

## National Civilian Community Corps Performance Measures Instrument Packet

### Volunteer Service

#### Introduction

This packet includes the information and materials needed to administer the data collection activities for the Volunteer Service Performance Measure. This information includes the definition of key terms; the logic model used to develop these measures; the list of performance measures and indicators for Volunteer Service and instruments for measuring outcomes.

Data for these performance measures are collected through Project Completion Reports (PCR) submitted in eGrants, Community Tracking Log, and Volunteer Services Sponsor Survey.

#### NCCC Performance Measures: Volunteer Service

<b>Activities:</b> NCCC members will provide logistical support for sponsor organizations (e.g., prepping materials and staging tools) in preparation for and working on large projects that will involve large volunteer groups and engage (recruit, train, coordinate and/or supervise) volunteers on the NCCC project identified by the sponsoring organization or in special community events, and days of service.	
<b>Results</b>	<b>Outputs</b> <ol style="list-style-type: none"><li>1. NCCC members prepare projects and/or coordinate volunteer involvement.</li><li>2. Volunteers are engaged by NCCC in projects and events with NCCC involvement (recruited, trained, and/or led).</li></ol>
	<b>Intermediate Outcome</b> <ol style="list-style-type: none"><li>1. Increased utilization of volunteers with the organization.</li></ol>
	<b>End Outcome</b> <ol style="list-style-type: none"><li>1. Sponsor communities mobilize volunteer resources and work together to meet critical needs.</li></ol>

## Definition of Terms

- **Volunteer Service/Volunteer Generation Project:** An NCCC service project in which one of the primary goals is to leverage volunteers that otherwise would not be providing this service. Members provide logistical support or assist with recruitment, training, coordination or supervising of volunteers.
- **Volunteer Service Event:** A national day of service or sponsor supported event (e.g. local community clean-up day or Martin Luther King, Jr. day of service). Volunteers are mobilized or otherwise supported by NCCC members.
- **Volunteer:** People who volunteer to serve on a NCCC project or event; they may or may not be from the community served. “Volunteers” do not include CNCS AmeriCorps, AmeriCorps VISTA, or NCCC members who are “on the job.”
- **Recruit Volunteers:** Members promote service events and encourage people to volunteer their time to serve on a sponsor’s project or community day. Members may also work with staff to build the sponsor’s capacity for volunteer recruitment.
- **Support Volunteers:** Members build capacity for volunteers by providing education or training, coordinating tasks and supplies, or supervising volunteers on a project. Members may also coordinate logistics or set up projects for large numbers of volunteers that will arrive after the team leaves.
- **Leverage Volunteers:** Members leverage volunteers by utilizing all available resources to bring in volunteers or allow more volunteers to serve a project. Leveraging volunteers may include advertising, inviting groups of people to volunteer, or developing partnerships with local organizations to boost recruitment, or it may involve large scale staging so more volunteers can serve at the same time or on the same site.

## Data Collection Instruments

Below is a table listing the three instruments that will be used to collect performance measurement data and the indicators they will measure. Campuses will be required to complete one new instrument, the Volunteer Tracking Log, in addition to Project Completion Reports that are a standard requirement.

