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Evaluation fo AmeriCorps State Programs in New York State: Volunteer Generation

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**EVALUATION OF AMERICORPS
STATE PROGRAMS
IN NEW YORK:
VOLUNTEER GENERATION**

**FINAL REPORT
AUGUST 2009**

PREPARED BY:

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Executive Summary

The Center for Human Services Research (CHSR), University at Albany, conducted an evaluation of New York's AmeriCorps State Volunteer Generation initiative. This evaluation meets national evaluation requirements and provides the opportunity for improving existing services through identifying best practices and areas that are in need of attention. The project included two data collection techniques: a web-based Management Information System (MIS) and telephone interviews with program directors.

Evaluation Overview

The evaluation gathered data on 1) volunteer characteristics; 2) volunteer recruitment, management and retention strategies; and 3) volunteer service activities. The original evaluation plan was to rely exclusively on the web-based MIS that was accessible to each AmeriCorps site to input data describing the volunteer pool and service participation. However, MIS data analyses revealed that few sites had consistently entered data and that many sites had entered limited or no data. In order to address these gaps, improve representativeness of the data and examine additional issues relevant to volunteer activities, telephone interviews were conducted. These interviews were conducted with all 42 program directors and collected both qualitative and quantitative data on volunteer generation activities.

Results and Discussion

The data sources' strengths and weaknesses need to be taken into consideration when interpreting the findings; particular attention needs to be paid to issues of representation in the MIS data (please see Table 1 in the body of the report). Unless otherwise specified, the data that are reported are from the telephone interviews since all AmeriCorps programs participated in this data collection method.

Aggregate findings across all 42 programs are presented. Individual program reports are provided in Appendix C.

Some of the data are categorized by two types of volunteers based upon terms of service:

- Continuous Volunteers who demonstrated an ongoing commitment to serve in AmeriCorps programs.
- Episodic Volunteers who participated in one or several special events or projects but were unavailable to serve on a regular basis.

Program Description: Most AmeriCorps State Programs are non-profit organizations that provide services through sub-sites within their region. The programs are located throughout the state in areas that roughly correspond with population density. However, one corridor through the Syracuse and Albany regions has no apparent service and some pockets of dense population (see Appendix D, Figure 5 and 5a). Over 40% of the programs were located in New York City. Half of the programs offered educational services including literacy building, tutoring, and homework assistance.

Overall Assessment: New York State AmeriCorps programs are recruiting large numbers of volunteers who are involved in fulfilling work that contributes to the improved functioning of AmeriCorps programs and provides numerous benefits to a large number of communities. Program directors, members, and volunteers who provided data were extremely positive about their experiences. Most respondents reported that the success of their program depended either very much or somewhat upon volunteers. On average, program directors rated the importance of volunteerism at 7 on a scale from 1 to 10.

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Continuous Volunteers and Services: Continuous volunteers participated in a range of services, the most common of which were activities aimed at improving academic performance, reported by 61% of the program directors. Other common activities included recreation; environmental clean-up, restoration, or beautification; administrative or program operations assistance; companionship or basic assistance; and general skills development to promote productive, independent functioning.

Episodic Volunteers and Services: A total of 30,422 episodic volunteers participated across all programs. Similar to continuous volunteers, there was a wide range of episodic volunteer involvement across programs. Environmental clean-up, restoration, or beautification was by far the most common episodic activity type. Approximately one quarter of episodic projects recorded in the MIS targeted services to populations with special needs.

Recruitment: All programs reported using a variety of volunteer recruitment strategies. Networking was the most frequently mentioned and the most successful recruitment strategy. Two somewhat divergent themes emerged regarding ways to increase volunteer recruitment: 1) locally-based efforts due to New York State's diversity and each community's different needs and 2) coordinated statewide recruitment efforts to foster volunteers' connection to a larger initiative and to save resources by eliminating duplication of effort among many programs. Additionally programs felt that the volunteer initiative could be strengthened by reaching out to largely untapped populations such as Baby Boomers, senior citizens, students, and Asian Americans through targeted recruitment efforts and volunteer opportunities that appeal to the skills and interests of these groups.

Members and Volunteerism: Practically all telephone interview respondents (98%) identified AmeriCorps members as playing a role in recruiting volunteers. Their role in this varied based on the program, with some indicating that it was a loose requirement and others that it was an integral part of the process. Based on MIS data, AmeriCorps member's level of involvement with

volunteer recruitment was at least occasional in more than 80% of programs. However, at most locations, fewer than 20% of members were considerably involved. Members felt sufficient supports were in place to allow them to successfully recruit and manage volunteers.

Volunteer Orientation and Training: Nearly 90% of the programs offered some level of volunteer orientation and training. However, many program directors and members felt that training and orientation could be improved. Few programs require any formal training, and several program directors indicated that devoting more time to preparing volunteers would ultimately increase efficiency and save resources. Data from the telephone interviews revealed a positive association between the provision of volunteer training and volunteer reliability.

Management and Retention of Volunteers: Supervision was provided by 85% of programs, although the amount of supervision varied across programs. The most common ways that programs fostered volunteer retention were to formally recognize achievements and encourage activities that allowed volunteers to serve in teams with other volunteers. Over half of the programs reported taking steps to improve the experiences of volunteers, including soliciting feedback from debriefings and informal exit interviews.

Challenges and Ways to Address Them: Over half the programs faced challenges recruiting and maintaining volunteers. Additional challenges included finding satisfying work for volunteers and tasks associated with volunteer management such as completing paperwork and complying with evaluation requirements. Most program directors reported that NYS contract managers could not have done anything to help address these challenges. Yet, respondents who indicated a need for infrastructure support expressed such needs as: 1) an agency-wide process to ensure consistency and improve oversight across sub-sites; 2) dedicated staff hours for volunteer recruitment; and 3) increased funding for volunteer training and recognition.

Evaluation and Reporting: Nearly all programs received training on the NYS AmeriCorps data entry system and found it helpful. Additionally, most respondents reported that the purpose and importance of the evaluation was clear to them. However, reliability of results was compromised by inconsistency and in some cases complete lack of data entry by specific programs. Telephone interview data further revealed that programs felt that there were too many forms, the forms were too lengthy, and paperwork requirements were a burden for the programs and the volunteers. Programs struggled with multiple and incompatible requests for documentation and expressed interest in one centralized data system. Duplication of administrative efforts has proven to be frustrating and an inefficient use of resources.

Recommendations

State-level recommendations

1. Offer state-level and/or regional trainings on effective recruitment strategies including targeted strategies to increase participation among specific population groups.
2. Organize regional and/or state-level events and activities.
3. Foster linkages with other state-level agencies and organizations to organize efforts that promote volunteerism and reach out to a larger potential pool of volunteers.
4. Develop a data system that permits direct data entry by volunteers.
5. Initiate statewide publicity campaigns to promote volunteer recruitment.
6. Develop a template for a volunteer handbook to assist organizations in managing and administering their volunteer efforts
7. Continue to support research around AmeriCorps volunteerism to ensure informed decision making

Program level recommendations

1. Provide formal orientations and trainings for continuous volunteers.
2. Recognize volunteers who successfully complete an assigned task.
3. Increase oversight at the sub-site level.
4. Utilize members and volunteers who complete their service and report positive experiences as a potential marketing resource.
5. Conduct community surveys to help define effective recruitment strategies and develop service projects

Introduction

This report presents findings from an evaluation of New York's AmeriCorps State program, conducted by the Center for Human Services Research (CHSR) from October 2006 through March 2009. The evaluation focuses on program activities related to Volunteer Generation, an AmeriCorps initiative to expand and improve organizational capacity to provide services through the mobilization of dedicated volunteers. AmeriCorps State programs engage in a wide range of activities and services, many of which are not related to volunteerism and thus fall outside the scope of this evaluation. The report is divided into four major sections:

1. *Project Overview* – A description of activities that contributed to the evaluation design is provided. A brief history of the AmeriCorps program precedes a review of literature on volunteerism. This section concludes with a discussion of the need for and purpose of a statewide evaluation.
2. *Methods* – This section describes the two data collection methodologies used: a web-based Management Information System (MIS) accessible to each AmeriCorps site to input data describing the volunteer pool and the type, frequency and intensity of service participation; and telephone interviews with program directors that collected both qualitative and quantitative data on volunteer generation activities. Data analysis techniques are also described.
3. *Results* – Data from the MIS and telephone interviews are presented. Based on the availability of data and practical utility of findings, results are aggregated at the state, regional and/or program level. Where appropriate, results specific to either continuous or episodic volunteers are offered. This section provides data on volunteer recruitment, orientation and training, challenges to implementing a volunteer initiative, and the impact that Volunteer

Generation had on the participating programs and in the community.

4. *Discussion and Recommendations*– Interpretation of results are offered. Within the limits of the data, the discussion details strengths or gaps in services at state and local levels. To the extent possible, findings are interpreted to suggest general best practices. Suggestions to promote efficiency and quality of future program operations related to volunteerism are presented. These recommendations are empirically-based and address issues such as volunteer recruitment and management. The discussion also addresses considerations and strategies for evaluating a volunteer program.

The narrative of the report is accompanied by an Executive Summary, which highlights major findings and conclusions, as well as Appendices. These appendices include maps, lists of data collection instruments and MIS reports, and program reports which are single-page, program-specific summaries of the key data elements.

Project Overview

The AmeriCorps Program

AmeriCorps is a national program that receives funding from and oversight by the Corporation of National and Community Service (CNCS) to address community needs in such areas as education, public safety, health, and the environment through a national network of service programs. Established in 1993, AmeriCorps has three divisions: AmeriCorps State and National, AmeriCorps VISTA (designed specifically to combat poverty), and AmeriCorps NCCC (National Civilian Community Corps).

This evaluation collected data from programs in New York State under the auspices of AmeriCorps State that operates through Governor-appointed State Service Commissions. In each state, these Commissions award grants to a variety of agencies including faith-based organizations, higher education institutions, state and local governments, and nonprofit organizations. AmeriCorps grantee agencies recruit, select, and manage members who serve on local projects. AmeriCorps members agree (often contractually) to either a full-time (minimum 1,700 hours over a 9 to 12 month period), or part-time (minimum 900 hours over a 1 to 2 year period) service position. Upon successful completion of their term, members receive an education award ranging from \$2,363 for part-time service to \$4,725 for full-time service.

Although program activities vary by grantee, a common goal of AmeriCorps State programs is to mobilize community volunteers and to strengthen the capacity of organizations where they serve. To help achieve this goal, each state program is expected to operate a volunteer initiative. Unless allowed a waiver by the State Commission, grantees are required to train and manage volunteers, as well as track their activities. AmeriCorps volunteers are individuals recruited or directly supervised by AmeriCorps members who work on projects that help programs achieve their community service objectives. The level of

involvement for each volunteer varies considerably. For the purposes of this evaluation, volunteers were divided into two distinct categories: continuous and episodic. These categories, based on differences in service intensity and the level of data being collected, are used throughout the report.

Continuous Volunteers: Volunteers who demonstrate an ongoing commitment to service with AmeriCorps. Through either verbal agreement to complete a term of service or project, or repeated participation in a variety of program activities, volunteers offer an investment of time that may equal that of AmeriCorps members. Examples of services they may offer include tutoring or mentoring, grant writing, member development, family support, or construction of new residences.

Episodic Volunteers: Volunteers who support one or several special events or projects, but are not available to serve on a regular basis. Episodic volunteers participate in tasks such as park clean-ups, food drives, and nursing home visits. Episodic and continuous volunteers are primarily distinguished by the amount of service that they provide, as types of service often overlap.

Background Information on Volunteerism

Volunteerism Rates and Influences on Participation: In 2008, 61.8 million people, or slightly more than one-quarter of the adult population in the United States, volunteered at least once during the past year (United States Bureau of Labor Statistics, 2008). When examining data from various studies of volunteerism it is important to note that definitions of volunteering differ, particularly regarding formal versus informal efforts. Informal efforts, which are more common among specific minority populations, are often not measured by standard research approaches. In communities with large ethnic minority or immigrant

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populations, volunteer services often do not involve a specific agency or organization that quantifies effort, and are thus more likely to be overlooked in statistical summations of volunteer activities.

While civic engagement has generally declined over the past half century, rates of volunteering have increased recently in response to natural disasters and the 9/11 terrorist attacks, and due to an increasing demand from nonprofit organizations for more volunteers (CNCS, 2006a). In 2007, about 6 percent of the U.S. population reported doing some long-distance volunteering (defined as volunteering over 120 miles from home). The ten most frequent long-distance volunteer locations were all hurricane-stricken areas (CNCS, 2008a). More emphasis on service-learning and school-based learning for youth, delays in childbearing and marriage, and higher educational attainment among Baby Boomers have all contributed in part to recent increases in volunteer participation. The current economic downturn and accompanying high rates of joblessness have also increased voluntary activity, especially in areas with previously high concentrations of financial sector jobs.

People volunteer most often with religious organizations (35.3%) or with educational and youth services organizations (27.0%) (CNCS, 2007a). Most volunteers (71%) report that they decided to volunteer because they were asked directly to do so (Independent Sector, 2001a). Common motivations to volunteer include feeling a sense of compassion for others in need, a desire to gain a new perspective, or having an interest in a specific volunteer activity.

Volunteering with a family member is a relatively common phenomenon. According to one study, approximately half of all volunteers reported family volunteering, with larger families (four or more people in the household) most likely to engage in family volunteering (Independent Sector, 2001b). Reasons that families decide to volunteer together include wanting to spend quality time as a family and religious motivations (Center for Urban Policy and the Environment, 2003). Family volunteers often learn about volunteer opportunities through religious

organizations to which they belong (Jalandoni and Hume, 2001).

The creation of AmeriCorps in 1993 was considered an important step in developing and strengthening the national volunteer service movement. The program grew quickly, and in 2007 AmeriCorps managed or mobilized approximately 1.7 million community volunteers. AmeriCorps depends on its large volunteer base to offer services in areas such as education, public safety, health, and environmental improvement. Organizations receiving AmeriCorps funds reported an average increase of 93% in their capacity to deliver services. In 1999, about 61 percent of AmeriCorps organizations also depended on volunteers from outside of their agencies (Abt Associates Inc., 2004).

Volunteering Among Specific Populations: Rates of volunteering differ based on population characteristics. For example, adults in the Midwest volunteer at higher rates than adults in other parts of the country; approximately one-third of Midwesterners versus one-quarter of adults in other regions volunteer (CNCS, 2008b). Women volunteer more frequently than men (29% as compared to 23% nationally) and married individuals and parents with children under age 18 years volunteer at higher rates than the general population. Whites volunteer more frequently (29%) than African Americans and Asian Americans (both 19%) and Latinos (14%), although these rates can vary depending on other characteristics, such as age group or religious affiliation. Because of their implications for targeting recruitment efforts, volunteering by age and racial-ethnic groups are detailed below.

High School Students and Young Adults - In 2006, about 31% of high school students volunteered in the United States (Center for Information and Research on Civic Learning and Engagement, 2007a). The volunteer rate for young people age 16 to 24 varies from 23% to 34% depending on the geographic region and type of survey (Center for Information and Research on Civic Learning and Engagement, 2007b)

The volunteer rate among young people also varies by race and ethnicity. Asian American young people report the highest volunteer rate (54%), White and African American young people volunteer at a similar rate (approximately 37%), and Latino young people report a volunteer rate of 30% (Center for Information and Research on Civic Learning and Engagement, 2007c).

College Students - About 30% of college students in the United States volunteered in 2005 (CNCS, 2006c). The volunteer rate among young adults age 19 to 25 who do not attend college is much lower, at 8%. Tutoring and mentoring are the most common volunteer activities among college students.

Baby Boomers and Older Adults - According to a 2008 United States Bureau of Labor Statistics report, about 33% of all Baby Boomers volunteer, which represents the highest rate for any age group. The volunteer rate among older adults increases when informal volunteering (e.g. volunteering with friends, family, and neighbors but not as part of an agency or organization) is taken into account (Rozario, 2007). Characteristics of volunteers who are 70 years of age or older include higher education, good physical functioning, and gender (with women more likely to volunteer). Ultimately, participation in volunteer service among Baby Boomers might depend on their physical condition, finances, and social supports (Harvard School of Public Health, 2004).

African Americans - Historically, volunteerism in the African American community has occurred either informally or through a church (Rozario, 2007). An AARP study on volunteering and giving among those 45 and older, found that African Americans had the highest volunteer rate of any ethnic group when informal activities are included (AARP, 2003). African Americans are most often involved in addressing homelessness and hunger, minority rights, or issues affecting their neighborhoods and religious organizations. Volunteer activities through the church typically involve providing food, clothing, counseling, and other emergency support services to people in the community (Mattis et al., 2000). Research also indicates an important link between church

participation and community connectedness among African American men.

Asian Americans - The volunteer rate for Asian Americans varies significantly with religious affiliation (Euckland and Park, 2007). Among this population, Catholics and Protestants volunteer more often than Hindus, Buddhists, and the non-religious. Potential differences in group-based pressures to volunteer between Christian Asian Americans and non-Christian Asian Americans have been cited as a possible explanation for this difference.

Latinos - Similar to other ethnic populations, Latinos with a specific religious affiliation are more likely to volunteer (Hobbs, 2000; Lopez and Safrit, 2001). The actual extent to which Latinos volunteer may not be accurately captured by current methods of data collection (Hobbs, 2000; Safrit, 2000). Latinos often do not volunteer in the “traditional American pattern,” meaning when Latinos volunteer it typically occurs in the context of family, neighborhood, and church, but does not involve any mainstream volunteer organization. A somewhat unique focus of volunteer efforts among Latinos is that they often involve providing assistance to new immigrants (AARP, 2003)

Best Practices: The literature cites a number of best practices for recruiting, managing and retaining a volunteer workforce.

Recruitment - Organizations should base recruitment strategies on the number and types of volunteers they wish to attract. According to Williams (2000), recruitment strategies can be broad and universal (creating brochures or television or radio advertisements to attract large numbers of potential volunteers), or targeted (matching the needs of the organization with needs and interests of volunteers). Some general recruitment techniques include: creating personalized phone messages, posting fliers and brochures in key community locations, networking with local community groups, and using available electronic media outlets (HandsOn Network, n.d.). It is important for organizations to match their volunteers with service opportunities that fit their needs, provide volunteers with

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adequate training, and strengthen ties among organizations and the communities they serve (CNCS, 2006b).

There are several effective methods that have been used to address barriers to volunteer participation. One significant barrier is finding volunteers who are available for projects that occur during the workday (Urban Institute, 2004a). Creating flexible time schedules so that volunteers who work regular jobs can participate before and after work or during lunch is one way to address this barrier. Developing separate strategies to recruit individuals who wish to volunteer on a more limited, finite basis and those who wish to participate on an ongoing basis can also be useful (Wilson and Steele, 2001). Removing unnecessary volunteer qualifications, using technology to increase access to information regarding volunteer opportunities, or creating more opportunities for groups, teams, friends, couples, and families are other possible strategies to improve recruitment. Volunteer centers and community information centers can help organizations faced with funding and/or human resource shortages that impede volunteer recruitment (Urban Institute, 2004b).

Organizations with the mission of recruiting Baby Boomers transitioning into retirement need to be creative in building flexible opportunities to meet the needs of those with busy schedules (Culp, 2009). The recruitment of Baby Boomers as volunteers should focus on making use of their individual skills, resources, abilities, and interests. It is critical for recruitment messages to present the experience that comes with age as a strength and desired trait. As with other populations, volunteer opportunities targeted for Baby Boomers should be tailored to the needs and interests most pertinent to that age group, integrated into agencies already of interest to those individuals (e.g., the workplace), and flexible enough to fit with a wide range of schedules (Wilson and Steele, 2001).

Research has found that several factors can encourage and increase volunteer involvement among Latinos. First, Latinos need to be convinced that the organization is making a long-term investment in the Latino community (Hobbs,

2007). Advertising on Spanish language radio stations, creating bilingual recruitment fliers, or discussing how the organization would benefit Latino families and communities are all possible strategies (Hobbs, 2000; US Department of Education Mentoring Resource Center, 2008). Encouraging family and friend involvement is another important element (Lopez and Safrit, 2001). Organizations should adjust their recruitment practices as needed in order to create an environment that is welcoming and responsive to the cultural experiences and backgrounds of Latinos (Hobbs, 2007). Where possible, it is ideal to have bilingual staff.

Management - Sound volunteer management practices will increase the overall benefits of using volunteers (Urban Institute, 2004c). The most effective volunteer organizations have paid staff members who assist with volunteer management, and the percentage of time that paid staff members devote to volunteer management is significantly related to the number of additional volunteers an organization can manage. Limited funding can make expansion of volunteer services challenging, but organizations can begin to overcome financial obstacles by supporting and efficiently using individual volunteers' skills and resources (Urban Institute, 2004c).

Retention - Volunteer retention can be improved when organizations formally recognize volunteer efforts and accomplishments (Points of Light Foundation, 2004). Recognition practices might include ceremonies, certificates, awards, and opportunities for professional development or training. Organizations that fail to recognize volunteers, or view them as a drain on resources, typically are not able to retain quality volunteers (Urban Institute, 2004a). Using volunteers to recruit additional volunteers is an effective practice that research suggests not only expands recruitment, but also improves retention.

Benefits of Volunteering: Volunteering benefits both the organizations and volunteers involved. For organizations, volunteers provide significant cost-savings and enable them to provide more and/or better services or programs to those in need (Urban Institute, 2004). Volunteering can also provide opportunities to learn and apply new

management and leadership skills, offering settings where new ideas and approaches can be tested (American Society for Training & Development, 2008).

