

**A Descriptive Study
of the
Volunteer Network
within the
Area Agencies on Aging
In the Commonwealth of Virginia**

by

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(ABSTRACT)

Two hundred two volunteers and 18 volunteer coordinators within the 25 Area Agencies on Aging (AAA) in the Commonwealth of Virginia responded to two separate questionnaires regarding the AAA volunteer network. The survey revealed that the volunteer sample was predominately female, white, married, Protestant, retired, educated beyond high school, and that incomes for over 60% of the sample were below \$20,000. Both volunteer and coordinator samples stated that the home delivered meals program involved the highest number of volunteers. The average time spent volunteering was 4.9 hours a week. The economic value of the volunteers' contributions was determined to be over \$4 million within the fiscal year just ended, based on the minimum wage value of \$3.35. The volunteers reported having been recruited to volunteer in the AAA by friends, newspapers, and senior citizens' centers. Both samples agreed that meetings were the most often used orientation

method. Training was most often done on-the-job according to both samples. The majority of coordinators reported using an informal type of evaluation for volunteers in the AAAs.

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Chapter I

INTRODUCTION

AIMS

This descriptive study focused on the volunteer network within the Area Agencies on Aging (AAA) in the Commonwealth of Virginia. The first aim of the study was to describe the people who volunteer, the contributions they make to the agencies, and report the amount of time that they spend volunteering. The second aim was to describe the recruitment, training, and evaluation components of the volunteer programs within the AAAs.

SIGNIFICANCE

This study was a cooperative effort of the author, the Virginia Department of Volunteerism (DOV), and the Virginia Department for the Aging (VDA) to begin meeting the 1974 mandate from the state legislature for all state departments to collect data on the numbers, locations, and duties of all volunteers who provide services to the state departments. This information will be used to establish baseline data regarding volunteer activities in one department. Ideally, this material will provide impetus for an ongoing data collection process regarding volunteers by the agencies involved. (See appendix A and B)

DEPARTMENTAL PARTICIPATION

Department of Volunteerism

Currently, the Department of Volunteerism has no formalized plan to collect data regarding volunteer programs in the 84 state agencies; therefore, it is important that an empirical analysis of the status of volunteerism in the agencies of the Commonwealth of Virginia be conducted. Each of the agencies was mandated by the state legislature to collect such data as early as 1974. The mandate reads as follows:

The Virginia State Government Volunteers Act, Title 2.1, Chapter 34, Section 559, of the Code of Virginia requires that each State Department shall include in its annual statement, filed according to §2.1-2 of the Code of Virginia:

1. Information relating to the total number, locations, and duties of all volunteers, including regular service volunteers, occasional service volunteers, and material donors; and
2. Information relating to the total number of hours of service provided to the department by all volunteers, including regular service volunteers, occasional service volunteers, and material donors.

Definitions used by The Code of Virginia to help clarify the intent of the legislation follow:

Volunteer shall mean any person who, of his own free will, provides goods or services, without any financial gain, to any agency, instrumentality or political subdivision of the Commonwealth.

Material Donor shall mean any person who, without financial gain, provides funds, materials, employment, or opportunities for clients of agencies.

Regular Service shall mean specific voluntary service on an ongoing or continuous basis.

Occasional Service shall mean one-time or occasional voluntary service.

For this project, DOV helped define the questions used in the data-gathering instrument and provided much expertise related to volunteerism issues in its construction. DOV hopes to use this study as a step toward helping the other state agencies meet the mandate of 1974.

Department for the Aging

The Department for the Aging (VDA) was involved in the project because of its interest in documenting the status of the volunteer programs that are currently available within each Area Agency on Aging (AAA). (see appendix C.) With this information, the staff at VDA will assist the individual AAA staffs in gaining a better understanding of the possibilities of an active volunteer network. This volunteer network is vital to the service delivery mission of the

AAAs due to increasing demands for service and limited resources. The staff at the Department for the Aging will have access to this information that has implications for determining training needs, making personnel decisions, and allocating resources.

