

**Retired and Senior Volunteer Program
Survey of Volunteers
May 29, 2014**

Consent Process

My name is (*name*) and I am doing a survey for (SPONSOR NAME/VOLUNTEER STATION) of the RSVP program. The purpose is to collect information to better understand how to support volunteers like you who provide services to meet the needs of your community. Your experience as a volunteer is important because it will help your (SPONSOR NAME/VOLUNTEER STATION) better support you in serving your community.

Your participation is voluntary. The survey asks questions about you, your volunteer service experience. Your responses are anonymous and will be analyzed by the JBS research team. Your input will remain anonymous. Do you have any questions?

Would you be willing to take the survey?

If YES, continue.

If NO, thank the person and end the call.

“The survey will take about 30 minutes. Do you have some time to answer questions now?”

If YES, continue.

If NO, ask for a better time to do the survey, and write the time to call back.

To begin the survey, say:

“Thank you for taking the time to complete this survey. I will read the question, and then I will write down the answer you give me. You may choose not to answer any question as we go. All information will be anonymous.” (*Continue to questions and go through the survey.*)

Ending the Call

“Those are all the questions I have for you. Thank you very much for your time. If you have any questions about this survey, you can call (*name*) at (*Organization*).”

Part 1: Sponsoring Organization

This section is pre-loaded based on information gathered from the project director or another representative from the sponsoring organization.

1. Organization Name: _____
2. Grant Number: _____
3. Name of Volunteer: _____
4. Salutation for the volunteer
 - a. Ms. or Mrs.
 - b. Mr.
5. Primary work plan of the volunteer [PROVIDE DROP DOWN WITH THE CODES USED BY CNCS TO IDENTIFY WORK PLANS]
 - a. Focus Area _____
 - b. Objective _____
 - c. Service Activity _____
 - d. Output _____
 - e. Outcome _____

The remaining sections of the survey are questions to be answered by the volunteer during the telephone interview.

6. Date of Interview _____

Part 2: Length of service and hours served

7. When did you begin volunteering with the RSVP program?
 - a. Month _____

01. JAN	02. FEB	03. MAR	04. APR	05. MAY	06. JUN	07. JUL
08. AUG	09. SEP	10. OCT	11. NOV	12. DEC	98. Don't Know	99. Refuse

- b. Year _____
9998. Don't Know
9999. I prefer not to answer

INTERVIEWER: If the respondent cannot recall the month and date PROBE:

- 7a. How many years have you been volunteering with the RSVP program?
_____ years

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INTERVIEWER: If the respondent cannot recall number of years PROBE with the following options

7b. Would you say you have been volunteering with the RSVP program for:

1. Less than 1 year
2. 1 to 2 years
3. 2 to 5 years
4. 5 to 9 years
5. More than 9 years

8. Last month, on approximately how many days did you volunteer with the Retired and Senior Volunteer Program?

_____ days

9998. Don't know/Don't remember

9999. I prefer not to answer

INTERVIEWER: If the respondent cannot recall the number of days, PROBE:

8a. Would you say the number of days you volunteer with the Retired and Senior Volunteer Program last month was:

1. 1 to 5 days
2. 6 to 10 days
3. 11 to 15 days
4. 16 to 20 days
5. More than 20 days

9. Last month, approximately how many hours would you say you volunteered with the Retired and Senior Volunteer Program?

_____ hours

9998. Don't know/Don't remember

9999. I prefer not to answer

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

9a. Would you say the number of hours you volunteered with the Retired and Senior Volunteer Program last month was

1. 1 to 5 hours
2. 6 to 10 hours
3. 11 to 15 hours
4. 16 to 20 hours

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5. More than 20 hours

Now, I am going to ask about your activities as a volunteer with the RSVP program. This information will help (SPONSOR NAME/VOLUNTEER STATION) better support you in serving your community.

