

# **nv** Nevada Volunteers



# COMMUNITY REPORT ON VOLUNTEERING



# 2010

# Community Report on Volunteering 2010

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## Introduction

Nevada Volunteers serves as the state commission for national and community service and, as such, provides statewide support for AmeriCorps programming and the enhancement of volunteer experiences that strengthen our local communities. As a 501(c)3 we are keenly aware, as are many other nonprofits and governmental agencies, of the severe impact the economic downturn has had on citizens and on the organizations striving to meet ever-growing demands for human services, economic development, educational needs, and environmental concerns.

The report, America's Civic Health Index: Civic Health in Hard Times (2009)<sup>1</sup> states that "civic health and social capital have well-established connections to issues such as disaster resilience, crime, education, public health, and American democracy." In today's climate, however, the Index "shows that the economic recession is causing a civic depression. The national survey finds that 72% of Americans say they have cut back on time spent volunteering, participating in groups, and doing other civic activities." Nevada has historically had low volunteer rates and yet our volunteers are above the average in the amount of time that is volunteered—even in the face of the recession.<sup>2</sup> Because there is such a strong connection between volunteering and improved social capital and civic health, it only makes sense that increasing the motivation of people to volunteer and strengthening their ability to impact the community, will strengthen Nevada as a whole and significantly impact both the individuals who give as well as those who receive.

In this time of great social and economic challenge, the 2010 National Conference on Service and Volunteering chose as its theme, *It's Up to You*, which could hardly be more relevant. In addressing the national group of volunteer leaders at the conference, Mayor Michael Bloomberg of New York City, said, "Government simply cannot do it alone, and the entrepreneurial organizations you lead and the volunteers you engage can continue to make a critical difference." This Report, while not a comprehensive research document, does present a snapshot of the many ways in which individuals, businesses, nonprofits and governmental agencies are bringing citizens together to address the local issues that are affecting so many Nevadans.

## A Year of Growth

Nevada Volunteers is proud to report on the work that we have done through our volunteer initiative to bring awareness to the impact of the many volunteers and volunteer programs in Nevada. In the past year, we have been fortunate to have seven AmeriCorpsVISTA volunteers working with us to build the capacity of our own organization, increase volunteerism including among students on our higher education campuses, and to enhance the ways in which community organizations utilize volunteers to maximize their effectiveness. Our sponsor organizations in this effort were the Office of Civic Engagement and Diversity (UNLV), the City of Fernley, Great Basin College, and the Volunteer Center of

Southern Nevada—each of whom had a VISTA placed with them to work toward these goals. In addition, we had three VISTA members placed in our office in Reno along with one part-time staff member who was dedicated to coordinating the higher education initiative, and one full-time staff member coordinating the overall effort.

Our primary goals with the volunteer initiative have been to (1) increase access to meaningful volunteer opportunities and (2) to strengthen the development of quality volunteer programs. We do this in collaboration with our AmeriCorps and other national service partners and with traditional volunteer programs.

To increase access and visibility, the Nevada Volunteers website provides an inviting entry point into the world of volunteering and national service that helps the public find volunteer opportunities, provides information relevant to the public and to organizations or businesses regarding quality volunteer programming, and an electronic list-serv to encourage communication among volunteer leaders across the state. To strengthen quality programming we provide training and networking opportunities for those interested in volunteer programming.

The Nevada Volunteers website which has been active since January, 2009, shows a strong level of activity based on the following analytics and information:

- 166 members currently participate in the list-serv
- Approximately 385 organizations and individuals are represented in our database of people who have participated in our programs or activities
- Approximately 400 people have signed up for our e-blasts and newsletters
- Google ads have generated increases in people coming to our site from 200 to 350 per month for an increase of 75%
- Comparing January – March 2009 with the same period in 2010, the Nevada Volunteers VolunteerMatch page has experienced an increase in page views from 6,000 to 10,000, a 60% increase
- The bounce rate decreased from 25% to 15%, indicating that more people are finding what they are looking for on our site

Nevada Volunteers has continued to outreach to nonprofits, governmental agencies, and businesses who are interested in volunteer programming. We have a formal partnership for organizations who wish to identify themselves as actively using our web-based volunteer matching system and the number of agreements has almost doubled this year, from 19 to 34. Even without a formal agreement the number of new organizations registered with VolunteerMatch, our matching system platform, has increased by 138 from January 2009 through March 2010 with a total of 498 registered organizations in Nevada.

Our VISTAs and staff have done personal outreach to over 150 agencies and nonprofits to discuss volunteer needs and the resources we can provide. In addition, presentations were made to over 26 groups such as chambers, retiree groups, campus organizations, etc. and we had tables at numerous career and volunteer fairs.