Individuals who volunteer benefit through the development of technical and interpersonal skills, and opportunities to put those skills to use (Frumkin and Miller, 2008). Examples include developing a broader cultural awareness, building problem solving and teamwork skills, acquiring job-related skills and knowledge, gaining networking opportunities, and building a stronger resume (American Society for Training & Development, 2008).

Volunteering also supports both mental and physical health. Volunteers experience greater life satisfaction, lower rates of depression, and tend to live longer than people who do not volunteer (CNCS, 2007b). It is believed that volunteering can help people manage stress and decrease the risk of disease (Wilson and Musick, 1999). As a form of social activity, volunteering encourages the development of social ties and gives people the sense that they are making a difference in other people's lives (Wilson and Musick, 1999). Engaging in volunteer work is also believed to build a sense of trust, tolerance, empathy, and respect for others, which in turn makes people less likely to engage in self-destructive behavior (Wilson and Musick, 1999).

Volunteering is correlated with, though not necessarily a direct cause of, many positive behaviors among youth. Teenagers who volunteer at least one hour per week are 50 percent less likely to abuse alcohol, smoke cigarettes, become pregnant, or engage in other self-destructive behaviors (Latham, 2003). Research has also found that teenagers who volunteer learn how to respect others, gain a broader cultural awareness, develop leadership skills, and acquire an understanding of citizenship. Further, teenagers who volunteer are more likely to graduate from school, go to college, and vote (Latham, 2003). In 1999, one-third of public schools and half of all public high schools provided service learning opportunities for their students (Institute for Volunteering Research, 2004), and that percentage has likely grown in the past 10 years.

The benefits of volunteering for youth extend beyond the teenage years. Young people who volunteer are more likely to have a strong work ethic, are three times more likely to volunteer as adults, and are more likely to donate to charities as adults.

Volunteerism and AmeriCorps: AmeriCorps programs across the United States have mobilized millions of volunteers and provided a wide range of services that have left a lasting impact on the communities they serve. The impacts of some of these AmeriCorps programs and their volunteers are discussed here. California Alliance is a child abuse prevention program that provided home visiting services to 2,176 families and 7,087 family members, and more than 45,000 people attended at least one of 383 community events sponsored by the program (Innovations in Civic Participation, 2005). In Indiana, the People Learning Center (PLC) successfully recruited 2,750 volunteers to mentor, serve as peer mediators, and teach peace in local communities. The Iowa Coalition Against Domestic Violence (ICADV) recruited over 2,900 volunteers to provide services to victims of domestic violence. ShrevCORPS, a service-learning program for young adults in Louisiana, recruited over 4,470 volunteers to assist with local environmental and community projects. Since 1998, America Reads in Mississippi has recruited over 80,000 volunteers to help improve the literacy skills of students and increase teacher certification rates in the state. These examples demonstrate the profound impact that AmeriCorps programs can have on volunteerism across the United States.

Need For and Purpose of Statewide Evaluation

Beginning with the 2007 grant competition, the CNCS established new evaluation requirements for AmeriCorps State sites (AmeriCorps Regulations, Sections 2522.700-2522.740). All programs were required to undergo evaluation and report results as part of their application for re-funding. Depending on program size, evaluations could either be conducted internally or contracted to an independent entity. Another option to fulfill the new requirement was to conduct a statewide evaluation of all AmeriCorps State programs. This

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would remove the burden on each site to design and implement its own self-assessment procedure. The New York State Commission determined that each of the State's 42 Formula and Competitive programs would participate in a statewide evaluation.

The Commission, through its partnership with the New York State Office of Children and Family Services (OCFS), sought an independent evaluator to help design and perform the statewide data collection effort. CHSR at the University at Albany, with an existing and positive working relationship with OCFS, and extensive experience working with statewide programs to assess services and outcomes, was contracted for this work. Two primary areas of expertise at CHSR are 1) designing and conducting rigorous evaluation research for statewide programs, and 2) developing and maintaining management information systems.

Rather than assessing multiple outcomes across a diverse range of individual program activities, it was determined that the evaluation would focus on a common set of activities relevant to operating a volunteer initiative. This approach allowed all of New York's AmeriCorps State programs to take part in the study because every grantee was reportedly involved to some extent in the effort to increase the size and quality of the volunteer pool. The proposed evaluation focused on many aspects of volunteerism, including identifying effective practices for volunteer recruitment, management and retention.

In addition to being a common concern of all programs, the State commission was motivated to examine volunteerism in part because of a report issued by the CNCS in 2006. CNCS created city and state profiles based on Current Population Survey data that showed the volunteering rate in New York State has been consistently low since 1989. From 1989 to 2006, the average annual increase in New York's volunteer rate actually exceeded the national average increase of 6 percent. However, as of 2006 only Nevada ranked lower than New York in the overall ranking in the CNCS report.

Both methodological issues and the disproportionate influence of findings from New York City may have impacted New York's ranking in this report. Volunteering rates were lower in urban areas nationally, with the New York City region performing particularly poorly. The structural factors that negatively impacted the results for urban regions in the population survey are likely stable and related to lifestyles of urban residents. Specifically, volunteering rates tended to be higher when a large percentage of residents owned their homes, commuting times were short, work schedules were flexible, the poverty level was low, and education levels were high. In communities where none of these factors are present, residents may need to find creative ways to volunteer and serve. Additionally, the current design of the population survey may not be sensitive to some types of civic engagement and service contributed by New York City residents. Thus, the evaluation sponsored by the New York State Commission would provide additional data to either corroborate or refute CNCS findings.

The primary goal of the CHSR Volunteer Generation evaluation was to provide programs with a uniform set of data so that information could be aggregated, sorted, and analyzed in ways that would be most helpful to service providers and the State Commission. The elements of the data set included volunteer characteristics, recruitment strategies, and service activities that could be summarized to facilitate the effective targeting of recruitment efforts and to accurately match interests of the volunteer workforce to specific service needs. Information gathered through the evaluation was intended to expand both the reach and quality of services offered.

Evaluation Design, Methods and Procedures

This section begins with a description of the AmeriCorps Volunteer Generation MIS and is followed by discussion of the telephone interviews of AmeriCorps program directors. The original plan was to rely exclusively on MIS data. However, analyses of the MIS data revealed inconsistent data entry across sites. While a few sites had consistently entered data on the characteristics and activities of large numbers of volunteers, many sites had entered limited or no data. When it became clear that the MIS would not provide reliable data, the telephone interviews were conducted to address gaps in MIS information, to improve the representativeness of the data and address additional issues relevant to volunteer activities.

Description of the Management Information System

The statewide evaluation of New York's AmeriCorps State programs was supported by a Management Information System (MIS) that was designed to create a database to address a range of questions about volunteer activity and Volunteer Generation. The development of the MIS involved the four following tasks:

1. *Literature and Document Review* - Research was conducted on the AmeriCorps program at both the national and state level. The goal of this activity was to provide CHSR researchers a deeper understanding of AmeriCorps as an organization, including a comprehensive picture of the types of services AmeriCorps programs offer, and how they are delivered. Evaluation researchers also reviewed other studies conducted on volunteers – either in AmeriCorps programs or through other initiatives.
2. *Convening of Evaluation Workgroup* – All programs were given the opportunity to participate in the development of the evaluation. This resulted in convening a workgroup of 12 individuals, consisting of New York AmeriCorps State program directors, State Commission staff, and CHSR staff. The group provided advice to researchers regarding the data collection system. The experience of the directors illustrated various ways that programs approach volunteer recruitment, management, and retention, and helped researchers design appropriate data collection procedures to capture and allow for differences among programs. The workgroup operated through phone calls, e-mail correspondence, and meetings for approximately 6 months.
3. *Development of Data Entry Forms* - Data entry forms were drafted based on recommendations of the Evaluation Workgroup and other AmeriCorps State program staff, as well as the needs of the State Commission. Forms were piloted with program directors, and revised and finalized with the approval of the Director of the New York State Commission. Nine forms, including service logs, intake or registration forms, exit surveys, and project records were developed to cover three conceptually distinct categories: continuous volunteers, episodic volunteers, program characteristics. (See Appendix A for a list of the forms.) Different levels of data were collected from continuous and episodic volunteers. For example, continuous volunteers reported services based on individual activities that they participated in. Those same services were identified by projects for episodic volunteers.
4. *Creation of the MIS* – Before being contracted as the independent evaluator for the AmeriCorps State program, CHSR had extensive experience in developing large-scale data management systems for a variety of human service agencies and government entities in New York. This experience, along

with ongoing and detailed feedback from the State Commission, guided the MIS programming process. The overarching goal was to build a web based application that would provide data for program monitoring, management, and improvement, as well as meeting all state outcome reporting and evaluation requirements.

The data system was programmed using Microsoft.net software, which allowed information to be input directly into a centralized database. Each AmeriCorps State program was responsible for directly entering information collected through paper forms into the web-based MIS. Staff from the State Commission and OCFS could directly log into the system and receive timely information about each site's activities as well as statewide aggregate reports.

Quality Assurance

Several activities were undertaken to ensure the utility of the evaluation, including the following:

1. *Early notification of AmeriCorps programs.* To keep program directors fully informed, the State Commission addressed evaluation plans and expectations in grant applications for the 2007-08 program year. As part of the application, programs were required to agree to participate in the independent statewide evaluation.
2. *MIS Training.* All 42 AmeriCorps State programs in New York were required to send at least one representative to a regional data training offered by CHSR programmers and research staff. At the discretion of program directors, any individual who was expected to take part in data entry was strongly encouraged to attend. A total of nine half-day trainings were conducted; five in the New York City region, two in Albany, one in Rochester and one in Syracuse. The geographic dispersion of the trainings was based on input from program directors regarding convenience and availability. Each training provided detailed instructions for forms completion and data entry. The purpose of each form was reviewed, a time line for

completion of each form was distributed, and trainees entered mock data into the MIS. Training packets which contained instructions on completing forms and entering data were distributed to trainees, made available to personnel at each site, and posted on-line. CHSR offered ongoing technical assistance for the entire data collection period from October 2007 through November 2008 and beyond. In addition, CHSR made site visits as necessary to train new users, and attended AmeriCorps meetings to present new report forms and to be available to answer user questions.

3. *MIS Data Integrity.* Comprehensive training and pilot testing were critical first steps of the quality assurance procedure. Additionally, sites were encouraged to limit the number of individuals who would have access to the MIS, which was available through a User ID and secure password. To further protect and ensure data quality, validity checks were programmed into the MIS. CHSR frequently contacted sites and conducted ongoing data quality assessments. All data were reviewed on a regular basis and cleaned through automated and manual checks. Quality Assurance reports were designed that tracked indicators such as continuous volunteers with no recorded activities and episodic projects with no associated evaluations. As these automated reports became accessible, each site director was informed of their availability and encouraged to use them.

Telephone Interviews

As with the design of the MIS, the content of the telephone interview was informed by a literature review, as well as feedback from the State Commission. In addition, lessons learned from the administration of the MIS evaluation were incorporated to focus further inquiry on producing a comprehensive evaluation of the AmeriCorps State Program in New York. The telephone interview contained the following five sections: (1) Program Overview; (2) Volunteer Participation; (3) Episodic and Continuous Volunteer Roles, Impact and Challenges; (4) Continuous Volunteers: Experiences and Attitudes; and (5) Utility and Challenges of MIS

Data Collection. The instrument was reviewed by the Executive Director of New Yorkers Volunteer, State Commission on National & Community Service and the Director of Evaluation and Research at OCFS, and pretested with three program directors from the 2008-2009 program year who were not in the study sample. Relevant feedback was integrated into the final draft of the instrument. The Institutional Review Board for the University at Albany approved the study and the instrument.

The interview was retrospective, focused on the 2007-2008 program year and administered between January and March 2009. Two weeks prior to each interview, program directors at each of the 42 AmeriCorps State programs were sent an informed consent document and the content of the interview for their review and to help them prepare. Verbal consent was obtained at the beginning of the interview. The interviews lasted for approximately 30 minutes with some variation based on both program and respondent characteristics. The response rate for the telephone interview was 100%, with program directors, rather than their designees providing responses in most cases.

Data Analysis

MIS data analysis: The MIS was programmed to provide automated reports that could be easily displayed and printed, such as volunteer lists and summary counts of forms entered. Specialized reports were provided as requested by the State Commission and OCFS. Program managers were given access to the system and to the programmed reports, but were not able to view individual volunteer data. Detailed descriptions of each report are contained in Appendix B.

After reviewing data available through automated reports, further analyses were performed on raw MIS data. Each file was cleaned and recoded as necessary, with at least two CHSR researchers involved in this process. SPSS 17 was used to perform quantitative data analyses.

Telephone interview data analysis: Quantitative data were analyzed with SPSS 17. The open-ended questions in the telephone interview

solicited rich responses that were coded based on themes that emerged. Often respondents shared information that was categorized under multiple themes. In these cases, a single response was counted repeatedly (in as many categories or themes as were mentioned). Thus, reporting of counts for open-ended questions was not based on a total of 42, but rather on the number of themes mentioned and the number of times each theme was indicated.

Results

All of the results in this report must be interpreted with an understanding of the strengths and weaknesses of the data. As mentioned above in Section II, the original evaluation plan did not include a telephone survey, but adding the telephone interview allowed exploration of areas that could not be addressed with MIS data, and also served an important validation function. This section first provides an overview of the completeness and accuracy of the data entered into the MIS, and the telephone interview data. Subsequently, the results are organized into the following sections: Program Description, Continuous Volunteers and Services, Episodic Volunteers and Services, Member Services, and Program Volunteer Activities (Recruitment, Orientation and Training, Retention, Challenges, and Impact). Within each section, relevant data from the MIS and/or interview are included. Individual reports with program-specific data summaries are in Appendix C.

Overview of Data Sources

The telephone interviews were conducted with the 42 AmeriCorps State contracted programs located throughout New York State (See Appendix D Maps). Of the 42 New York State AmeriCorps programs active during the 2007-08 program year, 35 (83%) provided MIS data in at least one area (continuous volunteers, episodic volunteers, program information). Of the programs that did not provide any MIS data at all, three were in the New York City region, two in the Albany area, one in Yonkers, and one was a statewide program.

Continuous Volunteer Profiles were entered by 26 programs, of which 20 also specified activities performed by these volunteers. Data obtained during the telephone interviews revealed that nine of the 16 programs without continuous volunteer MIS data did not use this type of volunteer, suggesting that data are truly missing in this area from only seven programs. Episodic volunteer information was provided by 27 programs. Of the 15 programs lacking this data, four reported in

their interviews that episodic volunteers did not participate during 2007-08, meaning that 11 programs are missing data in this area.

Many directors of programs that did provide MIS data indicated in their interview that MIS data were incomplete and did not accurately reflect total volunteer contributions. A comparison of the total number of volunteers reported by each director in the telephone interviews with data available in the MIS provides an overview of the completeness of the MIS data (see Table 1). For example, in the telephone interview AmeriCorps Mentoring and Peer Services reported having 11 continuous volunteers, and the MIS database included records for 11 volunteers, indicating that 100% of the data is being represented in the MIS for this program. Overall, the table shows that of the 33 programs that used continuous volunteers, 15 entered MIS information on most of the individuals (at least 70%). In instances where the percentage is greater than 100 (e.g., 109% continuous volunteers for AmeriCorps Future Leaders), there was a greater number of individuals in the MIS than reported in the telephone interview. Of the 36 programs that reported any use of episodic volunteers, 20 entered MIS information on most of the individuals that participated (at least 89%). For 9 programs, the estimated numbers of episodic volunteers differed significantly between interview and MIS data (coverage rates greater than 100%). Some of this discrepancy may be explained by the nature of some large community projects, and the rough estimation of total numbers of participants collected through the Aggregate Group Project Form.

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Table 1. Percent of Volunteers in MIS based on Telephone Interview

Program	Number of Continuous Volunteers (Telephone Interview)	Percent Continuous Volunteers in MIS	Number of Episodic Volunteers (Telephone Interview)	Percent Episodic Volunteers in MIS
ABLE AmeriCorps Builds Lives Through Education	0	NA	4,340	23%
Access to Justice Project	75	11%	0	NA
AmeriCorps Future Leaders	11	109%*	1	0%
AmeriCorps Kids First Initiative	13	100%	81	100%
AmeriCorps Mentoring and Peer Services	11	100%	281	100%
AmeriCorps Volunteer Income Tax Assistance Program	0	NA	35	89%
AmeriCorps Volunteers for Community Service	202	19%	2,070	101%*
Anti-Hunger and Empowerment Corps	50	0%	700	0%
AUMS AmeriCorps	200	0%	150	0%
CARES	0	NA	0	NA
Catholic Charities AmeriCorps	200	26%	17	0%
CCM AmeriCorps LEAP	49	100%	203	100%
CHCANYS Community Health Corps	0	NA	90	0%
City Year New York	19	100%	350	0%
Community and Volunteer Mobilization	15	13%	10	180%*
Community LEAD AmeriCorps	64	100%	40	925%*
Community Works	248	100%	1,121	100%
Eastern Brooklyn Collaborative for Youth Development	104	70%	0	NA
Future Leaders in Youth Development	37	0%	353	129%*
Genesee County AmeriCorps	0	NA	213	100%
Grand Street Settlement	39	100%	0	NA
HelpTech	46	102%*	48	125%*
Jumpstart NYC	0	NA	62	100%
Jumpstart NYS	0	NA	366	127%*
NACHC	12	100%	404	53%
Nassau County AmeriCorps	128	36%	10	0%
NY Restoration Project	0	NA	9,860	22%
Oswego AmeriCorps Program	12	42%	656	100%
Our Experience is Best Teacher	21	100%	10	0%
Peacemaker Program	54	100%	Did not report	NA
Phoenix House Mentoring	12	0%	250	174%*
Red Hook Public Safety Corps	71	100%	26	100%
Rochester AmeriCorps	1,300	2%	662	100%
Rockland County AmeriCorps	33	0%	150	0%
SCA NY AmeriCorps	40	3%	995	105%*
Substance Abuse Program	7	0%	200	0%
TASC Plus	0	NA	827	100%
Teach After 3	155	100%	2,547	100%
THA	11	0%	20	0%
The Belle Center	378	19%	Did not report	NA
UHAB	294	18%	1,000	0%
Western NY Service Corps	150	0%	2,274	58%
Total	4,061	30%	30,422	54%

Note: NA is Not Applicable; program does not use this type of volunteer

*Where percent is greater than 100 there was a greater number of individuals in the MIS than reported in the telephone interview.

The data in the table emphasize that the MIS results reported for continuous and episodic volunteers in the subsequent sections are based on different sample sizes. In total, the MIS contains 1,205 continuous volunteer profiles and 11,250 specific activities performed by these volunteers. Analyses of episodic volunteer data are based on a sample of 552 projects in which an estimated 17,782 individuals participated. Table 1 shows that 54% of all episodic volunteers reported in program interviews were entered into the MIS. Because The Belle Center and Peacemaker Program did not respond to the telephone interview question regarding total episodic volunteer participation, this percentage does not include 1,412 volunteers from those two programs whose information is in the MIS.

In contrast to the MIS data, there is little missing information from individual items in the telephone interview, and each program participated in the interview. Responses to open-ended questions allowed probing and clarification that yielded in-depth information about various aspects of volunteer activities that is not possible to collect in an MIS system. On the other hand, responses to questions with predetermined response options may be influenced by social desirability bias. That is, when responding directly to a person asking about volunteerism as part of an evaluation of volunteer generation activities, the tendency may be to agree that it is important and valuable. In addition, program directors provided their impressions about volunteers' experiences, as it was not feasible to ask volunteers themselves.

Unless otherwise specified, the data that are reported are from the telephone interviews since all AmeriCorps programs participated in this data collection method.

Program Description

Directors reported that most of the programs (79%) provided services through sub-sites located within their region. On average there were 13 sub-sites per program. Over 40% of the programs were located in New York City. This was followed by programs in the Buffalo (12%), Rochester (10%), and Yonkers (7%) regions. The

Albany, Long Island, and Syracuse regions each contained 5% of the total. About 17% of programs were classified as "statewide," meaning the program had sub-sites located throughout the state. Specific geographic locations of programs and sub sites are presented in Appendix D, Figure 5. Program locations are displayed relative to population density in Figure 5a.

According to data obtained in the telephone interviews, half of the programs offered educational services including literacy building, tutoring, and homework assistance (See Table 2 next page). Half of the programs provided services in multiple areas, while the other half focused on a single service area.

A total of 31 of the 42 program directors completed a questionnaire in the MIS to provide a general description of their agency and detail policies that might impact their volunteer initiative. New York AmeriCorps State funding was primarily awarded to non-profit organizations (25 of 31 respondents), and only one agency that received funds was faith-based. Grantee organizations varied in size, with estimated budgets ranging from more than \$100 million for Rochester AmeriCorps to less than \$1 million at HelpTech and Genesee County AmeriCorps. All agencies hosting AmeriCorps State programs had been in operation for more than 5 years. Most had also received AmeriCorps funding for 5 years or longer. None of the responding agencies were in their first year of involvement with AmeriCorps.

Relative Importance of Volunteer Activities: Program directors rated the importance of volunteerism as a program goal on a scale of 1 (least important) to 10 (most important). The average score was 7, and as Figure 1 (see next page) shows, most directors viewed volunteerism as an important program goal.