Part 3: Type of work and activities

10. In the past month, did your volunteer hours include any of the following activities [ASK EACH ONE, CHECK ALL THAT APPLY]

In the past month, did you	1. Yes	0. No	9. Prefer not to answer
a. Volunteer with people who are homebound to stay in their own home.			
b. Volunteer with people living in group care situations (such as adult daycare center).			
c. Volunteer with children or youths to help them with their academic skills.			
d. Do any volunteer hours where you help to care for infants or children, or help young mothers).			
e. Do any volunteer hours where you help to build or repair houses, assist adults with basic education, or financial services)			
f. Do any volunteer hours where you helped veterans or military families.			
g. Do any volunteer hours where you helped prepare for or helped to respond to emergency events.			
h. Do any volunteer hours where you helped support other volunteers at social service and volunteer agencies.			
i. Did you volunteer with the RSVP program in other ways that I did not mention. Specify: _____			

INTERVIEWER: If the respondent reported one volunteer activity in question 10, question 11 verifies the activity reported. If respondent has more than one volunteer activity in question 10, question 11 probes for the volunteer activity where the respondent spends the most hours volunteering.

11. In the last month, which of the volunteer activities you spend the most hours doing? [SELECT ONLY ONE, INTERVIEWER REPEAT THE VOLUNTEER ACTIVITIES REPORTED IN QUESTION 10]

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- a. Volunteer with people who are homebound to stay in their own home. (GO TO questions 12 and 13)
 - b. Volunteer with people living in group care situations (such as adult daycare center).(GO TO questions 14 and 15)
 - c. Volunteer with children or youths to help them with their academic skills. (GO TO questions 16 and 17)
 - d. Do any volunteer hours where you help to care for infants or children, or help young mothers).(GO TO questions 18 and 19)
 - e. Do any volunteer hours where you help to build or repair houses, assist adults with basic education, or financial services)(GO TO questions 20 and 21)
 - f. Do any volunteer hours where you helped veterans or military families (GO TO questions 22 and 23)
 - g. Do any volunteer hours where you helped prepare for or helped to respond to emergency events. (GO TO questions 24 and 25)
 - h. Do any volunteer hours where you helped support other volunteers at social service and volunteer agencies.(GO TO questions 26 and 27)
 - i. Other ways (Specify: _____) (GO TO questions 28 and 29)
8. Don't know
9. I prefer not to answer

12. [If option A is selected in question 10]What were some of the activities that you did when you helped homebound people stay in their own home?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1. Yes	0. No
a. Helped with errands		
b. Helped with light housekeeping or odd jobs around the home		
c. Delivered meals		
d. Provided information on health insurance or healthcare access		
e. Provided health education		
f. Helped with personal and health care needs		
g. Provided translation		
h. Helped by driving them places		
i. Provided companionship or emotional support		
j. Distributed information		
k. Distributed food		
l. Collected food/Food pantry support		

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m. Other (Specify): _____		
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13. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

13a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

14. [If Option B in Question 11] What were some of the activities that you did when you volunteered to help people in group care situations?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1. Y	0. No
a. Helped people with personal and health care needs		
b. Provided information on health insurance or healthcare access		
c. Provided health education		
d. Provided translation		
e. Helped by driving people places		
f. Provided clients with companionship or emotional support		
g. Distributed information		
h. Worked on Preventing Elder Abuse		
i. Provided Training & Coaching (such as through bone builder classes)		
j. Other (Specify): _____		

15. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

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INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

15a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

16. [If Option C in question 11] What were some of the activities that you did when you volunteered with children or youths to help them improve their academic skills?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1. es	Y0.No
a. Assisted in a classroom (including Head Start classrooms)		
b. Tutored in school or other community settings		
c. Mentored in school or other community settings		
d. Other (Specify): _____		

17. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

17a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

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18.[If Option D in question 11] What were some of the activities where you help to care for infants or children, or help young mothers)?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1.Yes	0.No
a. Provided comfort to children		
b. Cared for infants		
c. Helped young mothers		
d. Other (Specify): _____		

19. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

19a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

20. [If Option E in question 11] What were some of the activities that you did where you help to build or repair houses, assist adults with basic education, or financial services)?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1.Yes	0.No
a. Built or repaired homes for Habitat for Humanity		
b. Built or repaired homes for another organization		
c. Provided assistance with housing search		

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d. Provided Adult Basic Education/helped with GED/ Adult ESOL/ESL		
e. Provided assistance related to income tax		
f. Worked on Preventing Elder Abuse		
g. Provided financial services		
h. Other (Specify): _____		

21. Last month, how many hours would you say you volunteered doing these activities?
 _____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