Nevada Volunteers offered training and networking opportunities for volunteer leaders in various volunteer management topics. Our Lunch-n-Learn Series attracted 90 representatives from over 30 agencies, many of whom attended multiple sessions. Over 90 people also attended our mini-conferences this spring which were focused on engaging college students as volunteers in an

organization. The State Service Forums which were held in the early spring in 3 locations—Reno, Las Vegas, and Winnemucca—drew 84 participants into the conversation. An additional 44 people expressed opinions and provided feedback through our on-line survey.

With one-time congressionally-directed funding, Nevada Volunteers focused efforts on *The Higher Education Service-learning Initiative* designed to engage students in community-based service-learning that enhances their education and addresses significant community problems. The funding has supported efforts to: (1) increase the capacity of community nonprofits and governmental agencies to work with college students on service projects, (2) increase the number of service opportunities available to students and enhance their motivation to participate in service, and (3) build effective communication and support systems that bring together interested faculty, staff, community nonprofits and agencies to partner in community service-learning opportunities.

Nevada Volunteers provided dedicated staffing and three VISTAs in outreach efforts to develop partnerships and consider how volunteer needs could be met by college students. Approximately 40 college students across the state volunteered to work with us to better understand the motivators for students to engage in service and their perceptions of barriers to greater engagement. Each of the students completed at least 50 hours of service as part of the working groups. The students conducted over 700 peer surveys and participated in awareness fairs, community projects, and outreach to nonprofit partners. As a result of this work, we increased awareness about Nevada Volunteers and our volunteer match system, we identified student motivators which has allowed us to plan next steps toward better engagement, and we identified community partners who are interested in working with college youth.

Using this information, we hosted mini-forums, June 4, 2010 in Reno and June 25, 2010 in Las Vegas, to share the results of our work with interested nonprofit partners and campus faculty. Feedback from the event was positive, with some excellent suggestions for follow-up and future collaboration in increasing community outreach on the campuses.

The national service partners in Nevada represent a large volunteer effort and provide core infrastructure to many programs. Because Nevada Volunteers administers the AmeriCorps funding for the state, we work closely with our five AmeriCorps programs and their 53 partner organizations who receive the services of AmeriCorps members in support of their efforts. We collaborate for planning, training, and resources with AmeriCorpsVISTA programs and Senior Corps, including RSVP (Retired Senior Volunteer Program), Foster Grandparents, and Senior Companions, that are administered by the Corporation State Office and the Nevada Department of Education that administers the state's Learn and Serve funding that promotes service-learning experiences for K-12 students. A combined report of these programs is available at the end of this report.

## Looking Forward

Based on the feedback we receive from our outreach and from active solicitation regarding the needs of organizations in effectively using volunteers, we will focus our efforts in the year ahead to address the identified gaps. A consistent issue that nonprofits and governmental agencies mention is the lack of funding to employ a volunteer coordinator, the lack of which impacts the organization's ability to effectively draw in the help they need. Nevada Volunteers will be piloting a special training for volunteers who want to help a nonprofit as a volunteer-volunteer coordinator. Through this training,

we will provide the expertise and on-going support necessary for these volunteers to fill a much-needed gap in the nonprofit organization.

This effort is one example of the way in which skilled volunteers can be helpful to an organization that has needs related to infrastructure. In partnership with RSVP, A.N.N. (Alliance of Nevada Nonprofits), the University of Nevada, Reno, and others we will be laying the groundwork to increase the number of skilled volunteers being used by nonprofits in creative expertise-focused short-term capacity-building projects. Our initial queries indicate needs in the arena of marketing and communications, IT, finance, human resources/personnel.

We will partner with several of the key volunteer leaders in the Reno community to initiate a networking group for advanced level volunteer leaders. We plan to convene the initial meetings of such a group to see if there is interest in spawning an organization and the best structure in which to do so.

The Higher Ed Service-Learning Initiative will continue into a second year to work on the identified next steps toward greater engagement of college students in service and service-learning. UNR and UNLV will each receive the services of an AmeriCorps VISTA member on the campus to continue to build partnerships with community organizations that provide skills-based and service-learning opportunities for students. We are pleased to partner again with the Office of Civic Engagement and Diversity at UNLV and for the first time with the Honors Program at UNR.

## Nevada Volunteers Network

The true success of volunteering in Nevada stems from the incredible efforts of the many organizations who engage volunteers in their work. We are proud to share the following snapshots from our partners in the **Nevada Volunteers Network** that highlight the diverse opportunities for volunteering that exist in our communities and that demonstrate the impact volunteers can make! Our appreciation goes to all the organizations that sent in their volunteer program information. Enjoy this snapshot of Nevada volunteering!