Instrument	Performance Measure Result and Indicator
Project Completion Reports (PCR) (submitted in eGrants)	<p>Output: NCCC members prepare projects and/or coordinate volunteer involvement.</p> <p>Output: Volunteers are engaged by NCCC in projects and events with NCCC involvement (recruited, trained, and/or led).</p> <p><i>Indicators:</i></p> <ul style="list-style-type: none"> <li>• <i>Number of projects that NCCC members prepare for and/or work with volunteer involvement. (eGrants project box option "Volunteer Generation")</i></li> <li>• <i>Number of volunteers engaged in projects and events with NCCC involvement (recruited, trained, and/or supervised) (eGrants accomplishment option "volunteers recruited or coordinated" VAR-01)</i></li> </ul>
Volunteer Tracking Log (see page 4)	<ul style="list-style-type: none"> <li>• <i>Number of volunteers engaged in projects and events with NCCC involvement (recruited, trained, and/or supervised)</i></li> <li>• <i>Number of volunteer hours served on NCCC project(s)</i></li> </ul>
Volunteer Project Sponsor Survey (see page 9)	<p>Intermediate Outcome: Increased utilization of volunteers with the organization.</p> <p><i>Indicator: NCCC involvement results in one or more of the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Enhanced visibility draws more volunteers to sponsor</i></li> <li>• <i>Expanded supervision enhances volunteer experience</i></li> <li>• <i>Enhanced work ethic among volunteers (volunteers have more fun and are energized)</i></li> <li>• <i>Enhanced staff or organizational experience with volunteers</i></li> <li>• <i>More effective use of volunteers (Better project organization to utilize volunteers)</i></li> <li>• <i>More people mobilized to volunteer with sponsor</i></li> <li>• <i>Helped sponsor organize around NCCC presence</i></li> <li>• <i>Improved quality of work</i></li> <li>• <i>Multiplier effect – more is accomplished (productivity)</i></li> <li>• <i>Enhanced visibility draws more volunteers to sponsor</i></li> </ul> <p>End Outcome: Sponsor communities mobilize and work together to meet critical needs.</p> <p><i>Indicator: Increase in number of volunteers (new and repeat) and/or volunteer hours served at sponsor organization since involvement with NCCC</i></p>

## Volunteer Tracking Log Administration

Questions	Instructions
What outcome does this instrument measure?	<p>Output: NCCC members prepare projects and/or coordinate volunteer involvement.</p> <p>Output: Volunteers are engaged by NCCC in projects and events with NCCC involvement (recruited, trained, and/or led).</p> <p>The instrument tracks the number of volunteers serving and the number of hours they serve on projects and events.</p>
Who should complete the instrument?	The NCCC Team Leader should complete this form for each project or event in which one of the primary goals was to leverage volunteers.
When should the instrument be completed?	For projects, Team Leaders should complete the log daily during the project's duration. For events, Team Leaders should complete the last page ("Totals") only, when the event ends.
What other preparation is needed?	To improve the accuracy of the count of volunteers and volunteer hours, ensure team leaders understand how to complete the Volunteer Tracking Log and assign a campus contact person if they have any questions. Note the form is also available as a spreadsheet (Excel). In eGrants, there is an option to check a box marked "Volunteer Generation" as a description of the project. This box should be checked for volunteer service projects.
What should be done after the instrument is completed?	Team leaders should submit the completed forms with the PCR.

## Volunteer Tracking Log Instructions for Team Leaders

Track volunteers that your team has recruited to serve on this project and/or supported while serving on this project. Your team may have supported volunteers by providing some training, coordinating volunteer placement, tasks, or supplies, or supervising volunteer activities. Do not count volunteers that were already serving with the sponsor and did not need any type of support from your team.

**VOLUNTEER SERVICE EVENTS** are a national day of service or sponsor supported event that require significant volunteer support (e.g. local community clean-up day or Martin Luther King, Jr. day of service). Volunteers are mobilized or otherwise supported by NCCC members.

**To track volunteers serving at events:**

Track the number of volunteers your team has recruited or supported during the event, and complete the "Totals" sheet on the last page. You do not need to complete a Daily Tracking Log.

**VOLUNTEER SERVICE/VOLUNTEER GENERATION PROJECTS** are NCCC service projects in which one of the primary goals is to leverage volunteers that otherwise would not be providing this service. Members provide logistical support or assist with recruitment, training, coordination or leading of volunteers.

**To track volunteers serving on projects:**

Use the Daily Tracking Log to track volunteers serving on projects:

1. In Column A, enter the "project dates" by week and day of the week (see the example below).
2. For each day that you work with volunteers, enter:
  - The number of volunteers continuing from a previous project day (if this is the first week, begin tracking on Day 2)
  - The number of volunteers that are new (i.e. they are starting with the project on that day)
  - "0" when no volunteers fit into the category
3. For each day that you work with volunteers, enter the total hours they served that day in Column D. For example, if 2 volunteers each served 4 hours, enter 8 hours in Column D.
4. At the end of the project, total the numbers in Column C to get the total number of unduplicated volunteers, and total Column D to get the total number of hours that all volunteers served on this project.
5. Complete the Volunteer Tracking Log Totals sheet on the last page.