RESEARCH QUESTIONS

1. What are the demographic characteristics of volunteers in the AAA network?
2. What are the jobs that the volunteers perform and how much time is spent volunteering in the AAA network?
3. What is the economic value of the volunteers' contribution to the Commonwealth of Virginia?
4. How were the current volunteers recruited into the agencies?
5. What format does the training and supervision of volunteers within the AAAs take, and what kind of evaluation system is used?

Chapter II

REVIEW OF THE LITERATURE

DEFINITIONS WITHIN THE FIELD OF VOLUNTEERISM

The word volunteer is familiar to most people, but it has been difficult for researchers and scholars in the field of volunteerism to agree on a single definition. The definition has changed slightly over time and also among disciplines. One definition that was popular in the field of adult education in the 1950's was "the non-paid person who gives time to furthering the purposes of an organization ... [he is]... either less centrally responsible or less adequately trained, but may also be more highly trained in the limited area in which he volunteers than a professional worker with whom he serves" (Adult Education, 1954, p.13). Another definition that was popular in the early 1960's, comes from the social welfare field: "In a sense [volunteers] are the keepers of the public conscience, dedicated to the amelioration of human suffering and the righting of human wrong" (Shenefield, 1960). Also, in the early 1960's, the field of social philosophy offered yet another definition: Volunteers "keep Democracy alive. They epitomize freedom and are to our society what the Bill of Rights is to the Constitution that governs us. The health of a democratic society may be measured in terms of the quality of services rendered by citizens who act 'in obedience to the unenforceable'"(Lindeman, 1961). Later, in 1967, the community

service field described volunteer work as "a chance to realize one's potentialities, by giving of oneself as one human being to another" (RSVP, 1967).

More recently, Ellis and Noyes (1978, p.10) wrote that, "to volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond what is necessary for one's physical well-being." They also made the point that much confusion surrounds the use and understanding of the word volunteer because so often people attempt to classify volunteers into categories such as "direct service," "administrative," or "policy making." Even though there are different styles, activities, duties, and even titles for volunteers, the definition by Ellis and Noyes applies equally to each "kind" because all volunteers are valuable regardless of the nature of work they provide. Smith (1983, p. 331) echoed their philosophy when he wrote, "Voluntary action includes what one is neither made to nor paid to do, but rather what one does out of some kind of expectation of psychic benefits or commitment to some value, ideal, or common interest." When the president of the International Committee of the Red Cross, was addressing the 1980 LIVE (Learn Through International Volunteer Effort) Conference, he defined volunteer in a similar way. He said a volunteer is "someone who of his/her own free will, offers services in accomplishing a given task" (Hay, 1981). He also defined volunteer service as "a freely accepted commitment

not prompted by any desire for gain and the acceptance of the principles that guide the movement's humanitarian activities." In his address, Hay made reference to the French word *benevole* which is the modern term used when referring to a person who is involved in voluntary service without financial reward and without expecting such reward. This word stems from the Latin word *benevolens* which means "benevolent" or "one who wishes well" (Hay, 1981). These kinds of definitions were examined in 1979 at a conference on volunteerism and higher education in New York City which was co-sponsored by the National Council of Jewish Women and the Adelphi University's Center on Volunteerism. Although the participants chose to accept the definition of a volunteer previously cited by Ellis and Noyes in By the people (1978), they carried the definition further by defining voluntarism as "acts freely performed, encompassing the philosophy of that kind of activity, and often accompanying the institutional perspective." They also defined volunteerism as "the experience of persons giving freely of their time" (Egglinton, 1980, p. 37-38).

DEMOGRAPHICS OF VOLUNTEERS

A common stereotype of a volunteer is a white, middle-class, middle-aged woman (Ellis & Noyes, 1978), but the Gallup Volunteer Studies done in 1981, 1983, and 1985 have provided evidence to the contrary. In 1981, 47% of all adult males were volunteers. That

number increased in 1983 to 53%. In 1983, the age bracket with the greatest percentage of volunteers was the 25-29 year olds (67%), but over 50% of all people between the ages of 18-64 were involved in volunteering. In 1985, 43% of the people between the ages of 65 and 74 were volunteers.