### **Tom Vetica Resource Center** [Reno]

Contact: Krista Lee-City of Reno Homeless Coordinator

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The mission of the Tom Vetica Resource Center is to enhance the quality of life for individuals experiencing homelessness and poverty through access to comprehensive on-site resources; referral services; and to an array of free communication services in Washoe County. Volunteers assist the Center by ensuring the facility stays open day to day. One paid staff person manages the facility and due to the high volume of clients that access the Center, more than one person is needed to address all of the needs presented. Many of the volunteers we utilize on a daily basis are experiencing poverty and/or homelessness themselves and therefore they are usually the experts in how to access community services and explain services to other clients. Volunteer roles in our organization include front desk/referral specialists, mail room attendants, housekeeping volunteers, Project Homeless Connect

volunteers, data entry volunteers and volunteers who provide employment assistance and computer tutoring.

Volunteers have contributed more than 2000 hours of service in our organization. We have one volunteer who has opened our facility consistently to clients on Saturdays for about a year and a half. Without his efforts, clients would not receive their mail in a timely fashion or be able to contact family and other loved ones on the phones. Our volunteer numbers range anywhere from 5 to 15. Each of our volunteers brings a unique set of skills and unique personality. Without volunteers, our facility would have to reduce its hours of operation, and it would provide a much lower level of customer assistance.

***The Henderson Volunteer Partnership Program*** [Henderson]

Contact: Emily Lewis

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The Henderson Volunteer Partnership Program (VPP) is an online service that matches groups that need assistance with volunteers who want to give back locally. Though projects do not have to be located in Henderson, they must benefit Henderson residents. Since its launch in December of 2009, the Henderson Volunteer Partnership Program (VPP) has had thousands of searches from potential volunteers.

More than 80 groups have registered their projects, including schools, libraries, HOAs, city departments, and social service agencies. Additionally, we are excited to see that individuals have begun listing home improvement projects that they are unable to accomplish on their own. This demonstrates the true spirit of neighbors helping neighbors!

***Catholic Charities of Southern Nevada*** [Las Vegas]

Phone: 702-382-0721

**FOSTER GRANDPARENT PROGRAM**

Victoria Garcia -Foster Grandparent Program Supervisor

Email:[vgarcia@catholiccharities.com](mailto:vgarcia@catholiccharities.com)

Foster Grandparents provide love, encouragement and companionship to children who are at-risk or have special needs during in -school and out-of-school time. They are individuals, age 55 years of age and older who serve a minimum of 20 hours a week as caring adult mentors and tutors. Children benefit from this program by receiving one-on-one tutoring and having access to a caring adult figure. The program currently has 88 culturally diverse Foster Grandparents who serve in 31 different locations such as pre-schools, Head Starts, public schools, and after-school programs. On average, Foster Grandparents provide 6,500 hours of service a month.

**RSVP-RETIRED & SENIOR VOLUNTEER PROGRAM**

Sara Reiss- RSVP Supervisor

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RSVP provides diverse opportunities for volunteers, age 55 and older, to serve in many agencies throughout the community. RSVP volunteers are placed in the community at various nonprofit, public,

and governmental agencies. RSVP has over 700 volunteers in the community that contribute over 30,000 hours a quarter.

### SENIOR COMPANION PROGRAM

Carol Hinkell- Senior Companion Program Supervisor  
E-mail: [chinkell@catholiccharities.com](mailto:chinkell@catholiccharities.com)

Senior Companions provide 15 to 40 hours a week of services to frail, isolated, and homebound seniors. They assist with performing simple chores, doing small errands, providing transportation to health appointments, and offering companionship. Senior Companions are individuals age 55 and over who want to help adults with special needs remain independent and living in their own home. Senior Companions are assigned to agencies serving older adults. The program currently has 87 culturally diverse companions who provide approximately 6,500 hours of service a month to 250 clients.

### ***Sanford Center on Aging- RSVP (Retired and Senior Volunteer Program)*** [Reno]

Contact: Carole Anderson, Project Director  
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[andersoc@unr.edu](mailto:andersoc@unr.edu)

The Retired & Senior Volunteer Program of Washoe County connects people 55 and older with volunteer opportunities at local non-profit organizations to make our community a better place to live. It isn't so much that volunteers help our organization so much that they help our community through our organization and the non-profits we have agreements that they volunteer at. They certainly help our organization by enriching our lives! From January 2010 – May 2010 our volunteers contributed 37,019, an average of 7,403 hours per month by an average of 672 volunteers. 3,281 of those hours contributed by 138 volunteers were impact jobs at 24 of our stations.