21a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

22. [If Option F in question 11] What were some of the activities that you did where you helped with veterans and military families?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1. Yes	0. No
a. Provided assistance to a DOL VETS Program		
b. Provided coaching/counseling		
c. Provided referrals to services		
d. Provided support for Mental Health Access		
e. Provided support for Legal Assistance Access		

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f. Participated in activity supporting veterans with disabilities and older veterans		
g. Participated in activity supporting veterans in rural communities		
h. Assisted veterans with transportation		
i. Assisted with access to state and federal benefits		
j. Provided other community-based activities that serve veterans and military families		
k. Participated in National Guard Volunteer Services		
l. Mentored military connected children		
m. Other (Specify): _____		

23. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

23a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

24. [If Option G in question 11] What were some of the activities that you did to help prepare for or help to respond to emergency events?

INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1.Yes	0.No
a. Created disaster kits		
b. Performed outreach		

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c. Set up Call Centers		
d. Staffed Call Centers		
e. Transported victims		
f. Setup shelter		
g. Staff shelter		
h. Provided Health/First Aid Services		
i. Distributed meals		
j. Cleared Debris		
k. Renovated Housing		
l. Provided Housing Transition Support		
m. Provided counseling		
n. Participated in fire mitigation (such as by removing brush and other dead vegetation)		
o. Participated in tornado/hurricane mitigation (such as by building shelters)		
p. Other Disaster Mitigation (Specify _____)		
q. Assisted with disaster preparedness		
r. Provided assistance with disaster recovery		
s. Other (Specify): _____		

25. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

25a. Would you say the number of hours you volunteered doing these activities last month was

- 2. 1 hour
- 5. 2 to 3 hours
- 6. 3 to 5 hours
- 7. More than 5 hours

GO TO QUESTION 30

26. [If Option H in question 11] What were some of the activities that you did when you helped support other volunteers at social service and volunteer agencies?

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INTERVIEWER: MARK ALL RESPONSES MENTIONED; AND PROBE FOR ANY ACTIVITY LISTED THAT THE RESPONDENT DID NOT MENTION.

	1.Yes	0.No
a. Recruited volunteers		
b. Managedvolunteers		
c. Trainedvolunteers		
d. Helped obtain money or in-kind donations		
e. Provided support for Blood Drives		
f. Collected food/Food Pantry Support		
g. Other (Specify): _____		

27. Last month, how many hours would you say you volunteered doing these activities?

_____ hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

27a. Would you say the number of hours you volunteered doing these activities last month was

1. 1 hour
2. 2 to 3 hours
3. 3 to 5 hours
4. More than 5 hours

GO TO QUESTION 30

28. [If Option I in question 13] You also mentioned that you did [INTERVIEWER: Refer to response in option I in question 13 if the respondent reported other type of work.]. What were the activities that you typically did?

(specify)
a.
b.
c.
d.
e.
f.
g.
h.

29. Last month, how many hours would you say you volunteered doing these activities?

_____hours

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

29a. Would you say the number of hours you volunteered doing these activities last month was

2. 1 hour
5. 2 to 3 hours
6. 3 to 5 hours
7. More than 5 hours

GO TO QUESTION 30

I am now going to ask about your volunteer experience. This information will help (SPONSOR/VOLUNTEER STATION) better understand how to support volunteers like you in providing services to meet the needs of their community.

Part 4: Volunteer Experience

30. Do you agree or disagree with this statement: My RSVP volunteer work is a good match for my skills?

If disagree: Do you

1. Strongly disagree
2. Somewhat disagree or
3. Slightly disagree

If agree: Do you

4. Slightly agree
5. Somewhat agree or
6. Strongly agree

31. Do you agree or disagree with this statement: My RSVP volunteer work is interesting?

If disagree: Do you

1. Strongly disagree
2. Somewhat disagree or
3. Slightly disagree

If agree: Do you

4. Slightly agree
5. Somewhat agree or
6. Strongly agree

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32. Do you agree or disagree with this statement: My RSVP supervisor provides me with the support and information I need to serve?