Table 2. Distribution of Service Types Across AmeriCorps Programs

Service Area	Description	Frequency
Education	Literacy, preschool, schools	21
Work with special populations	Disabled and elderly	9
Recreation	After-school activities and sports	9
Public safety	Homeland securities, justice system, and legal services	6
Counseling	Social, emotional and nutritional	6
Environmental	Parks, gardens, conservation	5
Food banks	Distribution and delivery	4
Health	Medical, prevention, enrollment for public health insurance	3
Job training	Job skills, linkages to programs & support around attending	3
Emergency services	Emergency room and crisis intervention	3
Substance abuse	Mentoring, education and support	2
Tax preparation	Free tax preparation services	1
Technology support	Network installation and maintenance	1

Table based on Telephone Interview Data

Figure 1. Importance of Volunteerism as a Program Goal

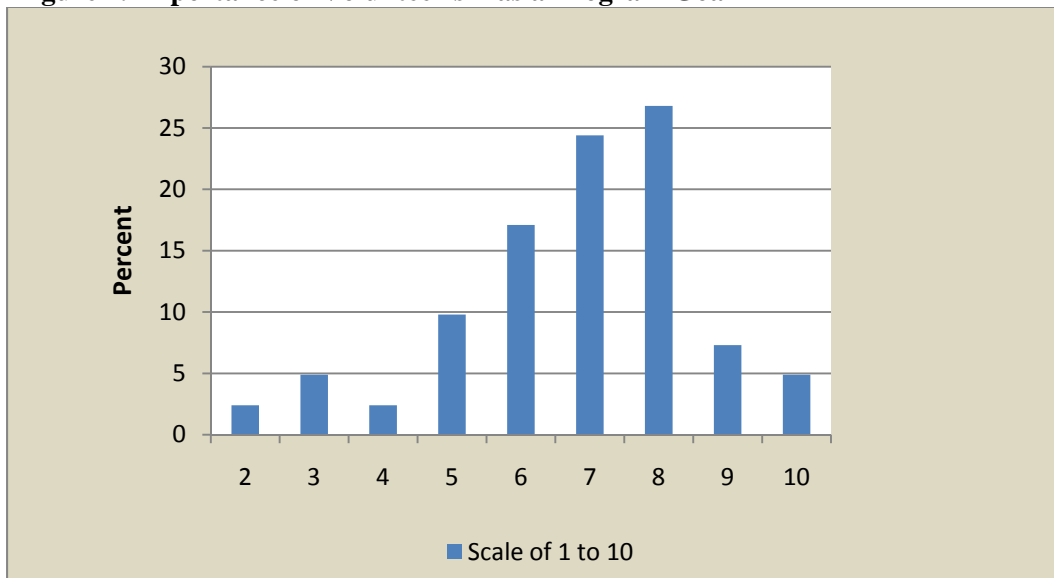


Figure based on Telephone Interview data

Most respondents stated that they would like to expand volunteer activities over the next 5 to 10 years (92%) and the remaining 8% would like to keep volunteer efforts the same.

Programs were also asked to prioritize four general goals in the MIS, including recruitment of volunteers, and results are presented in Table 3. Providing needed services was reported to be the first priority by 16 out of 30 programs that responded. Strengthening the community was the top priority for nine programs, developing members for four others, and recruiting volunteers was the first priority for one program (AmeriCorps Volunteers for Community Service). Among these four major service goals, recruiting volunteers was ranked last by 60% of programs.

Continuous Volunteers and Services

Scope of Services: A total of 33 programs reported offering services provided by continuous volunteers. Frequency of participation in program activities varied considerably across programs. Nearly 40% of continuous volunteers participated in services once a week, with an additional 25% participating 2-3 times a week. Others volunteered less frequently, working twice a month (19%) or once a month (12.5%). The majority of continuous volunteers engaged in services throughout the year (67%), while 33% participated only during the school year.

MIS data on continuous volunteer activities were provided by 20 programs. A total of 44,530 service hours for the period from October 2007 to November 2008 were logged into the MIS. The average duration for these activities was 4 hours, with each volunteer contributing an average of nine activities and 37 service hours. Again, these data varied significantly by program. Total hours logged ranged from 181 to 10,614 with a median of 735. Average hours contributed per continuous volunteer ranged from 5 to 226, with a median of 28. In programs that reported the least intensive service from continuous volunteers, an average of approximately 6 total hours were logged. More than 100 service hours per volunteer was reported by five programs: HelpTech, Our Experience is Best Teacher, Rochester AmeriCorps, Access to Justice Project, and Community LEAD AmeriCorps.

Type of Services: Continuous volunteers participated in a range of services, the most common of which were activities aimed at improving academic performance, reported by 61% of program directors. Other common activities included recreation (55%), environmental clean-up, restoration, or beautification (55%), administrative or program operations assistance (52%), companionship or basic assistance (49%), and general skills development to promote productive, independent functioning (46%).

Table 3. Program Priorities

	<i>Providing Needed Services</i>	<i>Strengthening the Community</i>	<i>Developing Members</i>	<i>Recruiting Volunteers</i>
Number of Programs Ranking Goal As... (N=30)				
First Priority	16	9	4	1
Second Priority	8	10	10	2
Third Priority	3	7	11	9
Fourth Priority	3	4	5	18

Table based on MIS data

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Table 4. Continuous Volunteer Effort by Service Type from 10/07 to 11/08

Service Type	# Activities	# Hours
Improve Academic Performance	2,460	6,868
Provide Companionship or Basic Assistance	1,243	4,077
Administrative or Program Operations Assistance	1,125	5,607
Recreation (picnic, field trip)	974	2,607
Charity/Fund Raising (bake sale, blood drive)	783	4,325
Develop General Skills for Independent Functioning	750	2,238
Coaching	720	1,746
Develop Professional/Job Skills	590	2,120
Emergency Preparedness or Violence Prevention	357	1,286
Environmental Clean-Up, Restoration or Beautification	270	7,398
AmeriCorps Member Development or Volunteer Recruitment	260	1,586
Improve Access to or Quality of Health Care	61	149
Build, Repair, or Help Locate Better Living Conditions	12	39

Table based on MIS data

Data from the MIS allow an assessment of the intensity of effort devoted by continuous volunteers, by providing estimates of number of activities performed and hours spent on each service type. Table 4 displays numbers of activities and hours devoted to 13 specific service types, rank ordered by number of activities. Consistent with program directors' accounts, continuous volunteers engaged in nearly 2,500 activities such as mentoring and tutoring intended to improve academic performance of participants. With regard to hours spent engaged in various activity types, continuous volunteer efforts were distributed over a wide range of services. Thousands of hours were contributed across various domains, with the greatest number of hours devoted to environmental clean-up, restoration or beautification. An additional 1,643 "other" activities and 4,500 service hours were not categorized by programs.

Demographic Characteristics: Data regarding volunteer demographics are based on MIS volunteer surveys thus may not represent the statewide volunteer pool. In addition, because

some volunteers did not provide complete information on these surveys, sample size associated with each variable is reported with the finding. Consistent with national trends, the majority of continuous volunteers were female (67%, total N for gender = 704). In general, this gender difference was evident across programs and across service types. Only three programs for which data were available had a continuous volunteer pool that was predominantly male: HelpTech (81%), City Year (62%), and AmeriCorps Volunteers for Community Service (56%).

Based on MIS data, the New York AmeriCorps State continuous volunteer pool was quite young. Of the 636 individuals who reported their age, 50% were less than 18 years old. An additional 29% were between the ages of 18 and 24, meaning that 8 out of 10 volunteers with age data in the MIS were younger than 25. Only 60 continuous volunteers (9% who reported their age) were older than 40.

Table 5. Continuous Volunteer Self-Reported Racial-Ethnic Background

Ethnicity	Number (N=509)	Percent
White, not Hispanic	200	39%
African American, not Hispanic	126	25%
Hispanic or Latino/a	103	20%
Asian/Pacific Islander	31	6%
American Indian/Native American	0	0%
Multi-Racial	31	6%
Other	18	4%

Table based on MIS data

Table 5 displays continuous volunteer ethnicity. Approximately 40% of respondents were White, one-quarter were African American and one-fifth were Hispanic or Latino. Most programs with at least 10 valid responses had volunteers from each of these three most frequently reported ethnic backgrounds. Exceptions included Community LEAD AmeriCorps, where all 62 volunteers with ethnicity data were White, and Eastern Brooklyn Collaborative for Youth Development, where 72% of volunteers were Hispanic and none were White.

Telephone interview participants were asked to consider if there were important socio-demographic differences between volunteers and staff /AmeriCorp members. Differences between volunteers and staff can create tension if actual or perceived skill level is higher among volunteers than staff, and socio-demographic differences can exacerbate these perceptions. Additionally, supervision challenges or miscommunication may be influenced by differences in socio-demographic backgrounds. Close to half of the respondents indicated there were no important differences between these groups based on age (47%) and educational status (46%), and the majority of respondents observed that there were no important differences based on class (75%) or race (81%).

Volunteers' Satisfaction with Their Experience:

Program Directors reported that volunteers obtained a sense of pride and belonging, felt good about helping others, increased their awareness of community needs, and in some instances even improved their health. Among younger volunteers

in particular, a 'spirit of volunteerism' was thought to be instilled.

Satisfaction surveys were completed by slightly more than half of continuous volunteers (n=265), so results cannot be generalized to either the MIS sample or the statewide population of volunteers. Also, it is possible that volunteers who chose to submit surveys were more likely to have favorable opinions of their experience than those who did not, so results may be skewed toward more positive perspectives. Approximately half of respondents who completed the satisfaction survey did so at the end of their volunteer experience. The most common reason for ending their volunteer term was that their work had been completed. No volunteer reported feeling as though his or her time had not been used productively, and over 90% indicated that they had met their personal goals through their volunteer experience.

Figure 2. Continuous Volunteer Opinions of Service

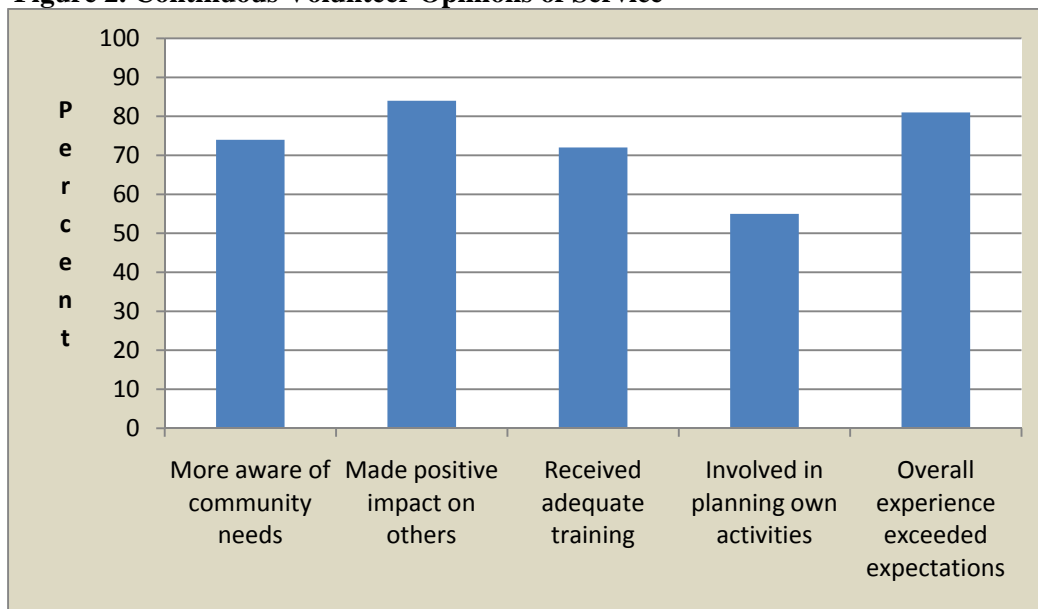


Figure based on MIS data

Figure 2 shows that other aspects of the volunteer experience were also reported to be quite positive by the majority of respondents. Many (40%) were interested in receiving information about becoming an AmeriCorps member. About two-thirds of telephone interview respondents reported volunteers became members often or sometimes.

Programs’ Satisfaction with Volunteers: Almost all program directors believed that volunteers were able to successfully complete tasks (97%), and were for the most part reliable. Respondents reported that volunteers were somewhat reliable (34%), reliable (47%), or highly reliable (16%).

Episodic Volunteers and Services

Scope of Services: While telephone interview data reported 30,422 episodic volunteers, MIS data contained 17,782 episodic volunteers in 552 projects across all New York AmeriCorps State programs. There is a strong possibility of duplicated counts in the MIS, as some individuals likely participated in multiple projects but were still not considered continuous volunteers.

As found for continuous volunteers, the level of involvement of episodic volunteers ranged widely across programs. The majority of episodic involvement was concentrated in a relatively

small number of programs, with seven programs accounting for nearly two-thirds of episodic volunteers. Three programs, Teach After 3, New York Restoration Project, and AmeriCorps Volunteers for Community Service, each reported over 2,000 episodic volunteers. SCA New York AmeriCorps reported the highest number of episodic projects (54), followed by Teach After 3 (46) and Community Works (46). Across all programs, an average of 33 individuals participated in each project. This number varied considerably by program as well, ranging from 5 volunteers per project at Red Hook Public Safety Corps to 131 volunteers per project at Western New York Service Corps.

Community projects recorded in the MIS account for an estimated 60,000 volunteer service hours over the time period from October 2007 to November 2008, or approximately 4 hours per volunteer. These figures underestimate actual time commitment because they do not include several projects for which no duration was provided. Still, the conceptual division between continuous and episodic volunteers appears to have been valid, with episodic volunteers providing considerably less intensive services. On average, episodic volunteers contributed 10 or fewer service hours at all but two programs (HelpTech and NACHC).

Table 6. Episodic Volunteer Efforts by Service Type from 10/07 to 11/08

Service Type	# Projects	# Hours
Environmental Clean-Up, Restoration or Beautification	156	21,361
Recreation (picnic, field trip)	63	3,308
Improve Academic Performance	62	5,030
Improve Access to or Quality of Health Care	36	2,604
Provide Companionship or Basic Assistance	33	2,833
Charity/Fund Raising (bake sale, blood drive)	26	2,752
Develop Professional/Job Skills	25	3,434
Administrative or Program Operations Assistance	18	578
Coaching	14	634
Develop General Skills for Independent Functioning	13	1,274
Build, Repair, or Help Locate Better Living Conditions	10	320
AmeriCorps Member Development or Volunteer Recruitment	7	129
Emergency Preparedness or Violence Prevention	4	147

Table based on MIS data

At 15 of the 24 programs for which these data were available, episodic service hours averaged 3 or fewer per volunteer.

The greatest number of projects (122) occurred on Saturday. Otherwise episodic volunteer projects were distributed fairly evenly across all days of the week. Between 63 and 82 projects were recorded for each day from Sunday through Friday.

Type of Services: Programs were asked to report whether episodic projects were specifically targeted to serve populations with special needs. Across the 27 programs reporting these data, 28% conducted projects with episodic volunteers that were primarily intended to offer services to individuals with special needs, whereas one-third of these programs did not conduct any such projects. However, eight programs geared at least half of their projects to address special needs, and two programs, AmeriCorps Volunteers for Community Service and HelpTech, indicated that all of their projects fit this category.

Projects were also categorized based on the age range of the population served. Nearly half of projects (47%) served either a mixed-age group or entire community. An additional 38% were targeted for youth ages 17 or younger, meaning that only 15% of episodic projects provided

services specifically for an adult or senior population. More than half of all projects were targeted for adults and seniors at only three programs: AmeriCorps Volunteers for Community Service, New York Restoration Project, and Community LEAD AmeriCorps.

Services offered through episodic volunteer projects were categorized using the same 13 activity types as continuous volunteer activities. Table 6 shows numbers of projects and hours devoted to specific service types, rank ordered by number of projects. Environmental clean-up, restoration, or beatification was by far the most common episodic activity type, in terms of both number of projects and service hours devoted. An additional 83 projects and 11,874 service hours were not categorized by programs.

The amount of various service types offered by episodic volunteers is generally similar to the pattern found for continuous volunteers, though relatively more emphasis is placed on developing professional or job skills. The most common service types by program are offered in Appendix C containing program-specific data summaries.

Specific examples of episodic volunteer project descriptions include:

- Prepared and served food to community members

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- Donated a pint of blood
- Walked the ‘longest mile’ to raise money and awareness for multiple sclerosis
- Made sock puppets for children in hospitals
- Planted trees/shrubs to improve water quality
- Constructed Habitat for Humanity home
- Participated in Earth Day recycling events
- Educated youth about HIV/AIDS and other STDs

Episodic Volunteer Feedback: Most programs conducting projects involving episodic volunteers did not perform evaluations of those activities, and others entered too few to allow for meaningful analysis. Four programs provided more than two evaluations per project, and analyses were performed on data from these programs. Results were predominantly positive, with 67% of respondents strongly agreeing with the statement that overall the volunteer experience was satisfying. Only eight out of 936 respondents disagreed or strongly disagreed with this statement. A similar pattern of responses was offered when participants were asked whether expectations were clear, service was recognized to their satisfaction, and if they were more likely to be involved in future community activities. Responses were consistent across projects and programs.

Members and Volunteerism

Information on member involvement and perspectives came from director surveys, telephone interviews, and a Member Activity Questionnaires. In surveys directors were asked to estimate the percentage of AmeriCorps members whose level of involvement with volunteer recruitment was minimal, occasional, or considerable. More than 80% of programs (24 of 29) reported that the majority of members were at least occasionally involved with volunteer recruitment. However, at most locations, fewer than 20% were considerably involved. At three programs (AmeriCorps Mentoring and Peer Services, Anti-Hunger and Empowerment Corps, and Phoenix House Mentoring), all members were considerably involved with volunteer recruitment.

Data from the Member Activity Questionnaire were available from 354 members at 18 programs. Approximately 10% of respondents had volunteered with AmeriCorps before becoming a member. Consistent with responses of program directors, members indicated that programs prioritized providing needed services and strengthening communities above recruiting volunteers. When asked about their personal opinions, most members agreed with and supported these program priorities. Only 6% of members ranked recruiting volunteers as a top priority.

On average, each member had recruited 11 volunteers and managed 28 volunteers during the evaluation service term. There was significant variation among these figures, however, with some members recruiting and/or managing more than 500 volunteers and others having no involvement in either activity. At most programs, members recruited or managed 10 or fewer volunteers. Exceptions included AmeriCorps Volunteers for Community Service, Community Works, and TASC Plus, where members were generally responsible for a greater number of volunteers.

Members were quite positive when asked to rate their program’s Volunteer Generation initiative. Volunteer Generation plans and programming were rated to be at least “fair” by 99% of members, with 82% offering ratings of “good” or “very good”. In addition, 91% of members reported feeling that sufficient supports were in place to allow them to successfully recruit and manage volunteers.

Program Volunteer Generation Activities

Recruitment of Volunteers: All 42 telephone interview respondents reported that they employed a variety of volunteer recruitment strategies. Networking, which included connecting with personal contacts (such as family and friends), professional contacts, and current and past volunteers, was the most frequently mentioned recruitment strategy. It was also reported to be the most successful strategy. Another strategy that directors found successful

was the use of electronic media including website postings and emails. Connecting with various institutions and organizations was also effective in identifying large pools of potential volunteers and promoting volunteerism. AmeriCorps programs partnered with non-profit service organizations, faith based groups, clubs and associations, health care organizations, schools and colleges, businesses, government offices (town, city, state), and other volunteer organizations (e.g. *National Service Inclusion Project*, Hands on Hudson, NY Cares).

Other recruitment strategies that were used, but not frequently flagged as successful, included distributing leaflets or flyers in person or by mail, using the print media, making phone calls, attending fairs or conferences, using mandated volunteer programs, providing incentives, and delivering presentations.

Orientation and Training: Nearly 90% of programs reported offering orientation and/or training for continuous volunteers. Requirements to attend and training practices across sub-sites were inconsistent. Neither the presence of a volunteer coordinator nor the offering of an orientation were significantly related to how programs prioritized recruitment of volunteers relative to other goals.

Most often orientation and/or training were provided by a designated employee such as a staff person and/or member. Sometimes sites collaborated with other organizations to provide training. Orientation and/or training covered content specific information related to volunteer responsibilities, program and project overviews, and general volunteer requirements and expectations. The amount of time devoted to training ranged from a couple of hours to up to 2 weeks, and the intensity varied as well; training was offered on the job, through a gradual introduction, or concentrated in an initial training session.

Supervision was provided by 85% of programs, although the amount of supervision varied across programs, from on-going to at least three times a month or as needed. Supervision typically included administrative procedures around

documentation (using sign in sheets, tracking attendance, collecting time sheets, and collecting reports and data feedback), and information shared (around development, designating where volunteers should be, and materials to use). Designated, full time personnel were responsible for oversight of the volunteer initiative at 95% of the programs¹. Yet, slightly less than one-third (29%) of programs reported employing a person who spent a significant amount of time devoted to volunteer coordination. Many respondents noted that oversight took place at each sub-site or that multiple individuals were responsible for oversight such as staff and members. On average, these individuals dedicated about 31% of their time towards volunteerism.

Retention of Volunteers

The most common ways that programs fostered volunteer retention were to formally recognize achievements and encourage activities that allowed volunteers to serve in teams with other volunteers. Few programs (less than 10) formally recognized duration of service, provided workshops to develop personal or career skills, or allowed volunteers to help design their own service activities.