### ***Communities In Schools Northeastern Nevada*** [Elko]

Contact: Celina Madrigal, Resource and Partner Relations VISTA  
775) 738-7255 office  
[www.cisnevada.org](http://www.cisnevada.org)

The mission of Communities In Schools is to surround students with a community of support, empowering them to stay in school and achieve in life. Volunteers help our organization by serving breakfast every morning of the school year at about 5 elementary schools in our community. They have also dedicated their time on the weekends to help prepare food backpacks so hungry children can take them home the following and every weekend. Without our volunteers we would not be able to have breakfast available to at-risk schools and children in our community. In addition volunteers help at fundraisers/events, food/school supply/coat drives for CIS, and as 'spread the word' ambassadors.

So far this year our volunteers have served 1,125 hours.

**Three Square Food Bank** [Las Vegas]

Contact: Erica Thompson, Director of Corporate Giving/Patti Johnson, Volunteer Coordinator  
702-644-3663, x317/x355

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The mission of Three Square is to provide wholesome food to hungry people while passionately pursuing a hunger free community. Typical volunteer activities are:

- \* Sorting and repackaging food at the Food Bank
- \* Helping out at Special Events like DISH and third-party events
- \* Administration help with mailings and clerical duties
- \* Helping to pack bags of food for our "BackPack for Kids Program".
- \* Assembling meals for either Kids Cafe or Summer Food Service Program

Number of Hours since Jan 1, 2010: 22,368 hours

**Nevada Center for Public Policy Dialogue** [Pahrump]

Contact: Carolene Endersby, Chair, Steering Committee/Jacqueline Jensen, Great Basin College  
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We are a group of community advocates working under the auspices of the Kettering Foundation through Great Basin College and the League of Women Voters. We established the Nevada Center for Public Policy Dialogue (NCPD) which is dedicated to preparing the leadership necessary for public deliberation through citizens' forums. Very simply, we exist to guide communities in the use of effective techniques for discussing issues of public concern. The membership of the Steering Committee is diverse, and includes persons from academia, business, government, and community organizations within Pahrump, Nye County, and Rural Nevada. The members of this committee agree to work together, to take an active role in helping to ensure the success of Nevada Center for Public Policy Dialogue, and to encourage deliberative forums and study circles within their respective community sectors.

The volunteer efforts have resulted in the following:

- ✓ Created a resource library of research and educationally oriented materials.
- ✓ Set up an independent file for each critical civic issue identified and proposed for public deliberation.
- ✓ Attended train-the-trainer workshops; specifically those directly related to moderator and recorder training and framing issues;
- ✓ Sought out and cross train community members to become effective moderators and recorders.

**ESL In-Home Program of Northern Nevada** [Carson City]

Contact: Florence G. Phillips, Executive Director  
775-888-2021

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The nonprofit ESL In-Home Program utilizes trained community volunteers to provide one-on-one English instruction to non-English speaking adults in the student's home, at no cost. Instruction is freely given to people who are unable to attend regular classroom settings. This learning process quickly empowers these individuals to become more productive members of their local communities and ultimately enriches the cultural diversification within communities.

The program started with one tutor and six students in February 2004. Currently we have 91 community volunteer tutors teaching 160 students. The tutors assist non-English speaking people to communicate with children's teachers and medical personnel without interpreters, helping them to find jobs, advance in employment, become U.S. Citizens, to name a few examples. Since its inception six years ago, the program has helped over 400 adults in English language skills. So far, 59 of our students have become U.S. Citizens; some are now in Citizen Study as well as in GED Preparation classes.

Our two AmeriCorps/VISTA volunteers contribute 40 hours a week helping the program with databases, fund raisers, recruitment of tutors and students, organizing training workshops, attend career fairs to recruit tutors of college/university students, and exposing the program with radio and TV presentations to expand the program in additional rural counties, speaking to service clubs and businesses. Our volunteer tutors average 2-3 hours each week.

**Valley Hospital Medical Center** [Las Vegas]

Contact: Beth Fleisher, CVA, Human Resources Generalist

702-388-7842

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At Valley Hospital, volunteers work in 35 different departments: nursing floors, waiting rooms, gift shop, information desk, clerical areas (administration, accounting, human resources, employee health, performance improvement, infection control, wound care, volunteer office, etc.), outpatient surgery, surgery, admitting, cardiology, radiology, dietary, emergency room, ICU, Chaplain, materials management, nursery, respiratory, physical therapy, etc.