See the example on the next page.

**EXAMPLE: Using the Daily Tracking Log to track volunteers serving on projects**

In this example, there were 25 different volunteers that served a total of 396 hours in the first week of the project.

A		B	C	D
Project Dates		Number of Volunteers		Number of Hours All Volunteers Served
		# Volunteers continuing from a previous project day	# Volunteers that are starting project today	
Week of 10/3/10	Day 1: 10/3/10	<i>Start continuing count on Day 2</i>	10	40
	Day 2: 10/4/10	5	2	28
	Day 3: 10/5/10	7	0	28
	Day 4: 10/6/10	0	0	0
	Day 5: 10/7/10	12	3	60
	Day 6: 10/8/10	10	0	40
	Day 7: 10/9/10	15	10	200

## Volunteer Tracking Log

Team Name: \_\_\_\_\_  
 Project Name: \_\_\_\_\_

Team Leader: \_\_\_\_\_  
 Start date: \_\_\_\_\_ End date: \_\_\_\_\_

### DAILY TRACKING LOG

A		B	C	D
Project Dates		Number of Volunteers		Number of Hours All Volunteers Served
		# Volunteers continuing from a previous project day	# Volunteers that are starting project today	
Week of ____/____/____	Day 1: ____/____/____	<i>Start continuing count on Day 2</i>		
	Day 2: ____/____/____			
	Day 3: ____/____/____			
	Day 4: ____/____/____			
	Day 5: ____/____/____			
	Day 6: ____/____/____			
	Day 7: ____/____/____			
Week of ____/____/____	Day 1: ____/____/____			
	Day 2: ____/____/____			
	Day 3: ____/____/____			
	Day 4: ____/____/____			
	Day 5: ____/____/____			
	Day 6: ____/____/____			
	Day 7: ____/____/____			
Week of ____/____/____	Day 1: ____/____/____			
	Day 2: ____/____/____			
	Day 3: ____/____/____			
	Day 4: ____/____/____			
	Day 5: ____/____/____			
	Day 6: ____/____/____			
	Day 7: ____/____/____			
<i>Continue rows for all project weeks...</i>				

**Total # Unduplicated Volunteers:**

_____
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**Total # Volunteer Hours:**

_____
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**VOLUNTEER TRACKING LOG**  
**Totals**

**Team Leader:** After you have completed the Daily Tracking Log for this project, please complete this "Totals" sheet for the entire project. Turn in your tracking log and totals sheet to \_\_\_\_\_. If you did not complete a Daily Tracking Log because the volunteer activity was a one-day event, submit this "Totals" sheet only.

Team Leader: _____	Today's Date: _____
Are you reporting on a Project or Event? <input type="checkbox"/> Project <input type="checkbox"/> Event	
Project or Event Name: _____	

**TOTALS**

**Daily Tracking Log or event tally**

1. Total number of (unduplicated) volunteers that served on this project: \_\_\_\_\_ # *volunteers*
2. Total number of hours that all volunteers served on this project: \_\_\_\_\_ # *hours served by all volunteers*

**Volunteer recruiting and support**

3. During the time that you and your team served on this project or event, approximately how many of the volunteers did you and your team ...
  - a) *Recruit* for this project: \_\_\_\_\_ # *volunteers*
  - b) *Support* (train, coordinate, or lead) for this project: \_\_\_\_\_ # *volunteers*
4. Of the total service hours you and your team spent on this project, about what percent of the time did you and your team spend ...
  - a) *Recruiting* volunteers for this project: \_\_\_\_\_ % *of our time*
  - b) *Supporting* (training, coordinating, or leading) volunteers for this project: \_\_\_\_\_ % *of our time*
5. Please elaborate on any of the above, or make any comments about your team's experience with volunteers on this project?