Specific incentives mentioned by the 73% of program directors who reported using them included the following, presented in order of frequency: tokens of appreciation/inexpensive gifts, certificates/awards/plaques, public verbal or written acknowledgement (e.g., notices in local newspaper), thank you notes, photos (e.g., of completed work), and perks (e.g., opportunities to attend trainings). Formal volunteer recognition often occurred at special gatherings, frequently organized around a meal or other social events and ceremonies. Typically they occurred at the end of a designated project period, or during an annual event such as AmeriCorps week.

Over half of the programs (58%) reported taking steps to improve the experiences of volunteers, including soliciting feedback from debriefings and

¹ Information on oversight of the program pertains to both continuous and episodic volunteers; these questions were asked of all 42 programs.

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informal exit interviews. In response to the feedback obtained in this way, programs had added trainings, provided educational/career development activities, recruited additional volunteers, and deployed previously dissatisfied volunteers across new projects.

Evaluating Implementation: Directors were asked to rate how well they felt their program had implemented its volunteer program during the 2006-07 program year, preceding the evaluation data collection. Among 25 valid responses, 17 indicated a positive assessment of their program's performance in this area. Only one director rated a volunteer initiative to be poor.

Challenges and Ways to Address Them

Over half the programs faced challenges maintaining volunteers (55%), and recruiting volunteers (53%) (See Figure 3). Fewer programs faced problems finding satisfying work experiences for volunteers (23%).

Program directors reported on challenges associated with volunteer management such as completing paperwork; complying with evaluation requirements; finding sufficient amounts of work for continuous volunteers; matching volunteer abilities, expectations and goals with organizational needs and program settings; and developing creative ideas for events. Several directors noted challenges posed by the volunteers themselves, such as lack of interest and commitment to the assigned tasks (particularly among those in mandated volunteer programs or

among younger volunteers), limited flexibility or availability, lack of transportation for off-site activities, and general concerns about volunteer safety if activities occurred at night or in neighborhoods with high crime rates. Finally, other challenges were specific to the setting or a program's primary activity. For example, programs that required specialized training (e.g., tax preparation or legal assistance) struggled to sustain an effective volunteer program, programs in health care centers that required medical screenings or ethics and confidentiality trainings posed barriers for some potential volunteers, and in school settings occasionally parent volunteers were only interested in assisting their own children, or the schools preferred to employ staff for supportive child services.

Most respondents reported that NYS AmeriCorps contract managers could not have done anything to help address the above challenges (70%). However, a few respondents noted a several areas where state-level assistance could be helpful:

- Complying with administrative procedures and completing paperwork especially related to the volunteer clearance process
- Locating resources to support incentives and volunteer events
- Facilitating connections among programs and coordinating regional volunteer service events
- Offering training on successful volunteer strategies
- Supporting an ongoing volunteer data system

Figure 3. Challenges Faced by Programs Running Volunteer Initiatives

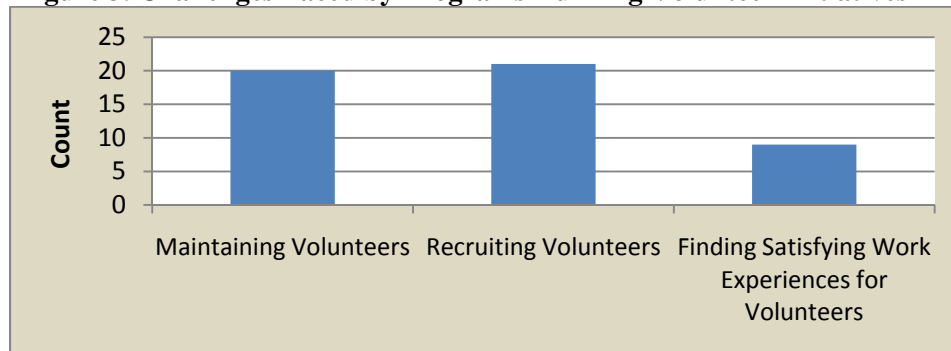


Figure based on Telephone Interview data

Although two-thirds of respondents felt that sufficient infrastructure was in place to support Volunteer Generation, those who indicated need for infrastructure support, cited the following specific areas of concern:

- Programs with multiple sub-sites need an agency-wide process that includes training at the sub-site level to ensure consistency and improve oversight
- Additional employees or members are needed to devote time to volunteer recruitment
- Increased funding is needed to improve volunteer training and provide some type of award or recognition for those who complete assignments
- Transportation is needed for volunteers at some programs, specifically those that offered services statewide

Use and Impact of Volunteers: Directors reported that volunteers spent most of their time involved in daily or monthly service projects where they had direct contact with service beneficiaries. Far less volunteer time was assigned to training and development activities or paperwork/administrative tasks. This pattern held across nearly all programs, except at Access to Justice, where volunteers were required to do a significant amount of paperwork.

Most respondents reported that the success of their program depended either very much (40%) or somewhat (45%) upon volunteers (see Figure 4).

At the extremes, four programs (10%) indicated that the success of their programs completely depended on volunteer, whereas two programs (5%) indicated that success did not depend at all on volunteers.

Volunteers had many positive impacts on the programs in which they served. Most directors reported that volunteers enabled expansion of program services (83%) and improvements in the quality of services provided (93%). Volunteer efforts also increased the programs' visibility, raised public awareness about their work and accomplishments, and enabled programs to strengthen connections to their communities through such services as neighborhood improvement projects.

All of the respondents reported that their programs' volunteer activities met the needs of the local community (41 responded). This was primarily a result of accurately identifying community needs through formal and informal community needs assessments. The needs assessments allowed the programs to provide appropriate services to specified populations. These services included legal assistance, food and nutritional information, health education, school programs, English as a Second Language (ESL) and computer literacy classes, employability skills development, food distribution, senior services, neighborhood clean-up and beautification projects, and community health promotion.

Figure 4. Perceived Importance of Volunteers to Program Success

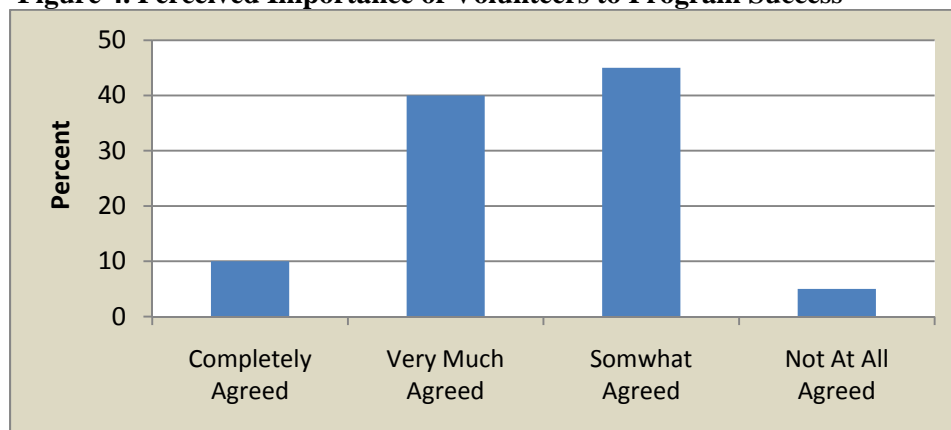


Figure based on Telephone Interview data.

Conducting Evaluations of Volunteerism

Nearly all programs received training on the NYS AmeriCorps data entry system and found it helpful. Respondents particularly liked the opportunity to use the software (hands on) during training sessions. Most respondents reported that the purpose and importance of the evaluation was clear to them (90%).

However, nearly three quarters of the respondents communicated that something could have been done to make data collection easier (74%). Most felt the paperwork was burdensome including the length of the forms, the number of forms, and the sensitivity of questions to certain groups of volunteers. There was some concern that the volunteer data base was not compatible with other program applications. Respondents suggested changes to the system such as giving members and/or volunteers direct access to enter data, reducing the number of questions and integrating with the member database.

All of the programs had a person or persons designated to enter the data. The frequency of programs logging on to the AmeriCorps NYS data entry system varied. Respondents reported that it occurred once a month (37%), followed by every few months (29%), twice a year (12%), or once a week (7%).

Most of the respondents found the system was easy to navigate, well-organized and comprehensive. The website made it easy to track information such as the number of volunteers, and the intensity and frequency of service participation. While those who ran reports found them helpful, the reporting function was used by only 38% of the programs. A few reported negative impressions of the reporting system, including it was tedious, repetitive, and a little confusing. All of the respondents mentioned that technical support was available (100%) and another 93% reported that someone at their program used technical support.

Discussion and Recommendations

This section of the report will synthesize and interpret the findings from the MIS and telephone interviews. It concludes with a series of recommendations for future volunteer generation practices and considerations regarding evaluation.

Overall, the evaluation demonstrated that many New York State AmeriCorps programs are recruiting large numbers of volunteers who are involved in fulfilling work that contributes to the improved functioning of AmeriCorps programs and provides numerous benefits to a large number of communities.

Recruitment Practices

Programs offered some insight into ways to increase volunteer recruitment in New York State. There was some debate about whether these efforts should be locally driven or centralized on a statewide basis. Some respondents felt that volunteer recruitment efforts need to be locally-based because New York State is so diverse and community needs differ. Additionally, they felt it is more effective to conduct outreach personally. This is reinforced by directors' perceptions that networking is the most effective tool to recruit volunteers. However, other respondents saw the value of a coordinated statewide recruitment effort. This approach could foster an appreciation among volunteers about being connected to a larger initiative and could save resources by eliminating duplication of effort among many programs.

Volunteer Pool

Data entered into the MIS suggest that volunteers in the New York State AmeriCorps State programs are a demographically diverse group. Given the uneven reporting by some programs, it is unlikely that the volunteers in the MIS are representative of all AmeriCorps volunteers. Nevertheless, it is noteworthy that the demographic results correspond to findings from

other studies of volunteering among specific populations, with some groups being underrepresented. For example, approximately one third of continuous volunteers were male, less than 10% were over the age of 40, and less than 6% were either Asian or Native American. Targeted recruitment efforts and volunteer opportunities that appeal to the skills and interests of groups such as men, Baby Boomers, senior citizens, and Asian Americans may help organizations access these potentially untapped resources.

Other demographic groups, such as youth and young adults, appear to have been successfully recruited and involved through current initiatives. This finding could be attributable to a combination of factors such as advertising tone and content, types of service opportunities available, or youthful leadership at the organizational level. A deeper understanding of the reasons youth choose to volunteer initially, as well as why many continue to volunteer, would inform and improve future practice.

Geographic Distribution

New York State AmeriCorps programs provide services throughout the state in areas that roughly correspond with more densely populated areas. However, in reviewing the map of New York State AmeriCorps Programs and Sub-Sites from 2007-2008 (see Appendix D, Figures 5), there is a corridor in which programs do not currently appear to offer services. This corridor falls in the Syracuse and Albany regions. Within this corridor there are at least two pockets of dense population, with over 5000 individuals per square mile. One pocket is located in Broome County and the other in Oneida County. If there is interest in funding programs based on population density, then encouraging sites in these communities to submit applications would be warranted.

Service Provision

Services delivered by both continuous and episodic volunteers were distributed across 13 service types specified for this study. Each service type was addressed by both continuous and episodic activities, and over 1,000 hours of volunteer time was devoted to all but one service type. The most common service provided by continuous volunteers related to improving academic performance. In addition, activities and projects were conducted fairly evenly across all days of the week, though most of the largest episodic events were held on weekends. These results suggest that statewide volunteer efforts successfully addressed a wide range of community and individual needs, and that opportunities to serve were not restricted to specific days or times. Yet one respondent reported that it was a challenge to find volunteers who were available to work during regular business hours. Ideally, projects and activities should be scheduled based on expressed availability and preferences of volunteers in addition to the need for services.

Opportunities to participate in episodic projects were not evenly distributed across programs. These projects require a relatively low level of commitment, so contributions can be made more spontaneously. Increasing the frequency and availability of these types of projects might provide an effective means to expand access and increase participation.

Participant Perspectives

Program directors, members, and volunteers who provided data were extremely positive about their experiences. Most directors felt that sufficient infrastructure was in place to support their volunteer initiative, and that the previous year's Volunteer Generation efforts had been successful. Members felt adequately supported, and for the most part agreed with program priorities. Volunteers who offered opinions generally reported that the experience exceeded their expectations. Program directors' reports on this topic corroborate; they reported that volunteers were given work that was fulfilling and were

satisfied with the volunteer experience. One area of perceived weakness on the part of program directors and members was training and orientation for volunteers. Few programs require any formal training, and several program directors indicated that devoting more time to preparing volunteers would ultimately increase efficiency and save resources. Volunteers did not support this perspective, with 72% reporting that they felt adequately trained. Data from the telephone interviews revealed a positive association between the provision of volunteer training and volunteer reliability. It is possible that by providing clear guidelines through an orientation or training, volunteers are more reliable because they know what is expected of them.

Evaluation and Reporting

Though programs provided a substantial amount of MIS data, reliability of results was compromised by inconsistency and in some cases complete lack of data entry by specific programs. One possible explanation for gaps in data is that the evaluation methodology may not have fit well with project goals. Volunteers were already devoting their time to community service, and may not have been motivated to contribute more time to completing evaluation forms. Telephone interview data further revealed that programs felt that there were too many forms, the forms were too lengthy, and paperwork requirements were a burden for the programs and the volunteers.

Program and project directors were asked to explain the importance of the information requested, but distribution and presentation of data forms was likely inconsistent across sites. One program director explicitly expressed having difficulty conveying the purpose and importance of the evaluation. Unless data forms were clearly linked to the goal of expanding and improving services, volunteers may not have understood why they were being asked to share personal information.

Even if all programs had entered more comprehensive data into the MIS, evaluation results would only offer a segment of statewide volunteer activity. Previous research demonstrates that contributions volunteers make to

communities, organizations and individuals can be difficult to quantify. Findings are heavily influenced by both methodology and the demographics of the volunteer pool involved in the study.

Programs struggled with multiple and incompatible requests for documentation from sources other than the AmeriCorps State Program. Programs expressed interest in one centralized system for data and documentation management. This system would be most beneficial if it were able to meet needs at all levels: state, program and sub-site. Duplication of administrative efforts has proven to be frustrating and an inefficient use of resources. Should this centralized system be implemented, its continued use over time would facilitate consistency in data collection and comparisons over time as well as allowing users to become familiar with it more slowly (for those who need this) and ideally utilize it to its full potential through mastery of the available options. While the goal of this evaluation was not to find appropriate matches to available projects for volunteers, a web-based system that allows volunteers to enter their own information to do this could be considered in future efforts.

Future Service and Future Research

The current political and social climate intensifies the need for rigorous research that clarifies practices and outcomes related to volunteering. Findings could impact decisions made by policymakers, organizations, and individuals. An initial challenge is to effectively standardize terms so that volunteer efforts are quantified in a uniform manner and valid comparisons can be made among states and communities. Research terms should be broad yet meaningful, culturally sensitive, and inclusive of various ways in which individuals can serve others. Another question worth exploring is how to collect reliable data from volunteers. Organizations such as AmeriCorps can expand their reach and capacity by tailoring their volunteer initiatives to both the existing needs of the communities and the interests of those who wish to volunteer. This can best be achieved by improving organizational understanding of the volunteer pool through use of a comprehensive and efficient data system.

Future research could also compare methodological options to more fully capture statewide commitment to community service. Historically, urban areas perform poorly using currently accepted approaches. More research to identify mechanisms through which people of varying ages, economic status and ethnic backgrounds choose to serve would help clarify previous findings.

Recommendations

The following recommendations are organized at two levels: state and local program. These recommendations draw on an analysis of the data, suggestions provided by program directors, and a review of the literature. In reviewing these recommendations with the AmeriCorps state program, it appears that a number of these recommendations are already underway while others are being considered.

State-Level

1. Offer state-level and/or regional trainings on effective overall recruitment strategies as well as on targeted strategies to increase participation among specific population groups such as Baby Boomers and males. Training could also specify sound volunteer management practices, ways to conduct orientations and trainings, and administrative issues such as liability concerns and record keeping.
2. Organize regional and/or state-level events and activities such as a New York State AmeriCorps volunteer day. This would not only serve as a way to recognize volunteers but increase awareness about volunteer opportunities. It would also reinforce the New York State AmeriCorps commitment to developing volunteerism.
3. Foster linkages among state-level organizations to organize efforts that promote volunteerism and reach out to a larger potential pool of volunteers. This would include developing linkages with state agencies including the NYS

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State Education Department, State University of New York, City University of New York, NYS Department of Aging, and NYS Department of Environmental Conservation. In addition, promote volunteerism among other state level groups such as civic organizations, faith based coalitions, and county government. Share email lists and ask agencies to distribute handouts that advertise volunteer opportunities and contacts.

4. Develop a new data system that both serves the need for evaluation and offers programs and volunteers other benefits. This system should permit direct data entry by volunteers. A web-based system could store individual information on volunteer interests and availability, as well as contact information. When projects are scheduled that may fit with a particular volunteer's goals, that individual could be contacted and informed of the upcoming event. Consideration should be given to streamlining the AmeriCorps volunteer data base and to allow volunteers to log information on projects attended and services delivered and satisfaction with the volunteer experience. However, alternate means of capturing information need to be available for populations that are not computer literate or do not have easy access to computers.
5. Initiate statewide publicity campaigns to promote volunteer recruitment such as billboards and advertisements on public transportation. These advertisements should include a centralized location (link to a website or telephone number) to find out about possible volunteer opportunities. Some marketing messages suggested included promoting volunteerism as a pathway to membership or employment, as a service that is vital to the community, and as contributing to individual health and well-being.
6. Develop a template for a volunteer handbook that could be adapted by programs to distribute to new volunteers. This would include sections on the overall AmeriCorps initiative so volunteers recognize their service as part of a larger initiative. Also, sections could be added

for local program information, rules and procedures.

7. Continue to support research around AmeriCorps volunteerism to ensure informed decision making by policy makers and program administrators.

Program Level

1. Provide formal orientations and trainings for continuous volunteers. This not only offers an opportunity to improve the quality of the volunteer pool, but can also motivate volunteers and instill a sense of commitment to the organization.
2. Recognize volunteers who successfully complete an assigned task. Distributing AmeriCorps pins, shirts, or other merchandise as rewards for participation in episodic events could also serve as a means of advertising. Programs should consider ways to more formally recognize accomplishments of long-term volunteers.
3. Increase oversight at the sub-site level. Recruitment, training, management, and recognition of volunteers should, to the extent possible, be uniform across sub-sites.
4. Utilize members and volunteers who complete their service and report positive experiences as a potential marketing resource. Many of these individuals live and work in communities from which volunteer organizations wish to recruit. Former members who attend school can engage in recruitment efforts on college and university campuses.
5. Conduct community surveys to identify the availability, interests and skills of populations who might help define effective recruitment strategies and develop service projects that meet their needs.

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Appendix A

Description of Data Collection Forms

Continuous Volunteers: Three forms were designed: the Continuous Volunteer Profile, Continuous Volunteer Activity Chart, and Continuous Volunteer Satisfaction Survey. Because some of these forms ask for personal information, all continuous volunteers were informed that their participation in the evaluation was optional, and were asked to sign a consent form before completing an individual profile. A description of each form is presented below.

Continuous Volunteer Profile: This form is completed once by volunteers who demonstrate an ongoing commitment to AmeriCorps. It is completed at or shortly after intake into the program. Data generated from this form describes the AmeriCorps volunteer pool and helps program administrators match project assignments to individual skills and interests.

Continuous Volunteer Activity Chart: This form is filled out on an ongoing basis to track the duration and type of volunteer activities.

Continuous Volunteer Satisfaction Survey: This survey is completed every six months and at the end of involvement with the program. Data derived from this form provides insight into the volunteer experience and guide improvements in services offered.

Episodic Volunteers - Three additional forms were designed to collect data relevant to episodic volunteers and the projects at which they serve: the Aggregate Volunteer Project Record, Detailed Volunteer Project Record, and Episodic Project Evaluation. Descriptions of, each of these forms are provided below.

Aggregate Volunteer Project Record: This form was used for group projects where more specific information from individual volunteers could not be obtained. Data from this form was used to provide a more accurate estimate of the size and productivity of the volunteer pool.

Detailed Volunteer Project Record: This form applies to all group projects for which specific information from at least some individual volunteers could be obtained. Like the Aggregate form, the Detailed Record is project-specific. Data was collected to help build a comprehensive volunteer database and provide contact information for future opportunities.

Episodic Project Evaluation: This form was anonymous and optional. It was available to volunteers as they left the project site to obtain information about their assessment of the activity and their volunteer experiences.

Program-Level Data – Information about New York’s AmeriCorps State programs and members who served at each site was obtained through three sources: the Host Program Description and Practices Questionnaire, Sub-Site Program Description and Practices Questionnaire, and the Member Activity Questionnaire. Brief descriptions of these forms are offered below.

Host Program Description and Practices Questionnaire: This form is intended for programs that receive AmeriCorps funds directly from the State Commission. Information is collected that describes agencies where AmeriCorps programs are housed and helps identify program practices that impact volunteer services.

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Sub-Site Program Description and Practices Questionnaire: The Sub-Site form is targeted to programs that subcontract with host programs as defined above. This is an abbreviated version of the Host Program Questionnaire.

Member Activity Questionnaire: This form is completed once by each active AmeriCorps member near the end of their term of service. Questions are designed to gather information on member perspectives and experiences, as well as their level of involvement with volunteers.