In 2009, volunteers included adults, participants in the high school Explorers program, and teens. There were 328 total volunteers who contributed 27991.87 hours, the equivalent of 13.56 full-time positions for the year.

**Food Bank of Northern Nevada** [Reno]

Contact: Bill Kolton

775-331-3663, x 118

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The mission of The Food Bank of Northern Nevada is to end HUNGER in our region through DIRECT SERVICES, ADVOCACY, OUTREACH and EDUCATION. The Food Bank of Northern Nevada is a regional food distribution and support system serving over 100 partner agencies in Northern Nevada and the Eastern Sierra. The Food Bank of Northern Nevada provides and supports programs including food pantries, soup kitchens, emergency shelters, after-school programs and Kids Cafe (dinner program), Kids Cafe Summer Meals program, Food Stamp Outreach and much more. Among clients who visit emergency food program sites, 58% are over age 50 and 35% are over age 65. Children are the most

vulnerable to hunger; 37% of emergency food recipients are children under the age of 18. Last year the Food Bank of Northern Nevada provided over 4 million meals to low income seniors, children and families. The Food Bank of Northern Nevada is a member of Feeding America ~ The Nation's Food Bank Network (formerly America's Second Harvest).

Below are a few of the ways volunteers are helping us--

Packing and Distributing Commodity Supplemental Food Program boxes (Designed to provide support foods to seniors and families with nursing mothers and / or children up to age six). We pack and deliver 2,500 boxes each month to over 40 CSFP sites, mostly at senior centers.

Office and Clerical assistance--Fold, stuff seal and put postage on letters each. Assist with donor recognition tasks. Provide the necessary labor to accomplish major mailing campaigns.

Backpacks – for elementary school age students who are “in transition” more commonly known as homeless or in precarious situations. The program provides a backpack of food to the student and their family over the week end when the school's food service programs are not available. The foods are nutritious, require little preparation.

Sort and Pack Donated Food and Other Items--The Food Bank of Northern Nevada receives donated items from a variety of sources, including, but not limited to, grocery stores, general merchandise retailers, and warehouse sources. Additionally, food drives are one of the most well known and effective ways we obtain food year round. The two largest food drives are during the holidays and the Mother's Day weekend Letter Carriers Food Drive. Many businesses, civic and faith – based groups have food drives during the year.

Packing and Distributing Mobile Pantry Food Bags--Designed to provide support foods to families and individuals, we pack and deliver bags that contain produce, dairy, bread and other nutritious food each month to neighborhood sites.

General support – If you have a skill, talent or ability and the time to share it with us, it is likely we have a need for it.

Events Assistance--Volunteers are always needed at Food Bank of Northern Nevada Events. Our annual events include, but are not limited to: Food Bank Concerts, CANstruction, Share Your Christmas Drive-By Food Drive, Macy's Community Shopping Day, National Hunger Action Month, Food Shows and other miscellaneous events.

Over 20,000 volunteer hours will be donated to the Food Bank of Northern Nevada by over 3,000 unduplicated volunteers.

**MountainView Hospital** [Las Vegas]

Contact: Dena Dzierbicki, Director of Volunteer Services/PBX  
702-255-5079

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A MountainView Hospital volunteer is a member of a team of individuals who serve without salary under staff supervision and direction. Service is of a non-professional nature that adds a most important ingredient to health care – love and concern for people. It improves the service and lightens the burden, allowing the professional staff more time for care of patients. A MountainView Hospital volunteer more than any other person on the team, has the time and opportunity to create an atmosphere of friendliness and good will.

At MountainView Hospital we have 128 adult volunteers, 35 junior volunteers and 5 pet therapy dogs. In 2009 our volunteers donated 35,000 hours. There are a wide variety of areas where MountainView volunteers enhance the quality of healthcare our hospital provides. Here are a few:

- Clerical Duties
- Emergency Department
- Information Desk
- Inpatient and Outpatient Surgery
- Medical Records
- Patient Care Units
- Warehouse
- Women's Center

***The Nevada Youth Empowerment Project*** [Reno]

Contact: Monica DuPea, Executive Director

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Nevada Youth Empowerment Project is a 501(c) non-profit operation that provides specialized residential housing to older female youth aged 17-21 years by providing a treatment component within a mixed social/family style environment that includes behavioral therapy as well as basic life skills to promote independence. Our mission is, "Enriching the lives of at-risk young adults; thereby protecting the community through an integrated continuum of care, life skills training, and societal reintegration." We strive to provide an example of organized, consistent and structured lifestyle to disadvantaged young adults whom have experienced a childhood plagued with transience. Our program provides affordable, safe, clean, supportive housing with access to resources such as continued education, transportation, daily living skills and supportive mentors. For a more detailed description of our program please see our website [www.nvyep.org](http://www.nvyep.org).

