> Youth services organization – Answer found on pages 35 and 46.
2. B Category <9> Hospital, clinic, or healthcare organization– Answer found on pages 33 and 46.
3. D The organization for which the respondent volunteered the most time (in weeks or hours). Answer found on page 18.
4. A We do not ask WHY the person became a volunteer. Answer found on page 27.

Answer Key for Practice Interview

PRESUP:	1
NXTPR:	1
NXTPR3:	1
Intro	1
S1:	2
S2:	1
S3:	3
S4A:	the National Wildlife Foundation
S4A1:	7
PRE_S4B	1
S4B:	the Joy of Sports Foundation
S4B1:	2
PRE_S4C	1
S4C:	the Homeless Shelter
S4C1:	4
PRE_S4D	2
S5A:	0
S7A:	40
S5B:	4
S6B:	8
S5C:	26
S6C:	0
S7C:	50
S8:	5, 13
S8s:	Talk to Residents
S8a:	5
S9:	2
S10:	1
S15:	2
S16.3	1
S16.4	4
S16.5	27
S16.5a	0
S17:	2
S18:	2

NXTPR:	2
NXTPR3:	1
Intro	1
S1:	1

S3:	1
S4A:	the Medical Clinic
S4A1:	9
PRE_S4B	2
S5A:	0
S7A:	10
S8:	9
S9:	2
S10:	2
S15:	1
S15.5	3
S16.3	2
S17:	1
S17a:	10
S18:	2
NXTPR:	3
NXTPR3:	1
Intro	1
S1	2
S2	2
S17	2
S18	1
S18a	2
END	