Appendix B

MIS Reports

- Volunteer History Report (Single) - displays the activities of an individual volunteer during a selected time period.
- Volunteer History Report (All) - aggregates total numbers of activities and activity types completed by all volunteers from selected sites.
- Detailed Group Report - provides information on all episodic projects for which individual information was obtained from some participants.
- Aggregate Group Report - provides information on all episodic projects for which individual information was not obtained from any participants.
- Combined Group Report - provides information on all episodic projects, whether or not individual information was obtained from any participants.
- Continuous Volunteer Demographic Report - provides total number of continuous volunteers (with an activity entered for the selected time period), as well as demographic information on those volunteers.
- Service Type Report - summarizes information about a single activity type (from a list of 14 categories generated during the evaluation design process).
- Activity Count - provides a summary of data entry totals for various evaluation forms to track program progress.
- Descriptive Group Project Report - displays all episodic projects (aggregate and detailed) during the time period specified, plus the number of volunteers and total hours served for each project.
- Volunteer Contact List Report – lists contact information for volunteers with at least one activity (Continuous or Detailed) entered for selected time period.
- Projects and Evaluations Report - displays all episodic projects (aggregate and detailed) during the time period specified, with the estimated number of volunteers participating in each project and the number of Episodic Project Evaluation forms that have been entered into the system.
- Volunteers With No Activities Report - lists continuous volunteers with a profile entered in the selected time period who have no volunteer activities entered.
- Baby Boomer Report – summarizes activities performed during a selected time period by volunteers born between 1945 and 1964.

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Appendix C

Individual Reports

Evaluation of AmeriCorps State Programs in New York: Volunteer Generation

Individual Reports for New York's AmeriCorps Programs

AmeriCorps Build Lives Through Education (ABLE)

Telephone Interview Data

Program Description: Members provide a direct service, one-on-one, and small group tutoring for teacher-identified pre K-12 students in schools and after-school programs, and ensure that the needs of the school and its community are met through the development and implementation of service-learning projects.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		4,340
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (N/A)		Number of Episodic Volunteers (% of Process Evaluation Total)	1,002 (23%)		
Percent Female (N= N/A)	N/A		Number of Episodic Projects	33		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	12%		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	5		
	40+	N/A	Percent of Projects	0-17	58%	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	6%
	White	N/A			Mixed	36%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: Improve academic performance; Recreation; Develop general skills.			
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	N/A					

Individual Reports for New York's AmeriCorps Programs

Access to Justice Program AmeriCorps Program

Telephone Interview Data

Program Description: Engages members in the expansion of civil legal services to the poor in collaboration with over 40 human services agencies in a 14-county area of upstate New York. Direct legal advice and referrals to low-income and disadvantaged individuals.

Number of Continuous Volunteers		75
Number of Episodic Volunteers		0
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	8 (11%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (N/A)	
Percent Female (N= 7)	100%		Number of Episodic Projects	N/A	
Percent Age: (N= 7)	0-17	0%	Percent Targeted for Special Needs	N/A	
	18-39	86%	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	14%	Percent of Projects Serving Ages:	0-17	N/A
Percent Ethnicity: (N= 7)	Black	0%		18+	N/A
	White	86%		Mixed	N/A
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	14%	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	24				
Number of Hours Volunteered (Average per volunteer)	131				

Individual Reports for New York's AmeriCorps Programs

AmeriCorps Volunteer Income Tax Assistance

Telephone Interview Data				
Program Description: Enlists members to mobilize volunteers to help poor working families access free tax preparation services and other income enhancing/work supports through Seedco's Volunteer Income Tax Assistance Program (VITA).				
Number of Continuous Volunteers			0	
Number of Episodic Volunteers			35	
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes	
	To what extent did the success of your program depend upon volunteers?		Somewhat	
	Did volunteer services expand your program's ability to offer services?		Yes*	
	Did volunteers improve the quality of the services your provided?		Yes	
	Do you think that volunteer activities were addressing the needs of the local community?		Yes	
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		3	
	Which challenge was the most difficult to address?		Other**	
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		N/A	
	What was the attitude towards/about volunteers at your program?		N/A	
	How respected were volunteers in your program?		N/A	
	Was there enough work for volunteers to do?		N/A	
	Do you think that volunteers at your program were given work that was fulfilling?		N/A	
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		N/A	
	Did your program have volunteer recognition mechanisms in place?		N/A	
	Did your program take any steps to improve the experiences of volunteers?		N/A	
MIS Data				
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)		0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	
Percent Female (N= N/A)		N/A	Number of Episodic Projects	
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	
	40+	N/A	Percent of Projects	
Percent Ethnicity: (N= N/A)	Black	N/A		0-17
	White	N/A		18+
	Hispanic	N/A	Mixed	
	Other	N/A		
Number of CV Activities (Average per volunteer)		N/A	MIS Continuous and Episodic Volunteer Project Summary Data	
Number of Hours Volunteered (Average per volunteer)		0	Most Common Service Types: Provide companionship or basic assistance (46 hrs.); Develop professional/job skills (21 hrs.)	

* Able to provide more services beyond tax preparation

**Planning events

Individual Reports for New York's AmeriCorps Programs

AmeriCorps Future Leaders Program

Telephone Interview Data

Program Description: The program focuses on education and its goal to improve academic performance. AmeriCorps members provide one-on-one academic support, literacy skill-building activities and homework assistance to elementary, middle school and pre-school students in the three target communities of Port Chester, Mt. Vernon, and White Plains.

Number of Continuous Volunteers		11
Number of Episodic Volunteers		1
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	4
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	12 (109%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)	
Percent Female (N= 12)	83%		Number of Episodic Projects	0	
Percent Age: (N= 12)	0-17	0%	Percent Targeted for Special Needs	N/A	
	18-39	67%	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	33%	Percent of Projects Serving Ages:	0-17	N/A
Percent Ethnicity: (N= 12)	Black	45%		18+	N/A
	White	25%		Mixed	N/A
	Hispanic	8%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	25%	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	13				
Number of Hours Volunteered (Average per volunteer)	65				

* Economic issues

Individual Reports for New York's AmeriCorps Programs

AmeriCorps Kids First Initiative

Telephone Interview Data

Program Description: Members serve in one of twenty one human service agencies or schools to address the needs of children and families. Some of the projects include: working with children of victims of domestic violence, provide youth with positive role models and alternative activities through tutoring, mentoring, and planned activities; assist youth regarding crisis intervention, abuse, and neglect; encourage youth volunteerism; plan recreational activities; support and assist young people with educational issues.

Number of Continuous Volunteers		13
Number of Episodic Volunteers		81
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Positive
	What was the attitude towards/about volunteers at your program?	Highly Respected
	How respected were volunteers in your program?	Yes
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	13 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	81 (100%)	
Percent Female (N= 7)	57%		Number of Episodic Projects	12	
Percent Age: (N= 3)	0-17	0%	Percent Targeted for Special Needs	17%	
	18-39	67%	Total Hours Volunteered (Average per volunteer)	1	
	40+	33%	Percent of Projects Serving Ages:	0-17	50%
Percent Ethnicity: (N= 1)	Black	0%		18+	0%
	White	0%		Mixed	50%
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	100%	Most Common Service Types: Provide companionship or basic assistance; Improve academic performance		
Number of CV Activities (Average per volunteer)	5				
Number of Hours Volunteered (Average per volunteer)	14				

Individual Reports for New York's AmeriCorps Programs

AmeriCorps Mentoring and Peer Services

Telephone Interview Data

Program Description: Develops members in the areas of citizenship, leadership, and mentoring. Host sites include numerous programs and school districts throughout the county. The program will expand their mentoring model by engaging baby boomers to provide mentoring to homeless individuals, providing non-judgmental mentoring in the areas of budgeting, education, job skills, and assistance searching for safe/affordable housing.

Number of Continuous Volunteers		11
Number of Episodic Volunteers		281
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat*
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	5
	Which challenge was the most difficult to address?	Other**
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes***
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	11 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	281 (100%)		
Percent Female (N= 5)	100%		Number of Episodic Projects	7		
Percent Age: (N= 4)	0-17	25%	Percent Targeted for Special Needs	14%		
	18-39	0%	Total Hours Volunteered (Average per volunteer)	10		
	40+	75%	Percent of Projects	0-17	14%	
Percent Ethnicity: (N= 4)	Black	0%		Serving Ages:	18+	0%
	White	0%			Mixed	86%
	Hispanic	100%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	0%	Most Common Service Types: Other; Environmental clean-up, restoration, or beautification.			
Number of CV Activities (Average per volunteer)	7					
Number of Hours Volunteered (Average per volunteer)	18					

* The Audubon site completely depended upon volunteers.

**The different structures of the agencies involved.

***Yes, but only at the Audubon site.

**Individual Reports for New York's AmeriCorps Programs
AmeriCorps Volunteers for Community Service-SUNY Stony Brook**

Telephone Interview Data						
Program Description: Members are composed of the University's undergraduate and graduate students who commit to serve as tutors and mentors for at-risk children in K-12 and their family members. Also, members promote a nurturing environment for children with disabilities, provide emergency medical services to the community, and recruit volunteers to participate in community service activities.						
Number of Continuous Volunteers			202			
Number of Episodic Volunteers			2,070			
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes			
	To what extent did the success of your program depend upon volunteers?		Very Much			
	Did volunteer services expand your program's ability to offer services?		Yes			
	Did volunteers improve the quality of the services your provided?		Yes			
	Do you think that volunteer activities were addressing the needs of the local community?		Yes			
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		5			
	Which challenge was the most difficult to address?		Other*			
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes			
	What was the attitude towards/about volunteers at your program?		Positive			
	How respected were volunteers in your program?		Respected			
	Was there enough work for volunteers to do?		Yes			
	Do you think that volunteers at your program were given work that was fulfilling?		Yes			
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes			
	Did your program have volunteer recognition mechanisms in place?		Yes			
	Did your program take any steps to improve the experiences of volunteers?		Yes			
MIS Data						
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)		39 (19%)	Number of Episodic Volunteers (% of Process Evaluation Total)		2,094 (101%)	
Percent Female (N= 9)		44%	Number of Episodic Projects		24	
Percent Age: (N= 9)	0-17	0%	Percent Targeted for Special Needs		100%	
	18-39	100%	Total Hours Volunteered (Average per volunteer)		N/A	
	40+	0%	Percent of Projects	0-17	17%	
Percent Ethnicity: (N= 9)	Black	33%		Serving Ages:	18+	12%
	White	11%			Mixed	71%
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data			
Number of CV Activities (Average per volunteer)		2	Most Common Service Types: Provide companionship or basic assistance (916 hrs.); Recreation (340 hrs.); Improve access to or quality of health care (250 hrs.)			
Number of Hours Volunteered (Average per volunteer)		11				

* Transportation.

Individual Reports for New York’s AmeriCorps Programs

Anti-Hunger and Empowerment Corps

Telephone Interview Data

Program Description: Program strives to meet the immediate food needs of low-income New Yorkers by engaging a diverse, high-quality team of AmeriCorps members to feed more hungry New Yorkers and to enable more low-income New Yorkers to move towards self-sufficiency.

Number of Continuous Volunteers		50
Number of Episodic Volunteers		700
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program’s ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	10
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)		0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)		0 (N/A)	
Percent Female (N= 0)		N/A	Number of Episodic Projects		0	
Percent Age: (N= 0)	0-17	N/A	Percent Targeted for Special Needs		N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)		N/A	
	40+	N/A	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N= 0)	Black	N/A		Serving Ages:	18+	N/A
	White	N/A			Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: N/A			
Number of CV Activities (Average per volunteer)		N/A				
Number of Hours Volunteered (Average per volunteer)		0				

Individual Reports for New York's AmeriCorps Programs

AUMS AmeriCorps

Telephone Interview Data

Program Description: Member service addresses underprivileged youth through literacy tutoring and mentoring, volunteer recruitment, and community outreach. Partnering member sites also host youth development and afterschool (including bi-lingual) programs, as well as food distribution programs.

Number of Continuous Volunteers		200
Number of Episodic Volunteers		150
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Completely
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Maintaining volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	No
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (0%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)		
Percent Female (N= N/A)	N/A		Number of Episodic Projects	0		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	N/A	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	N/A
	White	N/A			Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
Other	N/A	Most Common Service Types: N/A				
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	N/A					

Individual Reports for New York’s AmeriCorps Programs

AmeriCorps Community Early-Intervention Services

Telephone Interview Data

Program Description: Members support the Early Intervention program for young children diagnosed with an Autism Spectrum disorder. The AmeriCorps members will work as Teaching Assistants in our Applied Behavior Analysis Program and will also provide support to the children’s families in helping to integrate them into their communities.

Number of Continuous Volunteers		Unknown
Number of Episodic Volunteers		0
Continuous and/or Episodic Data	Did members ever recruit volunteers?	No
	To what extent did the success of your program depend upon volunteers?	Not at all
	Did volunteer services expand your program’s ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	No
	Do you think that volunteer activities were addressing the needs of the local community?	N/A
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	2
	Which challenge was the most difficult to address?	N/A
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	0 (N/A)			
Percent Female (N= N/A)	N/A	Number of Episodic Projects	0			
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	N/A	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	N/A
	White	N/A			Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: N/A			
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	0					

Individual Reports for New York's AmeriCorps Programs

Buffalo LeaderShape AmeriCorps

Telephone Interview Data					
Program Description: Through tutoring, youth will have a chance to attain a GED or attend college and a chance to serve the community. The AmeriCorps members and program staff will mobilize volunteers to support program activities, such as tutoring and mentoring students, and neighborhood and park clean up service learning projects. Baby Boomers will be recruited to mentor each member. Members will receive extensive training in life skills, as well as community and disaster relief. Each member will be part of the LEADERSHAPE Institute to develop an ethic of service and civic engagement and skills for the future.					
Number of Continuous Volunteers		378			
Number of Episodic Volunteers		N/A			
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes		
	To what extent did the success of your program depend upon volunteers?		Very Much		
	Did volunteer services expand your program's ability to offer services?		Yes		
	Did volunteers improve the quality of the services your provided?		Yes		
	Do you think that volunteer activities were addressing the needs of the local community?		Yes		
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		10		
	Which challenge was the most difficult to address?		Maintaining volunteers		
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes		
	What was the attitude towards/about volunteers at your program?		Positive		
	How respected were volunteers in your program?		Respected		
	Was there enough work for volunteers to do?		Yes		
	Do you think that volunteers at your program were given work that was fulfilling?		Yes		
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes		
	Did your program have volunteer recognition mechanisms in place?		Yes		
	Did your program take any steps to improve the experiences of volunteers?		Yes		
MIS Data					
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	71 (19%)	Number of Episodic Volunteers (% of Process Evaluation Total)	983 (N/A)		
Percent Female (N= 47)	60%	Number of Episodic Projects	9		
Percent Age: (N= 43)	0-17	28%	Percent Targeted for Special Needs	11%	
	18-39	60%	Total Hours Volunteered (Average per volunteer)	1	
	40+	12%			
Percent Ethnicity: (N= 45)	Black	22%	Percent of Projects	0-17	33%
	White	27%		Serving Ages:	18+
	Hispanic	40%	Mixed		67%
	Other	11%	MIS Continuous and Episodic Volunteer Project Summary Data		
Number of CV Activities (Average per volunteer)	7	Most Common Service Types: Improve academic performance (1,160 hrs.); Other (406 hrs.); Environmental clean-up, restoration, or beautification (402hrs.)			
Number of Hours Volunteered (Average per volunteer)	31				

Catholic Charities AmeriCorps Program

Individual Reports for New York's AmeriCorps Programs

Telephone Interview Data						
Program Description: The program focuses on literacy among elementary students, provides opportunities for youth (as the target population) to help others in the community, and the nutrition component ensures that children, teens, and seniors citizens are provided healthy meals and snacks throughout the year.						
Number of Continuous Volunteers		200				
Number of Episodic Volunteers		17				
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes*			
	To what extent did the success of your program depend upon volunteers?		Completely			
	Did volunteer services expand your program's ability to offer services?		Yes			
	Did volunteers improve the quality of the services your provided?		Yes			
	Do you think that volunteer activities were addressing the needs of the local community?		Yes			
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		7			
	Which challenge was the most difficult to address?		Other**			
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes			
	What was the attitude towards/about volunteers at your program?		Positive			
	How respected were volunteers in your program?		Respected			
	Was there enough work for volunteers to do?		Yes			
	Do you think that volunteers at your program were given work that was fulfilling?		Yes			
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes			
	Did your program have volunteer recognition mechanisms in place?		No			
	Did your program take any steps to improve the experiences of volunteers?		Yes			
MIS Data						
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)	52 (26%)	Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)			
Percent Female (N= 28)	64%	Number of Episodic Projects	0			
Percent Age: (N= 20)	0-17	95%	Percent Targeted for Special Needs	N/A		
	18-39	5%	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	0%	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N= 9)	Black	0%		Serving Ages:	18+	N/A
	White	78%			Mixed	N/A
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	22%	Most Common Service Types: N/A			
Number of CV Activities (Average per volunteer)	3					
Number of Hours Volunteered (Average per volunteer)	14					

* This was part of the volunteer process

**Paperwork

**Individual Reports for New York's AmeriCorps Programs
CCM AmeriCorps Leadership Educational Attainment Project**

Telephone Interview Data

Program Description: Program focuses their efforts in the areas of education, environment, public safety, and human needs. Through AmeriCorps LEAP, CCM advances its mission of empowering youth and adults from poor communities by engaging them in critical community building efforts focused around education, health and leadership development. AmeriCorps members are tutors in classrooms with children grades K - 12th at different sites in the community including schools and community centers.

Number of Continuous Volunteers		49
Number of Episodic Volunteers		203
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Unknown
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
Which challenge was the most difficult to address?		Maintaining volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive/Neutral*
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)		49 (100%)	Number of Episodic Volunteers (% of Process Evaluation Total)		203 (100%)
Percent Female (N= 27)		85%	Number of Episodic Projects		16
Percent Age: (N= 27)	0-17	67%	Percent Targeted for Special Needs		44%
	18-39	15%	Total Hours Volunteered (Average per volunteer)		3
	40+	8%	Percent of Projects Serving Ages:	0-17	13%
Percent Ethnicity: (N= 22)	Black	82%		18+	6%
	White	0%		Mixed	81%
	Hispanic	4%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	14%	Most Common Service Types: Other (442 hrs.); Charity/Fundraising (119 hrs.)		
Number of CV Activities (Average per volunteer)		2			
Number of Hours Volunteered (Average per volunteer)		5			

*2.5 indicated

Individual Reports for New York's AmeriCorps Programs

CHCANYS Community HealthCorps

Telephone Interview Data

Program Description: Members are placed in community health centers located in medically underserved areas throughout the New York City and Albany region. HealthCorps members provide education, information & outreach to create responsive medical home for underserved populations. Services include: preventive care, outreach and enrollment for Medicaid, Medicare, CHP/FHP, help with social services, medical translation, advocacy, education & outreach.		
Number of Continuous Volunteers		0
Number of Episodic Volunteers		90
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Unknown
	Did volunteers improve the quality of the services your provided?	Unknown
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	3
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	NA
	What was the attitude towards/about volunteers at your program?	NA
	How respected were volunteers in your program?	NA
	Was there enough work for volunteers to do?	NA
	Do you think that volunteers at your program were given work that was fulfilling?	NA
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	NA
	Did your program have volunteer recognition mechanisms in place?	NA
	Did your program take any steps to improve the experiences of volunteers?	NA

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	N/A (N/A)		Number of Episodic Volunteers (% of Process Evaluation Total)	N/A (0)	
Percent Female (N= N/A)	N/A		Number of Episodic Projects	N/A	
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	N/A	Percent of Projects Serving Ages:	0-17	N/A
Percent Ethnicity: (N= N/A)	Black	N/A		18+	N/A
	White	N/A		Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	N/A				

* Clearance and trust because of the documentation requirement.

Individual Reports for New York's AmeriCorps Programs

City Year New York

Telephone Interview Data

Program Description: Focused on public education, out-of-school time programs & volunteer generation. Their mission is to build democracy through citizen service. Young adults unite to solve pressing community problems, develop as leaders & engage volunteers of all ages. Program will deliver targeted literacy tutoring; library enrichment programs; after-school and Saturday programs for youth which promote education and community involvement.

Number of Continuous Volunteers		19
Number of Episodic Volunteers		350
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services you provided?	No
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	19 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)		
Percent Female (N= 18)	38%		Number of Episodic Projects	19		
Percent Age: (N= 18)	0-17	50%	Percent Targeted for Special Needs	16%		
	18-39	50%	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	0%	Percent of Projects	0-17	21%	
Percent Ethnicity: (N= 17)	Black	18%		Serving Ages:	18+	5%
	White	53%			Mixed	74%
	Hispanic	23%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	6%	Most Common Service Types: Environmental clean-up, restoration, or beautification (hours N/A)			
Number of CV Activities (Average per volunteer)	3					
Number of Hours Volunteered (Average per volunteer)	17					

**Individual Reports for New York's AmeriCorps Programs
Community and Volunteer Mobilization (CVM) Homeland Security**

Telephone Interview Data					
Program Description: CVM organizes, trains, and prepares people for homeland security disasters and emergencies. CVM focuses on education and training in public health and safety emergency preparedness, English Language Literacy Education, and technology and emergency communication systems awareness.					
Number of Continuous Volunteers			15		
Number of Episodic Volunteers			10		
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes		
	To what extent did the success of your program depend upon volunteers?		Very Much		
	Did volunteer services expand your program's ability to offer services?		Yes		
	Did volunteers improve the quality of the services your provided?		Yes		
	Do you think that volunteer activities were addressing the needs of the local community?		Yes		
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		9		
	Which challenge was the most difficult to address?		Recruiting volunteers		
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes		
	What was the attitude towards/about volunteers at your program?		Positive		
	How respected were volunteers in your program?		Highly Respected		
	Was there enough work for volunteers to do?		Yes		
	Do you think that volunteers at your program were given work that was fulfilling?		Yes		
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes		
	Did your program have volunteer recognition mechanisms in place?		No		
	Did your program take any steps to improve the experiences of volunteers?		Yes		
MIS Data					
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)		2 (13%)	Number of Episodic Volunteers (% of Process Evaluation Total)		18 (180%)
Percent Female (N= N/A)		N/A	Number of Episodic Projects		1
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs		0%
	18-39	N/A	Total Hours Volunteered (Average per volunteer)		5
	40+	N/A	Percent of Projects Serving Ages:	0-17	100%
Percent Ethnicity: (N= N/A)	Black	N/A		18+	0%
	White	N/A		Mixed	0%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
Number of CV Activities (Average per volunteer)		N/A	Most Common Service Types: Environmental clean-up, restoration, or beautification (90 hrs.)		
Number of Hours Volunteered (Average per volunteer)		0			

Individual Reports for New York’s AmeriCorps Programs

Community LEAD AmeriCorps

Telephone Interview Data

Program Description: Members will be placed in Head Start programs and elementary, middle and high schools at four different program sites. Goals for projects include improved outcomes for children and youth and strengthening the community as a whole. Members mentor and serve as role models for at-risk kids, and provide support for reading and language skills.