Volunteers assist our organization by generously offering their time as professional mentors or offering specialized training and classes for our clients. We also have a Vista who serves as a Capacity Specialist and assists the organization in building the structure needed to maintain sustainability.

Our volunteers participate in several activities that assist our organization to achieve our goals. Professional mentors offer an hour or more of their time a week either spending one on one time with our clients or teaching a specialized skill such as yoga, MMA or cooking. This enriches our client's lives by teaching them new skills, helping them to stay healthy and giving them a positive adult role model. We average 65 hours a month of contributed volunteer time. In addition, our Vista serves the organization 40 hours a week and assists the organization in maintaining sustainability.

***Southwest Gas*** [Las Vegas, Fallon, Winnemucca, Carson City]

Contact: Sonya Headen, Corporate Communications

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Southwest Gas employees find many ways to create positive changes in their communities. They support clothing and food drives, renovate homes, build playgrounds, and provide meals to children and

seniors. *Blue –Building Lives Up Everywhere*, which is the name of the employee volunteer program, expresses our passion for volunteering and enhancing the lives of others. Southwesterners are not only dedicated to participating in *Blue* events, but they also go beyond company volunteer activities by coaching youth sports, teaching Sunday school, becoming Scout leaders, and serving on boards. This vibrant volunteer spirit demonstrates how we value our communities, our employees and our company.

In Las Vegas, *Blue* enthusiasm spilled over into projects like 'Rebuilding Together' where employees gathered to renovate, paint, clean up, and landscape the home of a senior citizen. In addition, the *Blue* Team participated in Nevada Reading Week for a local elementary school, and prepared lunches for the Ronald McDonald House in support of families of critically-ill children.

Building on the energy of *Blue*, employees in Carson City sponsored food and gift drives for local community agencies, and assisted at the Special Olympics Summer Games track and field events. The *Blue* Team in Fallon collaborated with a community church to provide meals to those in need, and participated in the Parade of Lights during the holiday season. In Winnemucca, *Blue* employees collected and donated books to their local school library, and hosted a food drive for their local food bank.

Throughout the company's history, volunteering has been an integral part of Southwest Gas. To us, being a caring neighbor is part of our responsibility as a natural gas provider. We see it as a labor of love, both at work and in the community. Our employees help play a role in shaping the best possible future for our communities and Southwest Gas is proud of its many *Blue* volunteers who give back.

### ***Volunteer Center of Southern Nevada*** [Las Vegas]

Contact: Robin Kelley

702-892-2322

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The United Way's Volunteer Center is a program working to improve lives and build a stronger, healthier and safer community. We strive to promote volunteerism and get people involved in their communities. The VCSN provides a link for individuals, families, teams, and corporate groups to join together and engage in meaningful volunteer opportunities throughout southern Nevada. The Volunteer Center does this in partnership with other organizations so we are working together to bring about long-lasting change in our communities. From motivating children to discover and learn, to serving hot meals to low income families, to caring for the environment, to large scale transformational projects, residents of southern Nevada are responding to critical needs. We're about empowering people to make change. Join us...be part of the change!

Our goals are:

- To promote and expand opportunities for voluntary service throughout southern Nevada
- To provide and support innovative leadership training
- To effectively gather volunteers in emergency relief situations
- To address important community needs by concentrating resources into engaging, well-planned, and meaningful community service projects

From January, 2010 through June, 2010 we had 12,793 volunteer hours contributed through our projects. We have 11,079 active volunteers as of June, 2010 and have 1,318 volunteer opportunities listed.

**Churchill Animal Protection Society (CAPS)** [Fallon]

Contact: Teresa A. Summers, Executive Director

775-423-7500

[caps@cccomm.net](mailto:caps@cccomm.net)

Our mission is to find permanent, caring homes for the cats and dogs in our care; to reduce the number of unwanted litters by educating the residents of Churchill County on the importance and benefits of spaying and neutering; to rescue adoptable cats and dogs from Fallon Animal Control; and to educate the public on companion animal welfare issues and alternatives to cat and dog surrender.