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## Information about the Volunteer Project Sponsor Survey

Questions	Instructions
What does this instrument measure?	Intermediate Outcome: Increased utilization of volunteers with the organization. End Outcome: Sponsor communities mobilize and work together to meet critical needs.
Who should complete the instrument?	Project sponsors that completed a project with NCCC in the last round. The survey will not be anonymous; however, it will be confidential and only the people analyzing the data will be able to view individual results.
When should the instrument be completed?	The survey will be sent out 30 days after a project is completed.
How will the data be collected? Who will administer the survey?	NCCC (HQ) will distribute and collect the survey electronically, using an online survey software tool.
How will the data be analyzed?	The data will be analyzed using the survey software, and responses will be summarized by question. Data will be aggregated by campus and NCCC issue area.
When will campuses see the results?	The schedule for releasing survey results will be determined during the pilot year.
How will the campuses assist in administering this sponsor survey?	Campuses will send a letter to the sponsor in advance to let them know the survey is coming via email, how the survey data will be used, and why it is important to complete the survey.

## Volunteer Project Sponsor Survey

(continued from Successful Service Intervention questions...)

Now we would like to ask you some questions about the **volunteer service project** that an NCCC team completed recently to help your organization utilize volunteers. An NCCC team may have helped recruit or support volunteers, or they may have set up logistics for volunteers in advance. (Note that the term “volunteer” refers to volunteers serving with your organization during the NCCC project, not the NCCC team members themselves or other AmeriCorps members.)

1. We would like to know a little about the NCCC team’s efforts. Did the NCCC team assist with volunteer recruitment?

- Yes
- No (*skip to 2*)

1a. How successful were the NCCC team’s recruitment efforts?

- Not at all successful: no volunteers were recruited
- Less than successful; not as many volunteers were recruited as we had expected
- Successful; as many volunteers were recruited as we had expected
- Very successful; more volunteers were recruited than we had expected
- Don’t know

2. Did the NCCC team provide logistical support to help your organization get ready for volunteers helping on a project?

- Yes
- No (*skip to 3*)

2a. Did the logistical support prepare your organization for the volunteers?

- We were not prepared (please describe: text)
- We were somewhat prepared
- We were well prepared
- Don’t know

3. What type of direct support did the NCCC team provide to the volunteers? (*check all that apply*)

- NCCC team trained volunteers
- NCCC team coordinated volunteer tasks and/or equipment
- NCCC team supervised volunteers
- Other (please describe: text)
- Not applicable; the NCCC team did not provide direct support to volunteers (*skip to 4*)

3a. In general, how helpful was the NCCC team's support to volunteers?

- Not at all helpful (please explain: text )
- A little helpful
- Helpful
- Very helpful

3b. How do you think the NCCC team's assistance affected the volunteers' experience?

Volunteers had a good rapport with the NCCC team/members.

Never       Rarely       Sometimes       Usually       Don't know

Volunteers were busy and productive.

Never       Rarely       Sometimes       Usually       Don't know

Volunteers' talents were utilized.

Never       Rarely       Sometimes       Usually       Don't know

Volunteers understood how to do tasks.

Never       Rarely       Sometimes       Usually       Don't know

Volunteers were energized and motivated.

Never       Rarely       Sometimes       Usually       Don't know

Volunteers were having a good time.

Never       Rarely       Sometimes       Usually       Don't know

4. Please tell us about the results of your collaboration with NCCC on this project. In general, did the collaboration with NCCC improve your organization's experience in working with volunteers, compared to previous experiences without NCCC assistance?

- Experience was greatly improved
- Experience was somewhat improved
- Experience was the same
- Experience was worse (please explain: text )
- Don't know
- Not applicable/no previous experience

5. Compared to projects undertaken *without* the support of NCCC teams, did your collaboration with NCCC on this project help you to utilize the volunteers more effectively? For example, were you able to accomplish more work?

- Less work was accomplished on this (NCCC) project (please explain: text )
- No difference in the amount of work accomplished
- Somewhat more work was accomplished on this (NCCC) project
- A great deal more work was accomplished on this (NCCC) project
- Don't know

Not applicable/no previous experience

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6. Was the overall quality of the work better, worse, or no different than other projects undertaken without NCCC teams?

- The quality of work was much better (please give an example: text)
- The quality of work was somewhat better
- No difference in the quality of work
- The quality of work was worse (please explain: text)
- Don't know
- Not applicable/no previous experience

7. Because of your collaboration with NCCC, were you able to mobilize more volunteers to serve on this project?

- Yes
- No (*skip to 8*)
- Don't know (*skip to 8*)
- Not applicable (*skip to 8*)

7a. Approximately how many more volunteers were you able to mobilize because of your collaboration with NCCC?          # more volunteers

8. Did your collaboration with NCCC help you to enhance your organization's visibility in the community (i.e. do more people know about your organization now)?