Number of Continuous Volunteers		64
Number of Episodic Volunteers		40
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program’s ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	5
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	64 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	370 (925%)	
Percent Female (N= 63)	90%		Number of Episodic Projects	24	
Percent Age: (N= 43)	0-17	5%	Percent Targeted for Special Needs	58%	
	18-39	95%	Total Hours Volunteered (Average per volunteer)	3	
	40+	0%	Percent of Projects Serving Ages:	0-17	42%
Percent Ethnicity: (N=62)	Black	0%		18+	58%
	White	100%		Mixed	0%
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data		
Other	0%	Most Common Service Types: Improve access to or quality of health care (357 hrs.); Other (132 hrs.)			
Number of CV Activities (Average per volunteer)	36				
Number of Hours Volunteered (Average per volunteer)	108				

Individual Reports for New York's AmeriCorps Programs

Community Works TASC

Telephone Interview Data

Program Description: Members provide tutoring, homework help, educational enrichment, cultural enrichment, service learning, recreational activities, sports programming, mentoring, counseling, team-building, and coaching for students in grades K-12 at in-school after-school programs operated by community-based organizations.

Number of Continuous Volunteers		248
Number of Episodic Volunteers		1,121
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	No**
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes***
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	247 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	1,121 (100%)	
Percent Female (N= 182)	66%		Number of Episodic Projects	46	
Percent Age: (N=170)	0-17	51%	Percent Targeted for Special Needs	9%	
	18-39	40%	Total Hours Volunteered (Average per volunteer)	2	
	40+	9%	Percent of Projects Serving Ages:	0-17	100%
Percent Ethnicity: (N= 137)	Black	19%		18+	0%
	White	31%		Mixed	0%
	Hispanic	29%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	21%	Most Common Service Types: Environmental clean-up, restoration, or beautification (611 hrs.); Improve academic performance (597 hrs.); Recreation (280 hrs.)		
Number of CV Activities (Average per volunteer)	13				
Number of Hours Volunteered (Average per volunteer)	25				

* Administrative/Paperwork issues

**Site specific

***Site specific

**Individual Reports for New York's AmeriCorps Programs
Eastern Brooklyn Collaborative for Youth Development (EBCYD)**

Telephone Interview Data			
Program Description: Members will increase literacy skills for youth in eastern Brooklyn. Members will expand high quality after-school and summer enrichment programs at three school sites serving predominately at-risk children from high poverty communities. Among their AmeriCorps services, members will deliver rigorous literacy curricula and homework assistance.			
Number of Continuous Volunteers			104
Number of Episodic Volunteers			0
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes
	To what extent did the success of your program depend upon volunteers?		Somewhat
	Did volunteer services expand your program's ability to offer services?		Yes
	Did volunteers improve the quality of the services your provided?		Yes
	Do you think that volunteer activities were addressing the needs of the local community?		Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		6
	Which challenge was the most difficult to address?		Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes*
	What was the attitude towards/about volunteers at your program?		Very Positive
	How respected were volunteers in your program?		Highly Respected
	Was there enough work for volunteers to do?		Yes
	Do you think that volunteers at your program were given work that was fulfilling?		Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes
	Did your program have volunteer recognition mechanisms in place?		Yes
	Did your program take any steps to improve the experiences of volunteers?		No
MIS Data			
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data	
Number of Continuous Volunteers (% of Process Evaluation Total)		73 (70%)	Number of Episodic Volunteers (% of Process Evaluation Total) 0 (N/A)
Percent Female (N= 40)		85%	Number of Episodic Projects 0
Percent Age: (N= 25)	0-17	4%	Percent Targeted for Special Needs N/A
	18-39	76%	Total Hours Volunteered (Average per volunteer) N/A
	40+	20%	Percent of Projects 0-17 N/A Serving Ages: 18+ N/A Mixed N/A
Percent Ethnicity: (N= 28)	Black	21%	
	White	0%	
	Hispanic	72%	
	Other	7%	MIS Continuous and Episodic Volunteer Project Summary Data
Number of CV Activities (Average per volunteer)		1	Most Common Service Types: N/A
Number of Hours Volunteered (Average per volunteer)		6	

* Orientation for high school volunteers but not for parent volunteers.

**Individual Reports for New York's AmeriCorps Programs
Future Leaders in Youth Development**

Telephone Interview Data						
Program Description: The program offers school year retreats and summer camping programs to youth at-risk and with special needs. Members facilitate day and overnight programs in order to provide educational and recreational experiences.						
Number of Continuous Volunteers			37			
Number of Episodic Volunteers			353			
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes			
	To what extent did the success of your program depend upon volunteers?		Not at all			
	Did volunteer services expand your program's ability to offer services?		Yes			
	Did volunteers improve the quality of the services your provided?		Yes			
	Do you think that volunteer activities were addressing the needs of the local community?		Yes			
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		8			
	Which challenge was the most difficult to address?		Recruiting volunteers			
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes			
	What was the attitude towards/about volunteers at your program?		Extremely Positive			
	How respected were volunteers in your program?		Highly Respected			
	Was there enough work for volunteers to do?		Yes			
	Do you think that volunteers at your program were given work that was fulfilling?		Yes			
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes			
	Did your program have volunteer recognition mechanisms in place?		Yes			
	Did your program take any steps to improve the experiences of volunteers?		Yes			
MIS Data						
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)		0 (0%)	Number of Episodic Volunteers (% of Process Evaluation Total)		457 (129%)	
Percent Female (N= N/A)		N/A	Number of Episodic Projects		29	
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs		66%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)		3	
	40+	N/A	Percent of Projects	0-17	18%	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	18%
	White	N/A			Mixed	64%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
Number of CV Activities (Average per volunteer)		N/A	Most Common Service Types: Other (696 hrs.); Environmental clean-up, restoration, or beautification (252 hrs.); Recreation (204 hrs.)			
Number of Hours Volunteered (Average per volunteer)		0				

Individual Reports for New York's AmeriCorps Programs

Genesee County AmeriCorps

Telephone Interview Data

Program Description: Members will work one-to-one and with groups to develop positive relationships with youth in various programs. Each member will work with a host agency to recruit volunteers. In the area of public safety/community outreach, some members will assist host site agencies to increase awareness of their services through participation in a variety of community events, publicity campaigns, and other outreach activities.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		213
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	5
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	N/A (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	213 (100%)		
Percent Female (N= N/A)	N/A	Number of Episodic Projects	14		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	21%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	3	
	40+	N/A	Percent of Projects Serving Ages:	0-17	14%
Percent Ethnicity: (N= N/A)	Black	N/A		18+	21%
	White	N/A		Mixed	65%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
Other	N/A	Most Common Service Types: Provide companionship or basic assistance (169hrs.); Recreation (167 hrs.); Emergency preparedness or violence prevention (102 hrs.)			
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	N/A				

Individual Reports for New York's AmeriCorps Programs

Grand Street Settlement Community Builders

Telephone Interview Data

Program Description: Members focus on the initiatives of school success, school readiness, school safety, community collaboration, & servicing children, youth, and seniors of the community. This is accomplished by linking the school environment with after-school programming. Services and activities include: after-school programs, which include tutoring, homework assistance and school-readiness programs that stimulate the cognitive, social, motor, and verbal skills of pre-school children.

Number of Continuous Volunteers		39
Number of Episodic Volunteers		0
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services you provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	39 (100%)	Number of Episodic Volunteers (% of Process Evaluation Total)	0 (N/A)		
Percent Female (N= 38)	65%	Number of Episodic Projects	0		
Percent Age: (N= 36)	0-17	69%	Percent Targeted for Special Needs	N/A	
	18-39	31%	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	0%	Percent of Projects	0-17	N/A
Percent Ethnicity: (N= 36)	Black	27%		Serving Ages:	18+
	White	37%	Mixed		N/A
	Hispanic	20%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	16%	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	6				
Number of Hours Volunteered (Average per volunteer)	15				

Individual Reports for New York's AmeriCorps Programs

Harlem's Children Zone Peacemaker Program

Telephone Interview Data

Program Description: Members provide in-class and after school literacy-based and conflict resolution training for children in Harlem elementary schools, tutor, mentor, instruct in computer skills, improve awareness of health and nutrition, and counsel and support children and families through the Harlem Children's Zone Project, a neighborhood-based network of services.

Number of Continuous Volunteers		54
Number of Episodic Volunteers		N/A
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Extremely Positive
	What was the attitude towards/about volunteers at your program?	Respected
	How respected were volunteers in your program?	Yes
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	54 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	429 (31%)	
Percent Female (N= 0)	N/A		Number of Episodic Projects	0	
Percent Age: (N= 0)	0-17	N/A	Percent Targeted for Special Needs	N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	2	
	40+	N/A	Percent of Projects Serving Ages:	0-17	26%
Percent Ethnicity: (N= 0)	Black	N/A		18+	6%
	White	N/A		Mixed	68%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: Other (26 hrs.); Environmental clean-up, restoration, or beautification (11 hrs.)		
Number of CV Activities (Average per volunteer)	0				
Number of Hours Volunteered (Average per volunteer)	0				

* Organizations

Individual Reports for New York's AmeriCorps Programs

HelpTech AmeriCorps

Telephone Interview Data

Program Description: A unique collaborative effort of government, educational, industrial, community, and faith-based organizations to assist poor, disabled, and low and moderate income families to improve their lives through meaningful employment by providing neighborhood technology learning centers. Members create a technical infrastructure, by providing technical and educational support services for learning centers including: computer network installation and network maintenance, and other IT services.

Number of Continuous Volunteers		46
Number of Episodic Volunteers		48
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)		47 (102%)	Number of Episodic Volunteers (% of Process Evaluation Total)		60 (125%)	
Percent Female (N= 47)		19%	Number of Episodic Projects		7	
Percent Age: (N= 46)	0-17	65%	Percent Targeted for Special Needs		100%	
	18-39	15%	Total Hours Volunteered (Average per volunteer)		29	
	40+	20%	Percent of Projects	0-17	0%	
Percent Ethnicity: (N= 44)	Black	59%		Serving Ages:	18+	0%
	White	18%			Mixed	100%
	Hispanic	9%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	14%	Most Common Service Types: Environmental clean-up, restoration, or beautification (960 hrs.); Develop general skills (640 hrs.)			
Number of CV Activities (Average per volunteer)		6				
Number of Hours Volunteered (Average per volunteer)		226				

Individual Reports for New York’s AmeriCorps Programs

Jumpstart New York City

Telephone Interview Data

Program Description: Recruits, trains and pairs college students as part-time AmeriCorps members for one-to-one attention to preschool children. Using research-backed curriculum and intensive one-to-one adult-child interaction, Jumpstart helps preschool children build language and literacy, social, and initiative skills.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		62
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program’s ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	N/A
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	62 (100%)			
Percent Female (N= N/A)	N/A	Number of Episodic Projects	5			
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	0%		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	2		
	40+	N/A	Percent of Projects	0-17	100%	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	0%
	White	N/A			Mixed	0%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: Improve academic performance (57 hrs.)			
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	0					

Individual Reports for New York's AmeriCorps Programs

Jumpstart New York State

Telephone Interview Data

Program Description: Recruits, trains and pairs college students as part-time AmeriCorps members for one-to-one attention to preschool children. Using research-backed curriculum and intensive one-to-one adult-child interaction, Jumpstart helps preschool children build language and literacy, social, and initiative skills.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		366
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	No
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
	Which challenge was the most difficult to address?	N/A
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	465 (127%)			
Percent Female (N= N/A)	N/A	Number of Episodic Projects	22			
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	0%		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	1		
	40+	N/A	Percent of Projects	0-17	73%	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	9%
	White	N/A			Mixed	18%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: Improve academic performance (323 hrs.)			
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	N/A					

Individual Reports for New York's AmeriCorps Programs

Nassau County AmeriCorps (NYSARC)

Telephone Interview Data

Program Description: Members provide shopping services and companionship to homebound elderly and/or disabled citizens, and respite care services for the caregivers of disabled adults and temporarily disabled persons recently released from hospitals. Members, who themselves are disabled, work in teams with senior citizens. This program links and integrates adults with developmental disabilities with seniors and the elderly home-bound population in need of services.

Number of Continuous Volunteers		128
Number of Episodic Volunteers		10
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	46 (36%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)	
Percent Female (N= N/A)	0		Number of Episodic Projects	N/A	
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	N/A	Percent of Projects Serving Ages:	0-17	N/A
Percent Ethnicity: (N= N/A)	Black	N/A		18+	N/A
	White	N/A		Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	N/A				

*Paperwork

**Individual Reports for New York's AmeriCorps Programs
National Association of Community Health Centers (NACHC)**

Telephone Interview Data

Program Description: Members provide services to medically underserved, low-income individuals who lack access to PC. Objectives are increase access to primary and preventive care, improve utilization of health care resources, provide health education and case management services, and recruit volunteer to community health centers. NACHC members also do enrollment and referral to CHP.

Number of Continuous Volunteers		12
Number of Episodic Volunteers		404
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Maintaining volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	12 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	213 (53%)	
Percent Female (N= 9)	67%		Number of Episodic Projects	14	
Percent Age: (N= 9)	0-17	67%	Percent Targeted for Special Needs	40%	
	18-39	22%	Total Hours Volunteered (Average per volunteer)	21	
	40+	11%	Percent of Projects Serving Ages:	0-17	79%
Percent Ethnicity: (N= 5)	Black	20%		18+	7%
	White	40%		Mixed	14%
	Hispanic	40%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	0%	Most Common Service Types: Other (3,414 hrs.); Improve access to or quality of health care (686 hrs.)		
Number of CV Activities (Average per volunteer)	19				
Number of Hours Volunteered (Average per volunteer)	61				

Individual Reports for New York's AmeriCorps Programs

New York Restoration Project

Telephone Interview Data

Program Description: Members teach environmental science and nutrition to youth from high poverty schools, run fitness and food growing programs, support community garden stewardship through community groups and schools, increase park usage by leading crews on daily horticultural restoration & clean-up projects in north Manhattan and the South Bronx; and also raise volunteer awareness of urban environmental issues.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		9,860
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Completely
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	9
	Which challenge was the most difficult to address?	Finding satisfying work for volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (N/A)	Number of Episodic Volunteers (% of Process Evaluation Total)	2,193 (22%)		
Percent Female (N= N/A)	N/A	Number of Episodic Projects	32		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	28%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	4	
	40+	N/A	Percent of Projects	0-17	3%
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+
	White	N/A	Mixed		22%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: Environmental clean-up, restoration, or beautification (7, 743 hrs.)		
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	0				

Individual Reports for New York's AmeriCorps Programs

Oswego AmeriCorps

Telephone Interview Data

Program Description: Members serve youth and families throughout Oswego County at schools, recreation programs, libraries, and community-based organizations. Members mentor youth, provide out-of-school activities, and manage volunteers at youth programs and community service projects.				
Number of Continuous Volunteers		12		
Number of Episodic Volunteers		656		
Continuous and/or Episodic Data	Did members ever recruit volunteers?		Yes	
	To what extent did the success of your program depend upon volunteers?		Somewhat	
	Did volunteer services expand your program's ability to offer services?		Yes	
	Did volunteers improve the quality of the services your provided?		Yes	
	Do you think that volunteer activities were addressing the needs of the local community?		Yes	
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?		7	
	Which challenge was the most difficult to address?		Other*	
Continuous Volunteers Only	Did volunteers receive orientation and/or training?		Yes	
	What was the attitude towards/about volunteers at your program?		Positive	
	How respected were volunteers in your program?		Respected	
	Was there enough work for volunteers to do?		Yes	
	Do you think that volunteers at your program were given work that was fulfilling?		Yes	
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?		Yes	
	Did your program have volunteer recognition mechanisms in place?		Yes	
	Did your program take any steps to improve the experiences of volunteers?		No	
MIS Data				
MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)		5 (42%)	Number of Episodic Volunteers (% of Process Evaluation Total) 656 (100%)	
Percent Female (N= 3)		100%	Number of Episodic Projects 26	
Percent Age: (N= 3)	0-17	67%	Percent Targeted for Special Needs 0%	
	18-39	33%	Total Hours Volunteered (Average per volunteer) 1	
	40+	0%	Percent of Projects Serving Ages:	
Percent Ethnicity: (N= 3)	Black	0%		0-17 27%
	White	100%		18+ 23%
	Hispanic	0%	Mixed 50%	
Other		0%	MIS Continuous and Episodic Volunteer Project Summary Data	
Number of CV Activities (Average per volunteer)		12	Most Common Service Types: Provide companionship or basic assistance (316 hrs.); Recreation (292 hrs.)	
Number of Hours Volunteered (Average per volunteer)		73		

* Recruiting at one specific site

Individual Reports for New York's AmeriCorps Programs

Our Experience is the Best Teacher

Telephone Interview Data

Program Description: Members teach disability awareness education to students, teachers, and staff of organizations supporting people with disabilities and members of community organizations. Members serve in terms placed geographically in this statewide project teaching people with disabilities the basic skills of self-advocacy, which means speaking for yourself and others, and providing disability awareness training for people without disabilities. In addition to educational activities, team members participate in neighborhood strengthening projects with local community organizations.

Number of Continuous Volunteers	21
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Number of Episodic Volunteers	10
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Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Maintaining volunteers

Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data				
Number of Continuous Volunteers (% of Process Evaluation Total)	21 (100%)	Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)			
Percent Female (N= 18)	61%	Number of Episodic Projects	0			
Percent Age: (N= 16)	0-17	0%	Percent Targeted for Special Needs	N/A		
	18-39	62%	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	38%	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N= 18)	Black	11%		Serving Ages:	18+	N/A
	White	83%			Mixed	N/A
	Hispanic	6%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	0%	Most Common Service Types: N/A			
Number of CV Activities (Average per volunteer)	35					
Number of Hours Volunteered (Average per volunteer)	159					

Individual Reports for New York's AmeriCorps Programs

Phoenix House AmeriCorps-Substance Abuse Program

Telephone Interview Data

Program Description: Members help communities address the issues of alcohol, tobacco, and other drug use concerns. The program serves those individuals with needs for substance abuse counseling. AmeriCorps members perform the following community services: counseling, provide educational seminars, conduct intake/assessment /screening interviews, coordinate recreation and socialization activities, provide housing assistance, prepare and monitor treatment plans, and other assignments. AmeriCorps members are assigned to a variety of substance abuse services organizations in NYS to assist in reducing their community's drug and alcohol abuse and its related health problems.

Number of Continuous Volunteers		7
Number of Episodic Volunteers		200
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	N/A
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)		0 (0%)	Number of Episodic Volunteers (% of Process Evaluation Total)		0 (0%)
Percent Female (N= N/A)		N/A	Number of Episodic Projects		0
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs		N/A
	18-39	N/A	Total Hours Volunteered (Average per volunteer)		N/A
	40+	N/A	Percent of Projects	0-17	N/A
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+
	White	N/A	Mixed		N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)		0			
Number of Hours Volunteered (Average per volunteer)		0			

Individual Reports for New York's AmeriCorps Programs

Power Learning Using Service (TASC Plus)

Telephone Interview Data

Program Description: Program has a new initiative of seeking to improve the quality of after-school programming in New York City and beyond. Members work in after-school programs throughout the city, with a special emphasis on service learning projects. Participants are encouraged to use their Education Award to further their professional development through university classes in after-school studies.

Number of Continuous Volunteers		0
Number of Episodic Volunteers		827
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	N/A
	What was the attitude towards/about volunteers at your program?	N/A
	How respected were volunteers in your program?	N/A
	Was there enough work for volunteers to do?	N/A
	Do you think that volunteers at your program were given work that was fulfilling?	N/A
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	N/A
	Did your program have volunteer recognition mechanisms in place?	N/A
	Did your program take any steps to improve the experiences of volunteers?	N/A

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	17 (N/A)		Number of Episodic Volunteers (% of Process Evaluation Total)	827 (100%)	
Percent Female (N= 0)	N/A		Number of Episodic Projects	20	
Percent Age: (N= 0)	0-17	N/A	Percent Targeted for Special Needs	0%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	2	
	40+	N/A	Percent of Projects Serving Ages:	0-17	100%
Percent Ethnicity: (N= 0)	Black	N/A		18+	0%
	White	N/A		Mixed	0%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: Improve academic performance (897 hrs.); Develop professional/job skills (832 hrs.); Recreation (294 hrs.)		
Number of CV Activities (Average per volunteer)	0				
Number of Hours Volunteered (Average per volunteer)	0				

* Administrative/Paperwork issues

Individual Reports for New York's AmeriCorps Programs

Red Hook Public Safety Corps

Telephone Interview Data

Program Description: Create and implement projects involving public safety and community strengthening in Red Hook and Brooklyn. The strategy is to intervene in lives of youth who have committed low-level offenses and are now involved in the justice system, by strengthening youth support services, providing opportunities for positive interactions with justice system players, and by recruiting more volunteers.