Volunteers help our program by:

- Dog Walking: During the hours the shelter is open, volunteers take the dogs for walks and socialization (four (4) hours a day).
- Cat Socialization: During the hours the shelter is open, volunteers brush, pet and socialize the cats (four (4) hours a day).
- Office Work: Volunteers help answer phones, handle adoptions, answer questions regarding our low income spay/neuter assistance programs.
- Wal-Mart: Volunteers help set up and sell CAPS t-shirts, ball caps, calendars, etc. at Wal-Mart once a month to raise funds for our low-income spay/neuter assistance program.
- More Than Just Art Auction for the Dogs and Cats engages volunteers as artists who donate, set-up and registration functions, logistics, and auction organization and follow-up.
- “Happy Endings” Calendar: A volunteer solicits advertising for the calendar (20+ hours) and others seek preorders from people that have pets featured in the calendar.
- Bark in the Park: Yearly fund raiser held at Oats Park in Fallon. Volunteers help with event set up, hosting a raffle, a dog wash, a 5K Walk/Run, and a CAPS booth including a photographer.

CAPS have been able to help with the unwanted, stray, and abandoned dogs and cats in Churchill County for over 20 years because of its dedicated volunteers. On the average volunteers donate anywhere from 8 to 15 hours a week walking dogs, answering the phone, or socializing the cats. During our three major fundraisers throughout the year volunteers donate anywhere from 4 hours to over 20 hours depending on the fundraiser.

**Pet Network Humane Society** [Incline Village]

Contact: Nikki McGinn, Volunteer and Events Manager

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Pet Network is a 501(c)(3) non-profit organization located in the heart of Incline Village serving Northern Nevada and the Lake Tahoe area. We take a community approach to rescuing and placing unwanted animals as well as providing a wide variety of programs to serve people and their pets. As a private, non-profit animal rescue organization we depend on the generous donations of our community to continue our life-saving work. Pet Network rescues adoptable animals from euthanasia, connects abandoned animals with loving families, instills respect for animals through education and promotes quality of life through animal companionship.

At Pet Network, volunteers are crucial to the success of our organization and we could not accomplish our mission without them! Our volunteers save lives and make a difference in the lives of homeless cats

and dogs! Volunteers range from students to seniors, and they bring a wide variety of talents and skills to their various tasks such as foster care, reception, dog walking, cat brushing, managing social media, online pet databases, transportation, distributing newsletters and flyers, and fundraising. Due to Pet Network's isolated location, we have a core set of volunteers of around 50 individuals, though we have many children and adults registered. We averaged 545 volunteer hours per month in 2009. At the minimum animal care staff wage of \$10/hour, Pet Network saved \$65,442.80 in labor costs in 2009 by volunteer labor alone.

***Elvirita Lewis Forum for Intergenerational Health*** [Reno-Sparks]

Phone: 775-358-2768/775-358-2322

SENIOR COMPANION PROGRAM

Contact: Mary Brock, MJM, Director

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Senior Companion volunteers serve between 15 and 40 hours each week to assist seniors who live independently, have limited access to support services, who are isolated, and who are at risk for institutionalized care without basic assistance through companionship. The primary purpose of the program is to provide companionship and advocacy to other seniors. Additional volunteer assistance may include transportation to doctor's appointments, grocery shopping, etc. depending on the capabilities of the volunteer and the ability of the client to ambulate/transfer (senior volunteers do not transfer clients). Senior Companion volunteers are 55 years and older and meet certain income guidelines. There are more than 75 volunteers assisting 275+ clients, providing an average of 5,500 hours of service each month.

FOSTER GRANDPARENT PROGRAM

Contact: Jo Ann Bank, Director

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The Foster Grandparent Program was established in northern Nevada in 1967. Our purpose is to place limited income seniors with at-risk youth in the community. Our seniors receive a small stipend of \$2.65 an hour which helps with costly prescriptions or other daily necessities. All our senior volunteers receive yearly physicals, a background check and monthly trainings plus travel reimbursement. The youth we work with are at risk of academic failure for a variety of reasons including economic limitations, language barriers, or difficult home situations. The volunteers in the schools work one on one with these children to bring them up to academic level, assisting them in obtaining goals that they will need well into adulthood. We work with schools in Washoe County, Yerington, Silver Springs, Wadsworth, Fernley, Truckee and Carson City. We also work with youth at Jan Evans Detention Center, Boys & Girls Club, Kids Kottage (social service shelter), McGee Runaway Shelter, Head Start Programs and the Family Drug Court.

Our 110 volunteers work 20-40 hours per week and approximately 150,000 hours per year. How fortunate we are to have such a wonderful program in our community.