If disagree: Do you

1. Strongly disagree
2. Somewhat disagree or
3. Slightly disagree

If agree: Do you

4. Slightly agree
5. Somewhat agree or
6. Strongly agree

Other volunteer services

33. Do you volunteer with other organizations other than RSVP?

- | | |
|---------------------------|-------------------|
| 1. Yes | Go to Question 34 |
| 2. No | Go to Question 35 |
| 8. Don't know/not sure | Go to Question 35 |
| 9. I prefer not to answer | Go to Question 35 |

34. In the past month, how many hours did you volunteer with these other organizations?

_____ hours

88. Don't know

99 I prefer not to answer

INTERVIEWER: if the respondent cannot recall the number of hours, PROBE

34a. Would you say the number of hours you volunteered with these other organizations last month was

1. 1 to 5 hours
2. 6 to 10 hours
3. 11 to 15 hours
4. 16 to 20 hours
5. More than 20 hours

The next six questions will help (SPONSOR/VOLUNTEER STATION) better support you in serving your community. All responses are used in aggregate summary analysis. Please tell me how much you agree or disagree with the following:

Part 5: Self efficacy and Loneliness

Self efficacy

35. Do you agree or disagree with this statement: I can do just about anything I really set my mind to? ⁱ

If disagree: Do you

1. Strongly disagree
2. Somewhat disagree or
3. Slightly disagree

If agree: Do you

4. Slightly agree
5. Somewhat agree or
6. Strongly agree

36. Do you agree or disagree with this statement: I can do the things that I want to do?ⁱⁱ

If disagree: Do you

1. Strongly disagree
2. Somewhat disagree or
3. Slightly disagree

If agree: Do you

4. Slightly agree
5. Somewhat agree or
6. Strongly agree

Social Loneliness

37. How much of the time do you feel that you are alone? Would you say often, some of the time, or hardly ever or never [Check one]ⁱⁱⁱ

1. Often
2. Some of the time
3. Hardly ever or never
8. Don't know
9. I prefer not to answer

38. How much of the time do you feel that you lack companionship? Would you say often, some of the time, or hardly ever or never [Check one]^{iv}

1. Often
2. Some of the time
3. Hardly ever or never
8. Don't know
9. I prefer not to answer

Emotional Loneliness

39. How much of the time do you feel that there are people you feel close to? Would you say often, some of the time, or hardly ever or never [Check one]^v

- 1. Often
- 2. Some of the time
- 3. Hardly ever or never
- 8. Don't know
- 9. I prefer not to answer

40. How much of the time do you feel that there are people you can turn to? Would you say often, some of the time, or hardly ever or never [Check one]^{vi}

- 1. Often
- 2. Some of the time
- 3. Hardly ever or never
- 8. Don't know
- 9. I prefer not to answer

I want to ask a few more questions about yourself. Your answers will help us understand the characteristics of the people who participated in this survey.

Part 6: Demographics

41. In what month and year were you born?

a. Month

01. JAN	02. FEB	03. MAR	04. APR	05. MAY	06. JUN	07. JUL
08. AUG	09. SEP	10. OCT	11. NOV	12. DEC	98. Don't Know	99. Prefer not answer

b. Year _____

9998. Don't Know

9999. I prefer not to answer

42. Are you male or female?^{vii}

- 1. Male
- 0. Female
- 9. I prefer not to answer

43. Are you of Hispanic or Latino origin?^{viii}

- 1. Yes

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0. No

44. What is your race? Please select one or more. **[Interviewer: Read options only 1-5]**^{ix}

1. White
2. Black or African American
3. Asian
4. Native Hawaiian or other Pacific Islander
5. American Indian or Alaska Native
9. I prefer not to answer

45. Which of the following apply to you? [Read each option. Check all that apply]

1. Active duty or Reserve Component
2. Military family
3. Veteran
4. Family of veteran
5. None, not a veteran
8. Don't Know
9. I prefer not to answer

46. What is the highest grade or year of school or year of college you completed?^x

1. No formal education
2. Grades 1-11
3. Grade 12 (High School Diploma or GED)
4. Some College
5. Associate's Degree
6. Bachelor's Degree/College Graduate
7. Some graduate school
8. Completed a graduate/professional degree
9. Other
98. I don't know
99. I prefer not to answer

47. Are you currently married, with a partner as if married, separated, divorced, widowed, or never married?^{xi}

1. Married
2. Have partner
3. Separated
4. Divorced
5. Widowed
6. Never Married
7. Other
9. I prefer not to answer

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Next, the next questions are about employment, retirement and income. This information is asked to help (SPONSOR/VOLUNTEER STATION) better understand the people who participated in the survey.