Number of Continuous Volunteers		71
Number of Episodic Volunteers		26
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No*
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	71 (100%)	Number of Episodic Volunteers (% of Process Evaluation Total)	26 (100%)		
Percent Female (N= 5)	80%	Number of Episodic Projects	5		
Percent Age: (N= 5)	0-17	40%	Percent Targeted for Special Needs	0%	
	18-39	40%	Total Hours Volunteered (Average per volunteer)	3	
	40+	20%	Percent of Projects Serving Ages:	0-17	0%
Percent Ethnicity: (N= 4)	Black	50%		18+	0%
	White	0%		Mixed	100%
	Hispanic	25%	MIS Continuous and Episodic Volunteer Project Summary Data		
Other	25%	Most Common Service Types: Environmental clean-up, restoration, or beautification (45 hrs); Recreations (30hrs.)			
Number of CV Activities (Average per volunteer)	1				
Number of Hours Volunteered (Average per volunteer)	6				

* No formalized volunteer recognition mechanisms in place.

Individual Reports for New York's AmeriCorps Programs

Rochester AmeriCorps

Telephone Interview Data

Program Description: Members are placed at a variety of community-based organizations to expand and enhance public safety and youth development services in the Rochester community. Members deliver prevention and intervention services, engage children and youth in positive developmental and community service activities, and develop and implement initiatives addressing public safety and community criminal justice issues.

Number of Continuous Volunteers		1300
Number of Episodic Volunteers		662
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Unknown
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	Unknown
	Which challenge was the most difficult to address?	Unknown
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Unknown
	What was the attitude towards/about volunteers at your program?	Unknown
	How respected were volunteers in your program?	Unknown
	Was there enough work for volunteers to do?	Unknown
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Unknown

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	25 (2%)	Number of Episodic Volunteers (% of Process Evaluation Total)	662 (100%)		
Percent Female (N= 23)	61%	Number of Episodic Projects	16		
Percent Age: (N= 23)	0-17	82%	Percent Targeted for Special Needs	81%	
	18-39	9%	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	9%	Percent of Projects Serving Ages:	0-17	94%
Percent Ethnicity: (N= 23)	Black	61%		18+	0%
	White	13%		Mixed	6%
	Hispanic	0%	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	26%	Most Common Service Types: Environmental clean-up, restoration, or beautification (1, 887 hrs.); Administrative or program operations assistance (319 hrs.)		
Number of CV Activities (Average per volunteer)	42				
Number of Hours Volunteered (Average per volunteer)	146				

Individual Reports for New York's AmeriCorps Programs

Rockland County AmeriCorps (RCA)

Telephone Interview Data

Program Description: Three programmatic goals: to promote environmental stewardship, to instill school readiness skills and a love of learning in children, & to encourage volunteerism and civic engagement in the community. Members can opt to join the Literacy Corps or the Environmental Corps throughout the summer. RCA facilitates a comprehensive training curriculum for each Corps & several community-building events such as National Trails Day, the Student Land Use Symposium, and the Bookshelf Project.

Number of Continuous Volunteers		33
Number of Episodic Volunteers		150
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
Which challenge was the most difficult to address?		Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
Did your program take any steps to improve the experiences of volunteers?		Yes

MIS Data

MIS Continuous Volunteer Project Summary Data		MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (0%)	Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)		
Percent Female (N= N/A)	N/A	Number of Episodic Projects	0		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	N/A	Percent of Projects	0-17	N/A
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+
	White	N/A	Mixed		N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	0				

*Financial issues, maintaining volunteers, and volunteer recognition and outreach

Individual Reports for New York's AmeriCorps Programs

SCA New York AmeriCorps

Telephone Interview Data

Program Description: Members complete critical, hands-on environmental conservation and historic preservation service projects, while engaging community residents to become active and educated conservation stewards. Projects include community and neighborhood environmental service projects, backcountry conservation projects, trail reconstruction/maintenance, and youth leadership programs.

Number of Continuous Volunteers		40
Number of Episodic Volunteers		995
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	5
	Which challenge was the most difficult to address?	Other*
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	1 (3%)		Number of Episodic Volunteers (% of Process Evaluation Total)	1,041 (105%)	
Percent Female (N= N/A)	0%		Number of Episodic Projects	54	
Percent Age: (N= 0)	0-17	N/A	Percent Targeted for Special Needs	0%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	4	
	40+	N/A	Percent of Projects Serving Ages:	0-17	0%
Percent Ethnicity: (N= 0)	Black	N/A		18+	0%
	White	N/A		Mixed	100%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: Environmental clean-up, restoration, or beautification (3, 657 hrs.)		
Number of CV Activities (Average per volunteer)	0				
Number of Hours Volunteered (Average per volunteer)	0				

* Tracking

Individual Reports for New York's AmeriCorps Programs

Teach After 3 AmeriCorps Program (TA3)

Telephone Interview Data

Program Description: Members tutor and help with homework, supervise academic and cultural enrichment and service learning activities, conduct recreational activities and sports programs, and mentor, counsel, team-build, and coach children at-risk of low academic achievement. A select group of AmeriCorps members also assist with student and family outreach. The focus of the program is on encouraging members to become NYC public school teachers through trainings and hands-on experience with children and in schools.

Number of Continuous Volunteers	155
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Number of Episodic Volunteers	2,547
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Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
Which challenge was the most difficult to address?		Other*

Continuous Volunteers Only	Did volunteers receive orientation and/or training?	No**
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes***
	Did your program take any steps to improve the experiences of volunteers?	No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	155 (100%)		Number of Episodic Volunteers (% of Process Evaluation Total)	2,547 (100%)		
Percent Female (N= 116)	68%		Number of Episodic Projects	46		
Percent Age: (N= 117)	0-17	73%	Percent Targeted for Special Needs	43%		
	18-39	25%	Total Hours Volunteered (Average per volunteer)	3		
	40+	2%	Percent of Projects	0-17	43%	
Percent Ethnicity: (N= 29)	Black	14%		Serving Ages:	18+	11%
	White	34%			Mixed	46%
	Hispanic	17%	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	35%	Most Common Service Types: Develop professional/job skills (2, 436 hrs.); Charity/Fundraising (2, 389 hrs.); Other (1, 338 hrs.)			
Number of CV Activities (Average per volunteer)	11					
Number of Hours Volunteered (Average per volunteer)	33					

* Administrative/Paperwork Issues

**Site specific

***Site specific

Individual Reports for New York's AmeriCorps Programs

Troy Housing Authority-THA AmeriCorps Program

Telephone Interview Data

Program Description: Members will help to coordinate educational enhancement services, self-sufficiency supports and other quality of life programs to residents of low-income communities. This will include after school help with homework for elementary, middle and high school students; assistance with linkages to job training programs and the support services (e.g. transportation & child care) needed to be successful in these programs; as well as social and recreational programs designed to guide residents towards positive, successful and productive lives.

Number of Continuous Volunteers		11
Number of Episodic Volunteers		20
Continuous and/or Episodic Data	Did members ever recruit volunteers?	N/A
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	7
	Which challenge was the most difficult to address?	Maintaining volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	No*
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
Did your program take any steps to improve the experiences of volunteers?	No	

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	N/A (0%)		Number of Episodic Volunteers (% of Process Evaluation Total)	N/A (0%)		
Percent Female (N=N/A)	N/A		Number of Episodic Projects	N/A		
Percent Age: (N=N/A)	0-17	N/A	Percent Targeted for Special Needs	N/A		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A		
	40+	N/A	Percent of Projects	0-17	N/A	
Percent Ethnicity: (N=N/A)	Black	N/A		Serving Ages:	18+	N/A
	White	N/A			Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
	Other	N/A	Most Common Service Types: N/A			
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	N/A					

* Volunteers received orientation and/or training as needed.

**Individual Reports for New York's AmeriCorps Programs
Urban Homesteading Assistance Board AmeriCorps (UHAB)**

Telephone Interview Data

Program Description: Members along with board members help to preserve affordable housing for low-income families throughout NYC. Members also actively recruit “tenant partners” in prospective buildings; provide direct services to residents for the conversion process (e.g. by gathering information on income, needs & preferences); help empower residents during the relocation and rehabilitation phase of development; and assist residents with asset development.		
Number of Continuous Volunteers		294
Number of Episodic Volunteers		1,000
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes*
	To what extent did the success of your program depend upon volunteers?	Completely
	Did volunteer services expand your program's ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
	Which challenge was the most difficult to address?	Recruiting volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Positive
	How respected were volunteers in your program?	Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	No
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	52 (18%)		Number of Episodic Volunteers (% of Process Evaluation Total)	0 (0%)	
Percent Female (N= 0)	N/A		Number of Episodic Projects	0	
Percent Age: (N= 0)	0-17	N/A	Percent Targeted for Special Needs	N/A	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	N/A	
	40+	N/A	Percent of Projects Serving Ages:	0-17	N/A
Percent Ethnicity: (N= 0)	Black	N/A		18+	N/A
	White	N/A		Mixed	N/A
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
	Other	N/A	Most Common Service Types: N/A		
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	0				

* Encourage rather than recruit

Individual Reports for New York's AmeriCorps Programs

Western New York Service Corps

Telephone Interview Data

Program Description: The mission is to build the food distribution capacities of local food pantries, increase community knowledge of the importance of good nutrition, and recruit community volunteers to work in food pantries throughout Western New York. Members will partner with food bank of Western New York to pick up, deliver, sort and bag food, and distribute nutritional information to low-income families.

Number of Continuous Volunteers		150
Number of Episodic Volunteers		2,274
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Very Much
	Did volunteer services expand your program's ability to offer services?	Yes
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	6
	Which challenge was the most difficult to address?	Maintaining volunteers
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
	Did your program take any steps to improve the experiences of volunteers?	Yes

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data			
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (0%)		Number of Episodic Volunteers (% of Process Evaluation Total)	1,312 (58%)		
Percent Female (N= N/A)	0		Number of Episodic Projects	10		
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	60%		
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	7		
	40+	N/A	Percent of Projects	0-17	20%	
Percent Ethnicity: (N= N/A)	Black	N/A		Serving Ages:	18+	50%
	White	N/A			Mixed	30%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data			
Other	N/A	Most Common Service Types: Environmental clean-up, restoration, or beautification (4, 870 hrs.); Other (3, 881 hrs.)				
Number of CV Activities (Average per volunteer)	N/A					
Number of Hours Volunteered (Average per volunteer)	N/A					

Individual Reports for New York’s AmeriCorps Programs

Youth Power Mentoring Corps

Telephone Interview Data

Program Description: The program is a collaboration of youth organizations, mentoring programs, and drug prevention programs across New York State that sponsor AmeriCorps members at their sites to help the children and youth in high-risk communities reach their fullest potential in a drug free environment. Monthly workshops for parents teach about signs of drug abuse, gang involvement and other risk behaviors, and helpful community resources. Members also provide one to one mentoring and help facilitate prevention programs.

Number of Continuous Volunteers		12
Number of Episodic Volunteers		250
Continuous and/or Episodic Data	Did members ever recruit volunteers?	Yes
	To what extent did the success of your program depend upon volunteers?	Somewhat
	Did volunteer services expand your program’s ability to offer services?	No
	Did volunteers improve the quality of the services your provided?	Yes
	Do you think that volunteer activities were addressing the needs of the local community?	Yes
	On a scale of 1 to 10, what number would you use to rate volunteerism at your program?	8
Which challenge was the most difficult to address?		N/A
Continuous Volunteers Only	Did volunteers receive orientation and/or training?	Yes
	What was the attitude towards/about volunteers at your program?	Extremely Positive
	How respected were volunteers in your program?	Highly Respected
	Was there enough work for volunteers to do?	Yes
	Do you think that volunteers at your program were given work that was fulfilling?	Yes
	In general, do you think that volunteers at your program were satisfied with the volunteer experience?	Yes
	Did your program have volunteer recognition mechanisms in place?	Yes
Did your program take any steps to improve the experiences of volunteers?		No

MIS Data

MIS Continuous Volunteer Project Summary Data			MIS Episodic Volunteer Project Summary Data		
Number of Continuous Volunteers (% of Process Evaluation Total)	0 (0%)		Number of Episodic Volunteers (% of Process Evaluation Total)	435 (174%)	
Percent Female (N= N/A)	N/A		Number of Episodic Projects	24	
Percent Age: (N= N/A)	0-17	N/A	Percent Targeted for Special Needs	50%	
	18-39	N/A	Total Hours Volunteered (Average per volunteer)	5	
	40+	N/A	Percent of Projects Serving Ages:	0-17	0%
Percent Ethnicity: (N= N/A)	Black	N/A		18+	13%
	White	N/A		Mixed	78%
	Hispanic	N/A	MIS Continuous and Episodic Volunteer Project Summary Data		
Other	N/A	Most Common Service Types: Improve access to or quality of health care (1,077 hrs.); Environmental clean-up, restoration, or beautification (477 hrs.); Other (312 hrs.)			
Number of CV Activities (Average per volunteer)	N/A				
Number of Hours Volunteered (Average per volunteer)	0				

Appendix D

Maps Figures 5 through 12

AmeriCorps Programs and Sub-Sites 2007-2008

**(New York State, Albany Region, Buffalo Region, Long Island Region, New York City,
Rochester Region, Syracuse Region)**

Evaluation of AmeriCorps State Programs in New York: Volunteer Generation

Figure 5

New York State AmeriCorps Programs and Sub-Sites: 2007-2008

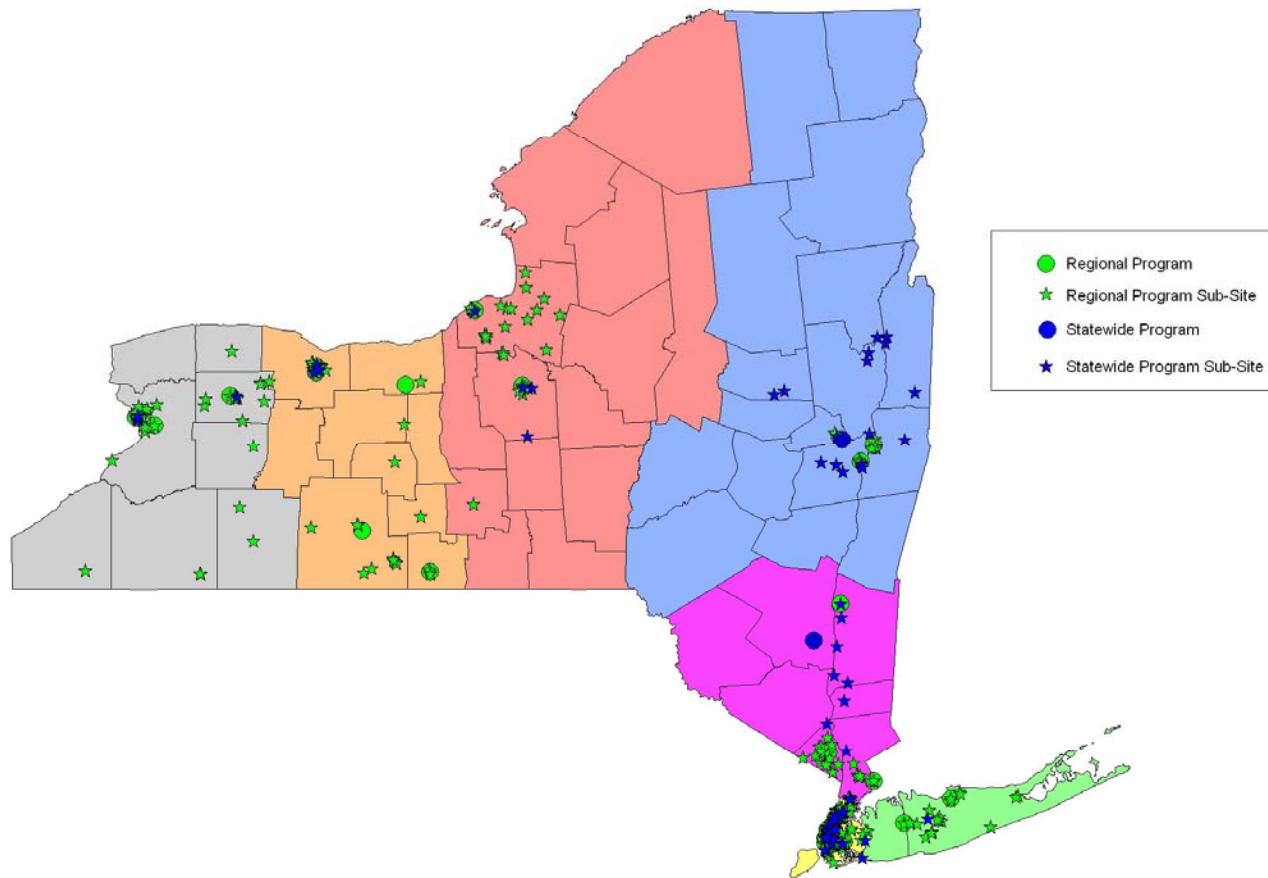


Figure 5a

New York State Population Density, 2000 Census With AmeriCorps Programs and Sub-Sites from 2007-2008