Thirty-nine percent of the non-whites polled by Gallup in 1983 were volunteers, while 55% of all whites polled in that year were volunteering. Fifty-eight percent of the married people indicated that they volunteered, while 56% of the singles volunteered. During 1981, 65% of all part-time employed people volunteered, and 55% of all full-time employed people volunteered. The non-employed people were the least likely (45%) to volunteer. The Gallup studies also showed that as income increased so did involvement in volunteering. Increased education, as well, led to greater volunteerism. In 1983, 77% of the college-educated people volunteered, as opposed to 26% of those who had finished only grade school. In 1981, Jewish people were the most likely religious group to be volunteers (64%), followed by Catholics (52%), and then Protestants (50%). In 1985, approximately 89 million people volunteered in the United States. They contributed an average of 3.5 hours per week for a total of 16.1 billion hours that year. That is up 27% from the 12.7 billion hours contributed in 1980. One of the most popular forms of volunteer work included helping the elderly

(Americans Volunteer 1981,1982; Americans Volunteer 1985,1986; The 1983 Gallup Survey on Volunteering, 1984).

VOLUNTEERISM AND THE PUBLIC SECTOR

The trend to limit governmental services through a demand for reduced taxes seems to indicate stronger and more extensive volunteerism for the immediate future (MacBride, 1980, p.3). In an effort to enhance the quality of service, involvement of volunteers as service providers is increasing as a wide variety of decentralized service structures are developing at the state and local levels (Hallman, 1974). Walter (1984) writes in her dissertation that the use of volunteers by public organizations is increasing in an attempt to maintain a desired level of service in the face of budget reductions. Rich (1977) went even further to say that the form and level of voluntary action in a community usually affects the extent and nature of government services that are needed and the cost of providing those services. Lederer and Badenhop (1976) reported that volunteered labor can markedly affect the costs of municipal services. Speaking to the annual meeting of the Association of Voluntary Action Scholars, Dr. J.L. Fisher (1984), then Virginia's Secretary of Human Resources, encouraged his audience of researchers to collect empirical data on the effects of those voluntary efforts on governmental agencies in order to be able to support future initiatives for volunteerism.

SIGNIFICANCE OF VOLUNTEERING

"In our early history, mutual aid was necessary for survival. Later, volunteering was performed by the *have's* for the *have not's*. During the last decade or so, through volunteer-agency programs, emphasis has been on sharing skills, experience, and attitudes, with the understanding that neither the giving nor the getting is one-sided" (MacBride, 1980, p.3). Not only is it important to incorporate volunteers into governmental agencies during this time of shrinking federal and state money, it is also important to document their economic contribution to the state.

"If all the volunteers in the United States had been paid for their time at rates corresponding to the median incomes, as shown in preliminary 1980 census data for persons of their age, sex, and educational levels, the total payroll would have been \$64.5 billion (Voluntary Action Leadership, 1982, p. 33). In 1985, that value had increased to \$110 billion (Americans Volunteer, 1985). Trying to help agencies document the value of the volunteers, McCurley (1980) wrote of four different ways to evaluate the worth of volunteer time. The first way described was the minimum rate which is calculated by multiplying the time spent by volunteers by the current minimum wage. The second way McCurley suggested was the economic estimate which was originally devised by Dr. Harold Wolozin in 1975 in a paper entitled "The Value of Volunteer Services in the United States." He used a rate of \$4.86 per hour which

represented an estimate of the total volunteer contribution to the American economy. In 1980, the organization VOLUNTEER used an inflationary update of Wolozin's figure. The VOLUNTEER staff calculated \$6.50 per hour for the value of volunteer time. In 1985, the Independent Sector estimated that value to be \$9.61 per hour (Americans Volunteer, 1985). The third alternative for evaluating the worth of volunteer contributions is the equivalency figure which requires that the volunteer position have a specific job description so that it can be compared to standard employment classification. When using this method, the value of a volunteer's job would be equivalent to the rate that would have been paid if an employed person were doing similar work. The fourth rate that McCurley wrote about was the professional rate that is the standard fee of services charged by professionals. This should be applied only when a volunteer actually is contributing services within the areas of his or her professional capacity such as a medical doctor giving free physical examinations for low-income elderly.

Determining the value of volunteer work can be very significant when one is writing budgets and funding proposals. It is also important to do cost analysis studies of the volunteer components when volunteer directors or administrators are preparing a budget request in order to demonstrate the high returns relative to the low costs of administering the services.