Part 7: Employment, Retirement and Income

48. Are you [ASK EACH ONE, CHOOSE ALL THAT APPLY]^{xii}

Are you ...	1. Yes	0. No	8. Don't know	9. Prefer not to answer
a. Working now				
b. Unemployed and looking for work				
c. Temporarily laid off, on sick or other leave				
d. Disabled				
e. Retired				
f. Homemaker				
g. Other (Please Specify) _____				

INTERVIEWER:

If the respondent report UNEMPLOYED then GO TO question 49

If the respondent report LAID OFF then GO TO question 50

If the respondent report RETIRED then GO TO questions 51 and 52

If not unemployed, laid off or retired then GO TO question 53

49. (If UNEMPLOYED) In what month and year did this period of unemployment start?^{xiii}

a. Month _____

01. JAN	02. FEB	03. MAR	04. APR	05. MAY	06. JUN	07. JUL
08. AUG	09. SEP	10. OCT	11. NOV	12. DEC	98. Don't Know	99. Prefer not to answer

b. Year _____

9998. Don't Know

9999. I prefer not to answer

50. (If LAID OFF) In what month and year were you laid off?^{xiv}

a. Month _____

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55. Thinking about the total combined income from all sources for all persons in your household, including income from jobs, Social Security, retirement income, public assistance, and all other sources was your total household annual income during the last calendar year above or below \$20,000?^{xix}

- 1. Below..... → GO TO 57
 - 2. Above..... → GO TO 56
 - 8. Don't Know
 - 9. I prefer not to answer
- } GO TO 57

56. IF ABOVE \$20,000, Which category best describes your total household annual income during the last calendar year? Would you say...

- 1. 20,000 to \$29,999
- 2. \$30,000 to \$39,999
- 3. \$40,000 to \$49,999
- 4. \$50,000 to \$59,999
- 5. \$60,000 to \$69,999
- 6. \$70,000 to \$79,999
- 7. \$80,000 to \$89,999
- 8. \$90,000 to \$99,999
- 9. \$100,000 to \$149,999
- 10. \$150,000 or more
- 98. Don't Know
- 99. I prefer not to answer

Part 8: Additional information about volunteer experience

57. What else would you like us to know about your RSVP volunteer service?

58. Is there anything else you would like to let us know?

ⁱHealth and Retirement Study, Core, Section LB, Q23

ⁱⁱHealth and Retirement Study, Core, Section LB, Q23

ⁱⁱⁱHealth and Retirement Study, Core, section LB*, Q20a, *Hughes, M. E., Waite, L. J., Hawkley, L. C., & Cacioppo, J. T. (2004)*

^{iv}Health and Retirement Study, Core, Section LB*, Q20a *Hughes, M. E., Waite, L. J., Hawkley, L. C., & Cacioppo, J. T. (2004)*

^vHealth and Retirement Study, Core, Section LB*, Q20i *Hughes, M. E., Waite, L. J., Hawkley, L. C., & Cacioppo, J. T. (2004)*

^{vi}Health and Retirement Study, Core, Section LB*, Q20g

^{vii}Health and Retirement Study, Core Section, Section A, A008

^{viii}Health and Retirement Study, Core Section, Section B , B028

^{ix}Health and Retirement Study, Core Section, Section B B091M

^xHealth and Retirement Study, Core Section, Section B, B014

^{xi}Health and Retirement Study, Core Section, Section B, B063

^{xii}Health and Retirement Study, Core, Section J, J005M1

^{xiii}Health and Retirement Study, Core, Section J, J007, J008

^{xiv}Health and Retirement Study, Core, Section J, J011, J012

^{xv}Health and Retirement Study, Core, Section J, J017, J012

^{xvi}Health and Retirement Study, Core, Section J, J583

^{xvii}Health and Retirement Study, Core, Section G, G037

^{xviii}Health and Retirement Study, Core, Section G, G039

^{xix} Administration for Community Living,

http://www.aoa.gov/AoARoot/Program_Results/POMP/Demographics.aspx