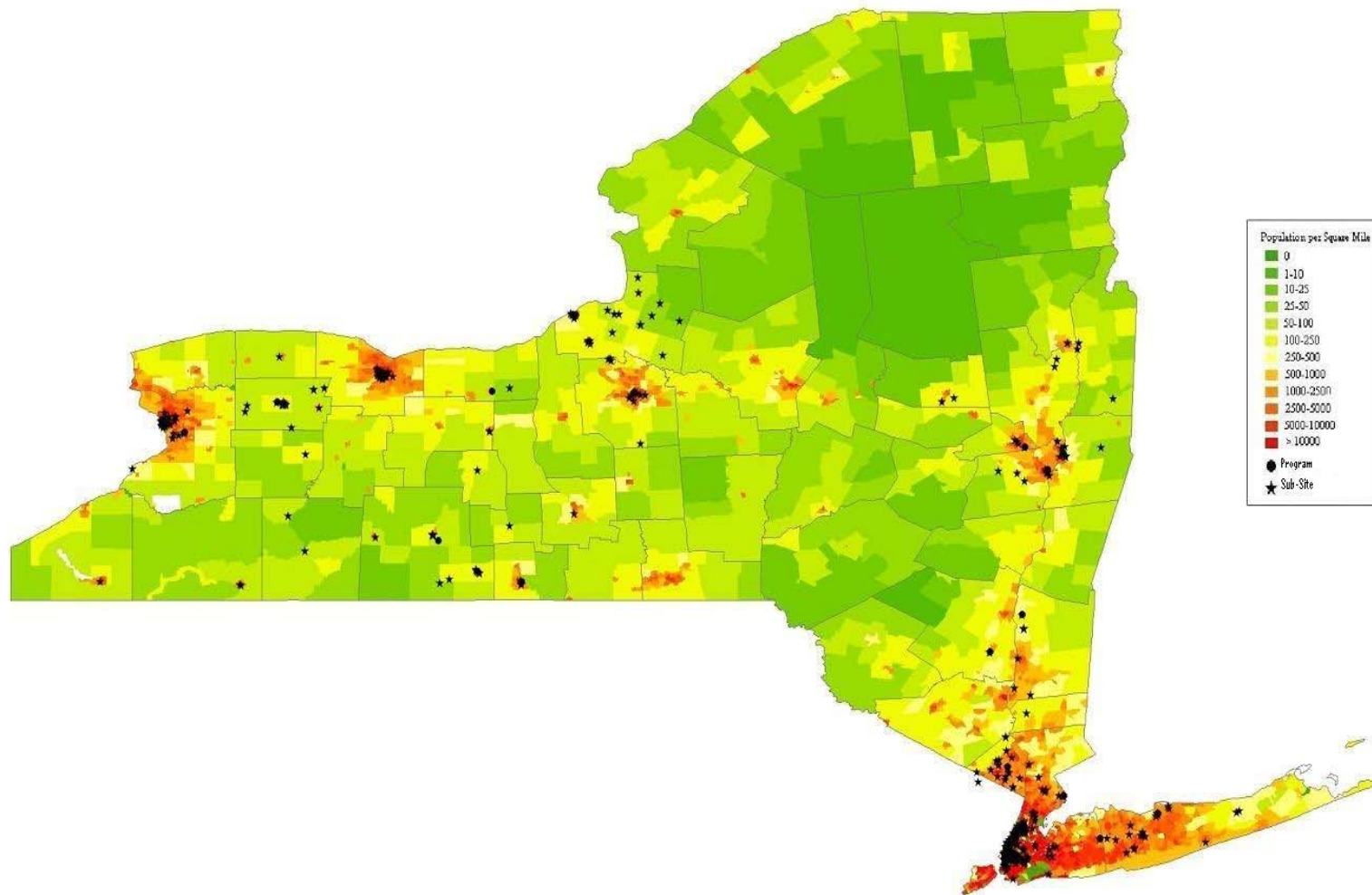


Figure 6

Albany Region AmeriCorps Programs and Sub-Sites: 2007-2008

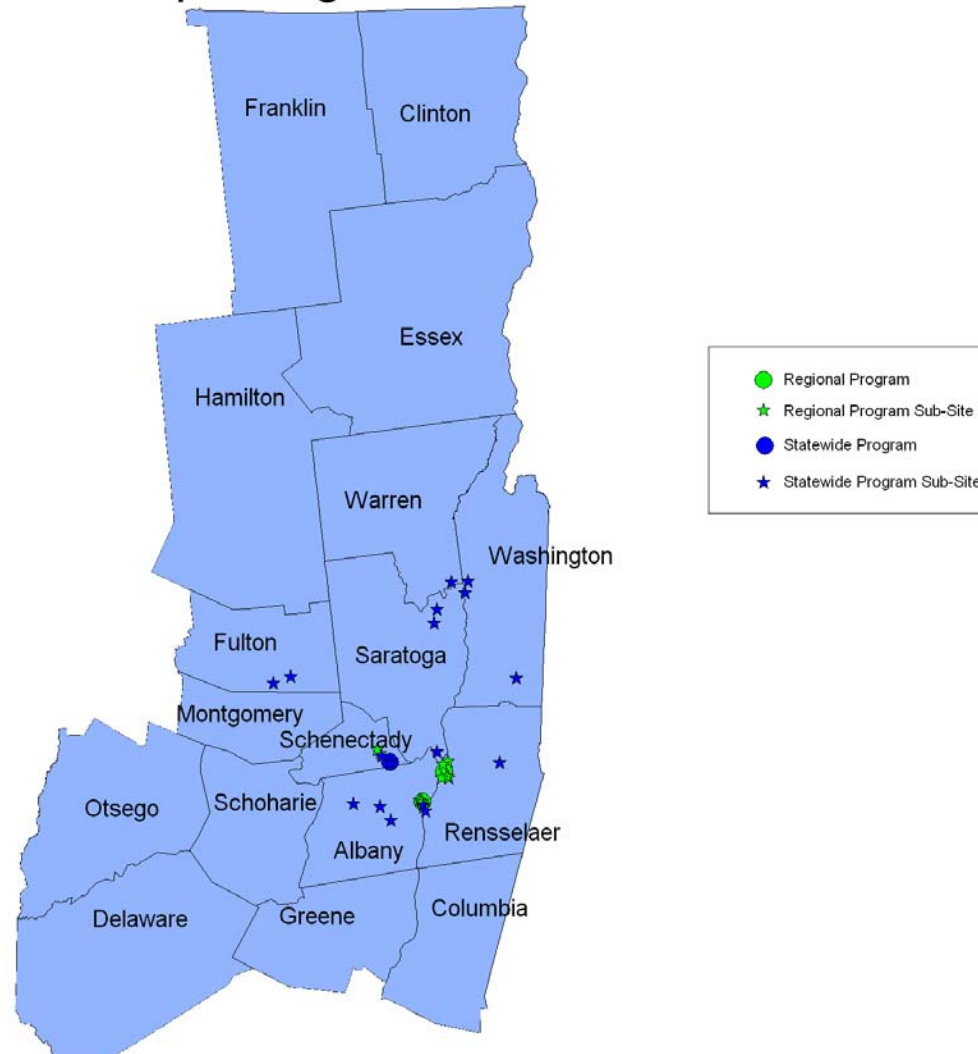


Figure 7

Buffalo Region AmeriCorps Programs and Sub-Sites: 2007-2008

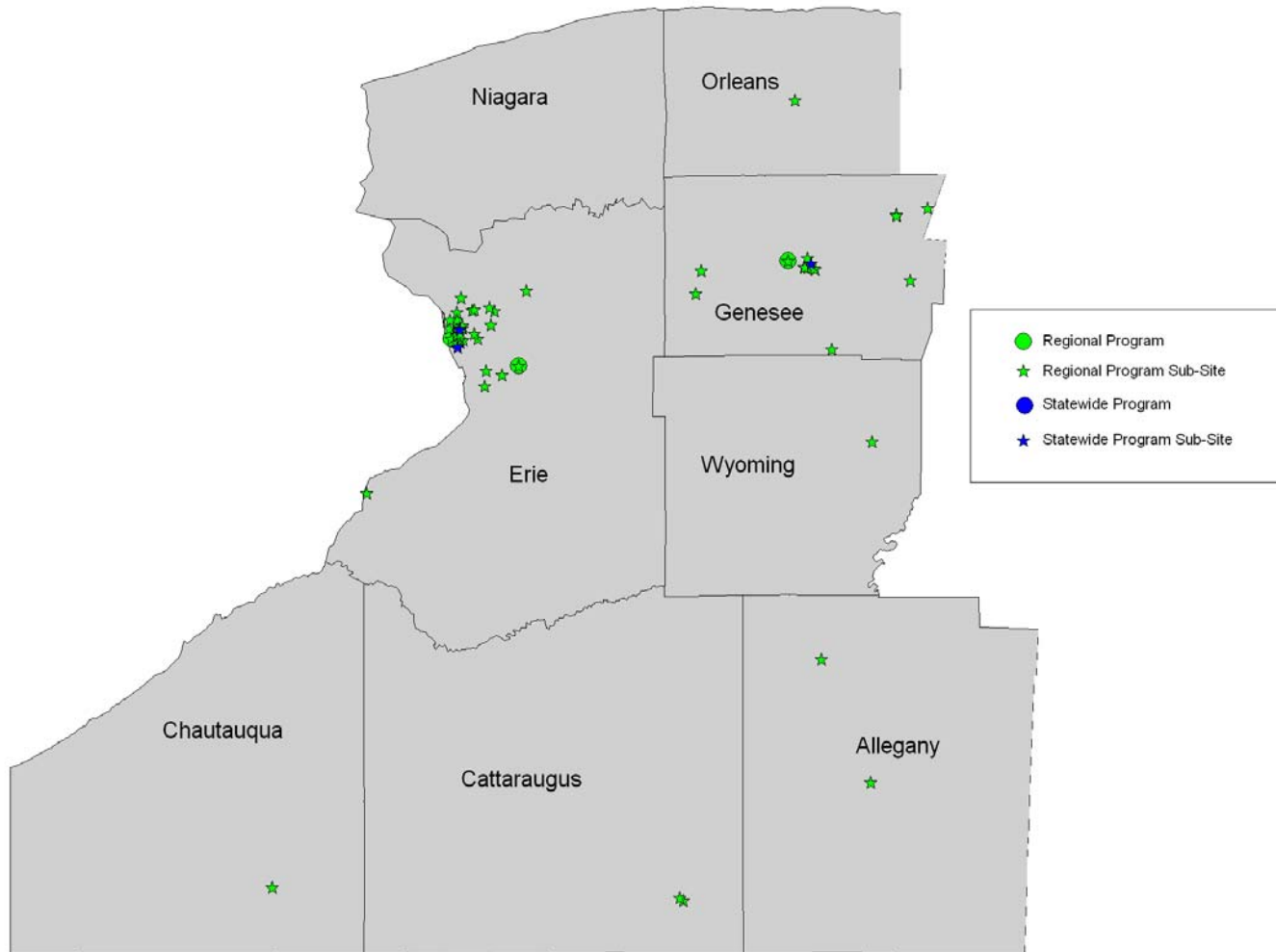


Figure 8

Long Island Region AmeriCorps Programs and Sub-Sites: 2007-2008

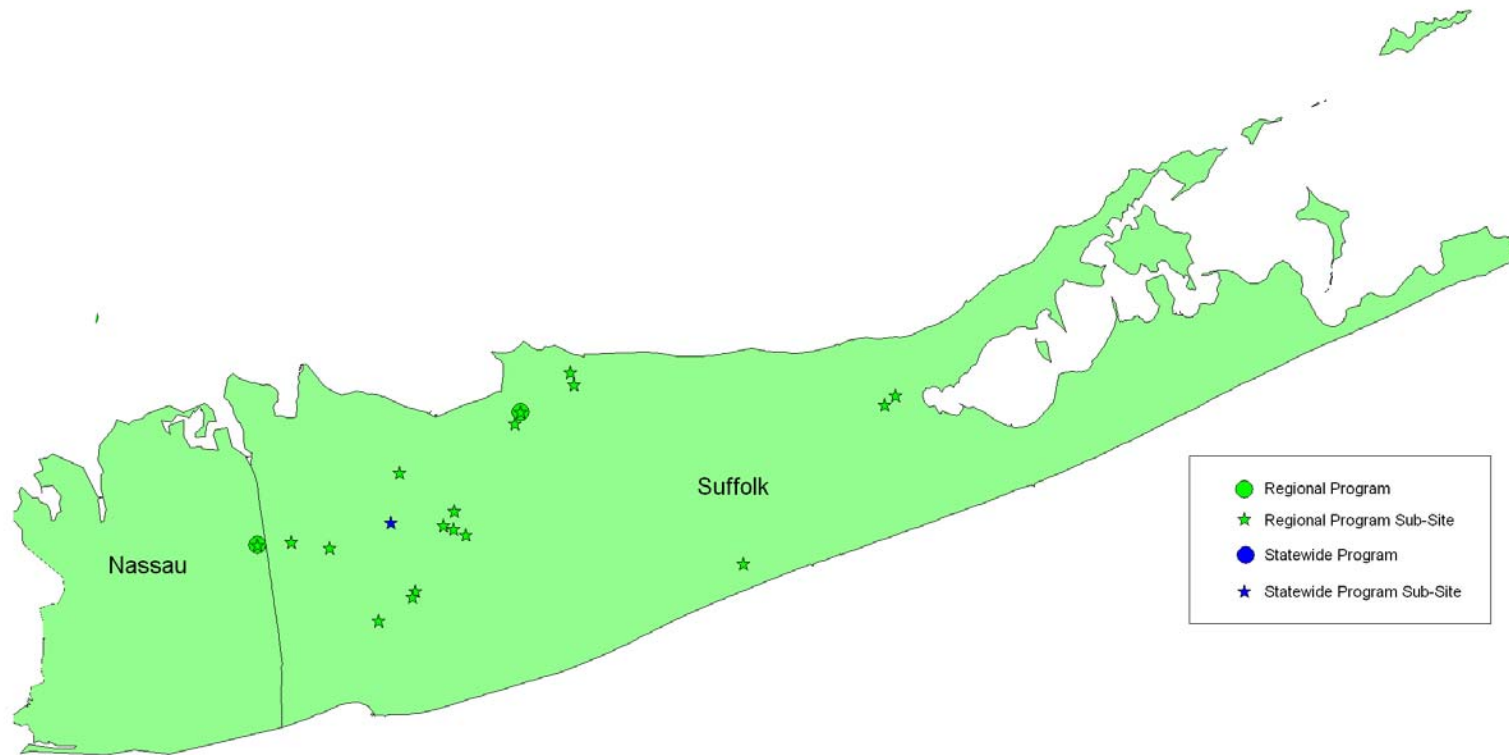


Figure 9

New York City Region AmeriCorps Programs and Sub-Sites: 2007-2008

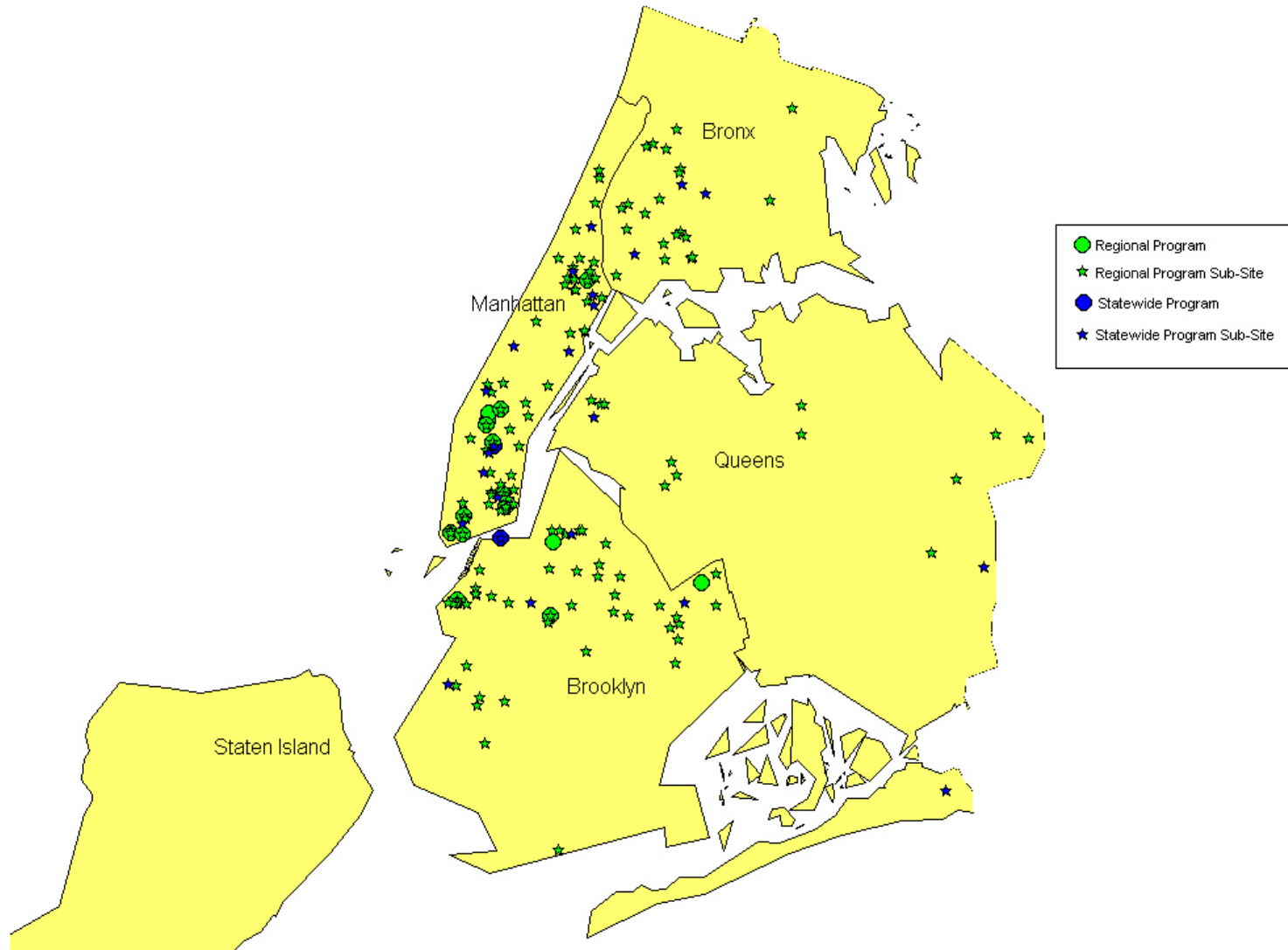


Figure 10

Rochester Region AmeriCorps Programs and Sub-Sites: 207-2008

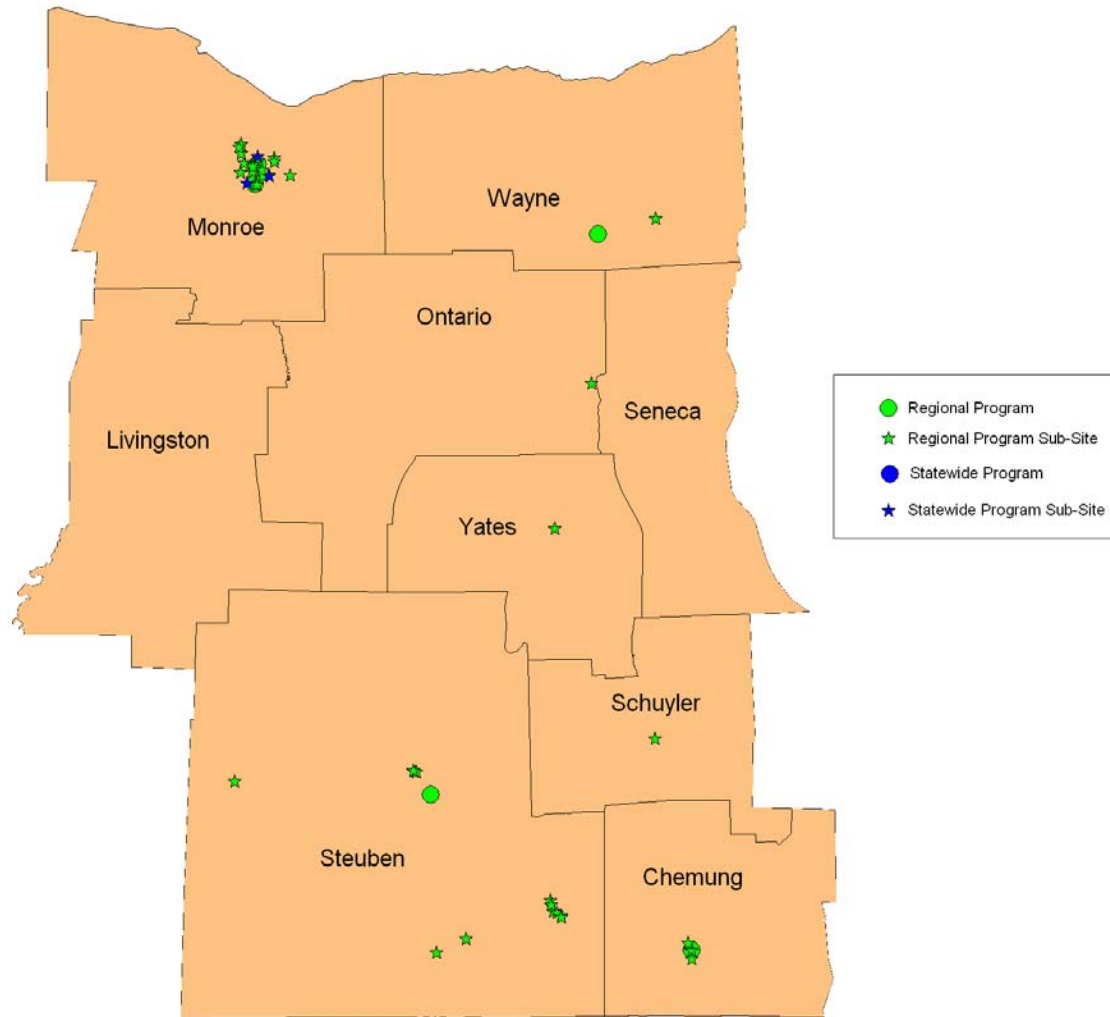


Figure 11

Syracuse Region AmeriCorps Programs and Sub-Sites: 207-2008

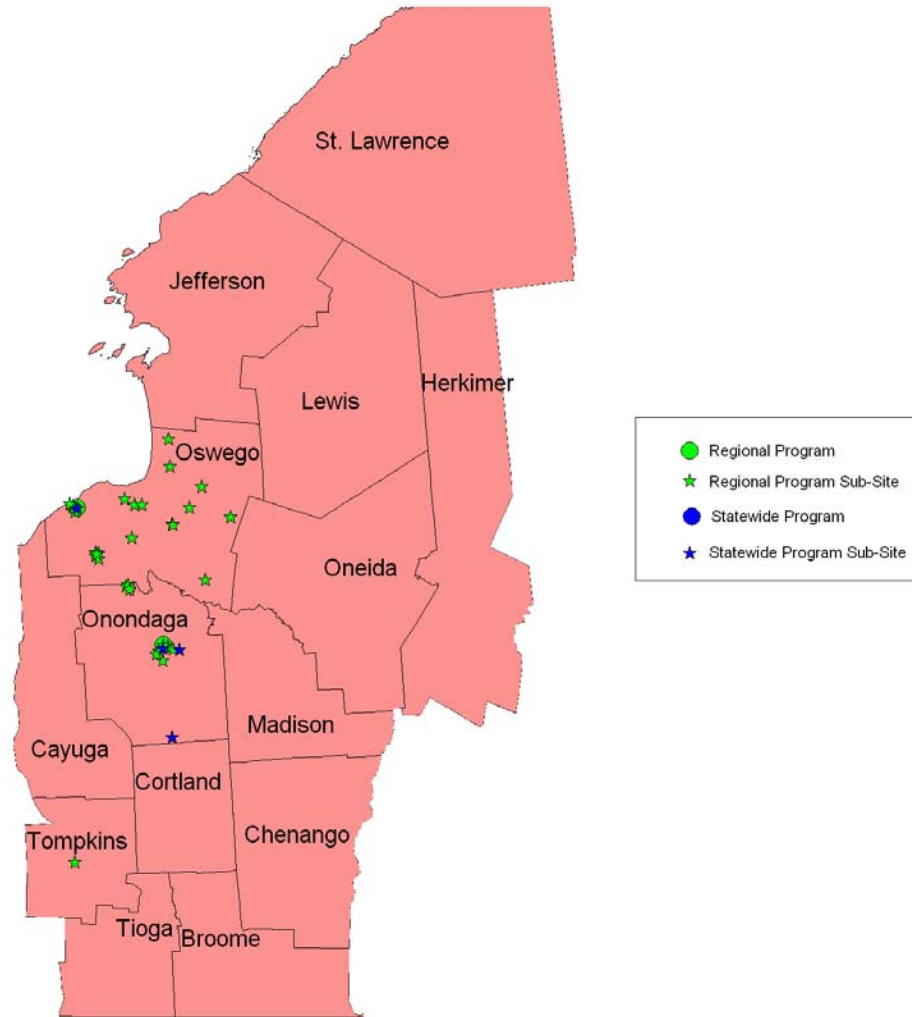


Figure 12

Yonkers Region AmeriCorps Programs and Sub-Sites: 2007-2008