VOLUNTEER MANAGEMENT

In developing a working basis for volunteer managers, many writers in the field of volunteerism have looked to writers in the field of management such as Peter Drucker who discusses five practices exercised by most good managers and executives that can be adopted by volunteer managers with great success: First, executives and managers know where their time goes; second, they focus on outward contributions, concentrating on the results, not on the work itself; third, executives and managers build on strengths, not weaknesses (This includes their own strength as well as that of their colleagues, superiors, and subordinates.); fourth, the managers concentrate on the few major areas where superior performance will produce outstanding results (They are able to set and stick to priorities.); and fifth, and finally, they make effective, rational decisions. The steps used by most executives to make good decisions are: a) define the problems; b) analyze the problems; c) develop alternative solutions; d) decide on the best solutions; and e) convert the decisions into effective action (Drucker, 1966, p. 23).

In order to manage volunteers effectively, it is first necessary to have volunteers. According to MacBride (1980), the first step is recruitment. Ward (1963) reported that a one-to-one individualized approach is the most effective recruitment device. When recruiting, one should also match job requirements to individual capacities (Naylor, 1967). This need for matching must be made clear during

the interviewing stage for both the manager and the potential volunteer. Once selection has been made, placement comes next. "If both the professional staff and the volunteers are placed with careful consideration for their feelings about their jobs, a lot of tension between them can be averted and their energies released for accomplishing the job objectives" (Naylor, 1967, p. 68). Volunteers want to contribute to the organization by "holding up their end" so that everyone involved is satisfied. The most frequent mistake that is made at the outset with a new volunteer is underplacement (Naylor, 1967, p. 90).

When creating jobs for volunteers, members should keep in mind that the job needs to allow for opportunities for developing new skills, gaining self-awareness and self-esteem, and; for those few who are ready, the chance to become or to self-actualize (Wilson, 1983, p. 51). Wilson also indicates that good volunteer jobs are needed by the agency or client, wanted by staff, and feasible for the volunteer. It has been found in industry that the best motivation is the work itself; therefore, the job must be interesting to volunteers in order to be a motivating factor. Schindler-Rainman and Lippitt (1975) refer to the trend among volunteers to demand a job that is meaningful, and that will help prepare them for a paid career. For this reason, job design is critical for the success of any volunteer program. This includes the need to provide thorough, written job

descriptions with means for formal evaluation for volunteers (Wilson, 1976).

"Capable volunteers have misgivings about an organization which pushes them along very fast and expects a multitude of tasks to be done with inadequate training, support, and advice" (Naylor, 1967, p.14). Training then must be tailored to individual needs. Training must be planned and promoted as essential, if not required, for some volunteer jobs. Volunteers often want to participate in planning their own training, and unless this personal agenda is taken up early, little significant learning can take place. The first level of training is the orientation. When orientation has been completed, job training is next. The third kind of training is often called advanced training. All three levels of training need to be available to each volunteer (Naylor, 1967). During job training and advanced training "it is imperative for current leadership, both professional staff and volunteers, to analyze plans, anticipate the work to be done, and decide who is to do it." When recruitment, placement, training, and evaluation have been successful, the paid staff and the volunteers will have greater opportunity to work together for the good of the agency (Naylor, 1967, p.15).

Recognition, important to the retention of volunteers (MacBride, 1980, p. 25), should take the form of promotion to greater responsibility, as well as the more traditional forms such as awards, pins, and certificates (Naylor, 1967). If promotion and recognition

are to occur, evaluation will be necessary, and it should be designed into the job description for each volunteer.

Beugen (1985) stated that growth as a volunteer has three primary stages. Those stages can vary by individuals, but generally a good experience with an agency will result in this pattern:

1. Exploratory Stage
 - a. exploring
 - b. committing
 - c. trying

2. Developmental Stage
 - a. analyzing *
 - b. improving
 - c. blooming

3. Mature Stage
 - a. sharing *
 - b. leading *

(The asterisk(*) indicates points of renewed commitment on the part of the volunteer.) As managers of human potential, these growth stages may be helpful in planning a good volunteer program.