- Definitely no (*skip to 9*)
- Probably no (*skip to 9*)
- Probably yes
- Definitely yes
- Don't know (*skip to 9*)
- Not applicable (*skip to 9*)

8a. Do you think more volunteers were drawn to your organization because of this enhanced visibility?

- Definitely no
- Probably no
- Probably yes
- Definitely yes
- Don't know

9. Please tell us about your experience in mobilizing community support to respond to critical needs *after* NCCC teams have left. Of the people who volunteered with projects you did with NCCC, about how many returned to volunteer with your organization at a later date?

- More than half of the volunteers returned
- About 25-50% of the volunteers returned
- About 5- 25% of the volunteers returned
- Very few, if any, volunteers returned
- Don't know
- Not applicable; we do not normally need volunteers

10. In general, have you found that it is easier or harder to recruit volunteers since your collaboration with NCCC?

- Easier to get people to volunteer; less time and effort required to recruit volunteers
- More difficult to get people to volunteer; more time and effort required to recruit volunteers
- No change/about the same level of effort
- Don't know
- Not applicable; we do not normally recruit volunteers

11. Have you seen any other effects of your collaboration with NCCC with respect to mobilizing people to respond to critical needs in your community?

- Yes (please describe: (text) )
- No
- Not applicable

**Logic Model: NCCC Volunteer Service**

Below is the logic model developed by NCCC for volunteer service activities.

NEED	INPUTS	ACTIVITIES	OUTPUTS	INTERMEDIATE OUTCOMES	END OUTCOMES
<p>Sponsor organizations often lack adequate staff to effectively plan, mobilize and/or manage intensive short-term service projects using volunteer support while providing sufficient supervision to ensure quality outcomes – both for the specific project and in terms of volunteer experience.</p>	<p>NCCC team of approximately 10 members 6-8 weeks of service (1,920 hrs – 3,840+ hrs)/project Basic member training (in volunteer recruitment and management) Transportation Basic tools Project materials Specialized tools Orientation Project-specific training Technical supervision (Housing, food, and other local logistics, as needed)</p>	<p>NCCC members will provide logistical support for sponsor organizations (e.g., prepping materials and staging tools) in preparation for and working on projects that will involve volunteer groups.</p> <p>NCCC members will serve with (and/or recruit, train, coordinate and/or lead) volunteers on the NCCC project identified by the sponsoring organization or in special community events and days of service.</p> <p>Members may also coordinate logistics or set up projects for large catalyst for getting volunteers involved in service that supports the sponsor’s mission therefore providing sustainability for the organization.</p>	<p><b>NCCC members prepare projects and/or coordinate with volunteer involvement.</b> Indicator: Number of projects that NCCC members prepare for and/or work with volunteer involvement.</p> <p><b>Volunteers are engaged by NCCC in projects with NCCC involvement.</b> Indicators:</p> <ul style="list-style-type: none"> <li>• Number of volunteers engaged in projects and events with NCCC involvement (recruited, trained, and/or lead)</li> <li>• Number of volunteer hours served on NCCC project(s)</li> </ul>	<p><b>Increased utilization of volunteers with the organization.</b> Indicator: NCCC Involvement results in one or more of the following:</p> <ul style="list-style-type: none"> <li>• Expanded supervision enhances volunteer experience</li> <li>• Enhanced staff or organizational experience with volunteers</li> <li>• More effective use of volunteers (Better project organization to utilize volunteers)</li> <li>• More people are mobilized to volunteer with sponsor</li> <li>• Helped sponsor best utilize NCCC team(s)</li> <li>• Enhanced work ethic among volunteers (volunteers have more fun and are energized)</li> <li>• Improved quality of work</li> <li>• Allow sponsor to recruit and utilize more volunteers</li> <li>• Enhanced visibility draws more volunteers to sponsor</li> </ul>	<p><b>Sponsor communities mobilize volunteer resources and work together to meet critical needs</b></p>