### ***Nevada Rural Counties RSVP*** [Carson City]

Contact: Janice Ayers, Executive Director

775-687-4680, x2

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For the fiscal year July 1, 2009, through June 30, 2010, RSVP had 1,174 active volunteers in Nevada's 15 rural counties. Of these, 266 were 54 or younger; 186 were ages 55-63; 403 were 64-75; 229 were 75-84; and 60 were 85 or older. Thirty volunteers' ages are unknown. The largest number of volunteers are located in Carson City (399); the next largest is Lincoln County at 277. Nye County has 114 and the other counties vary between three and 71 volunteers. Some counties are smaller than others in population and have fewer volunteer opportunities; however, all volunteers are appreciated.

Overall, 1,174 volunteers donated 130,156 hours of their time to assist their respective communities. One volunteer hour has been valued at \$20.85 for 2009 by the Independent Sector in Washington, D.C. Using this figure, RSVP's volunteers gave a \$2,713,753 gift of manpower to their communities last year.

Volunteers perform all kinds of wonderful work to help others. They work as home companions, Lifeline installers, drivers for medical appointments, respite for caregivers, exercise leaders, and others too numerous to list. Also, volunteers assist more than 300 other non-profit and state and local government agencies with manpower.

### ***TIP of Northern Nevada*** [Reno]

Contact: Gabrielle Totton /

775-337-2112 /

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Trauma Intervention Program (TIP) of Northern Nevada is an affiliate of TIP National, a non-profit organization founded in 1985 with 16 TIP affiliates serving over 250 cities across the nation. TIP volunteers are specially trained to assist emergency responders with family members after a sudden death, victims of crime, witnesses to tragedy, children left alone after the death or injury of a parent, or anyone traumatized by a crisis event. TIP is unique in that volunteers are on standby 24/7 – 365 days a year and respond within 20 minutes to all calls for service. These citizen volunteers are called to the scene by emergency responders (police, fire, ambulance, coroner). TIP benefits the community in a number of ways, including saving the emergency response system time and money, involving citizen volunteers in public safety, and providing a valuable service to survivors of tragedy who are often experiencing the worst hours of their lives.

During the first two quarters of 2010 (thru June 30, 2010), TIP volunteers provided 9,134 hours of volunteer service. We went out on 57 calls, assisted 209 citizens in trauma, and 173 emergency responders. These numbers are even more impressive considering TIP of Northern Nevada only went 'live' on 11/12/09!

## **National Service in Nevada**

Nevada Volunteers awarded 5 AmeriCorps Program Grants and 1 AmeriCorps Recovery and Reinvestment Act Grant supporting national service activities for 229 AmeriCorps members statewide

and managing more than \$1,541,199.00 of federal AmeriCorps dollars. The host organizations for AmeriCorps (2008-2009) include:

- United Way of Southern Nevada
- Parasol Community Foundation
- Great Basin Institute—Nevada Conservation Corps
- Nevada Outdoor School, Winnemucca
- US Vets, Las Vegas

Nevada AmeriCorps members provided 194,958 hours of service in the core areas of education, human needs, environment and public safety which at \$20.25 per hour (the value of a volunteer hour set by Bureau of Labor Statistics in 2008) is worth \$3,947,899.50 to our state.

Services were provided in:

Carson City County	Lincoln County	Humboldt County
Churchill County	Nye County	Lander County
Clark County	Mineral County	White Pine County
Douglas County	Pershing County	
Elko County	Storey County	
Eureka County	Washoe County	

AmeriCorps members recruited and managed an additional 5,251 volunteers throughout the state who contributed more than 69,883 hours of community service with a value of \$1,415,130.70. Members from each program were selected to participate in volunteer management training and then served as their program's volunteer coordinator for the year.

The Learn and Serve program administered through the Nevada Department of Education engaged 82 students in three districts (Elko, Washoe, and Nye) in service-learning experiences that benefitted the local community and enhanced the education of the students.

Sixteen different nonprofits and agencies benefitted from the services of 67 AmeriCorpsVISTA members who focused their efforts on specific services needed by their host organization to enhance the capacity of the organization to address issues of poverty in local communities.

The three RSVP programs (individual reports in previous section) covering all the counties in Nevada worked with 440 local sites to place over 2,500 volunteers. In addition 313 people served as foster grandparents to vulnerable children and 218 people served as senior companions to frail elderly, allowing them to stay in their homes.

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<sup>1</sup> America's Civic Health Index: Civic Health in Hard Times, National Conference on Citizenship, 2009. Washington, DC 20036; [www.ncoc.net](http://www.ncoc.net)

<sup>2</sup> Volunteering in America, Corporation for National and Community Service, 2008. Washington, DC 20036; [www.volunteeringinamerica.gov/index.cfm](http://www.volunteeringinamerica.gov/index.cfm)