"The problem of shortages [of personnel] can be solved if we are all willing to share the responsibilities and the credit, and give up some cherished patterns and habits when we find it necessary to do so"(Naylor, 1967, p. 17). "A manager does his work by getting other people to do theirs" (Drucker, 1954, p. 6). In an attempt to involve volunteers more appropriately and effectively, agencies have found

it necessary to understand what motivates volunteers and what is important to volunteers. Effective management of these volunteers is an extremely important key to the success for both the volunteer and the agency. Freedom of choice to move where and when and how they like is cherished by most volunteers (Naylor, 1967, p. 26). According to Wilson (1983, p. 27) "inflexibility is the greatest weakness of many managers."

VOLUNTEERS IN THE AGING NETWORK

Young, Goughler, and Larson (1986) found that youth, school, and church groups were the most likely groups to volunteer in their project with older people. Seventy-five percent of the organizations were involved with telephone reassurance as compared to only 37% of organizations being involved in chore services. Older volunteers were not likely to provide transportation, chore services, or other manual labor; however, they were involved in friendly visiting and telephone reassurance. Their results showed that organizations can and often do perform important functions related to service for older people.

CHAPTER III

METHODOLOGY

INSTRUMENT DEVELOPMENT

The literature review did not reveal any previously used instrument which would suit the purposes of this study; however, ideas for some items were taken from the Gallup Surveys of 1981, 1983, and 1985. Items for two questionnaires were developed to gather data pertinent to the research questions. The questionnaires for the volunteers were designed to target the kind of volunteer work being done, the reasons for getting involved with the agency as a volunteer, the number of hours volunteered, and general demographic information about the volunteer. It also covered recruitment, training, and evaluation. The coordinators' questionnaire covered such issues as: total number of volunteers, recognition of volunteers, media coverage of volunteers and their activities, and a brief history of the AAA's involvement with volunteers. The questionnaire also covered recruitment, placement, and training of volunteers. Both the Department of Volunteerism and the Department for the Aging reviewed the instruments during their development and before dissemination.

PILOT TEST

On June 16, 1987, pilot tests of both questionnaires were given to 11 RSVP volunteers and an RSVP director. Comments on problems with the questionnaires were noted and the appropriate changes were made. Participants also gave feedback on the readability of several font selections. These persons were not resampled for the larger study.

SAMPLE AND DATA COLLECTION

On June 26th, during the statewide meeting of AAA directors in Lynchburg, Virginia, the researcher reviewed the aims of the project, as well as the instructions for selecting volunteers and distributing the questionnaires. Each of the AAA directors received a packet containing the cover letter to the directors, one coordinator's questionnaire, 20 questionnaires for volunteers, and envelopes in which each volunteer participant could seal his or her response. (See Appendix D, E, F, & G.)

After discussion with the staff at the Department for the Aging about time and staffing constraints within the AAAs, a decision was made that AAA directors would ask their coordinator(s) to distribute 20 questionnaires to volunteers throughout their AAA. They would be asked to distribute them to as wide a variety of volunteers as possible. Twenty volunteer questionnaires from each AAA would result in 500 possible responses. At this June meeting,

each of the 25 directors was instructed to identify and ask 20 volunteers from within his or her AAA to fill out the questionnaires. The directors were asked to collect the volunteer questionnaires which would be sealed in the provided envelopes and mail them as a group back to the researcher.

For the purposes of this study, the word volunteer was defined as an individual who serves the AAA as a non-paid staff. He or she may provide services in congregate meal sites, in the home delivered meals program, in visiting and companion services, in the residential repair and renovation program, in the area of transportation, in checking services (telephone reassurance), or as a member of a board of directors or advisory group.

The coordinators distributed the questionnaires. Using the coordinators to identify volunteers increased accuracy of identifying those who were currently functioning within the AAA network. This method of distribution also alleviated the concern on the part of some coordinators who had already said that they would not share names and addresses of volunteers. The questionnaires were distributed with an envelope so that the volunteer could return the questionnaire sealed in that envelope to the AAA office, with assurance of confidentiality. Once all completed instruments were collected, the volunteer coordinators returned them to the researcher.

The directors were also asked to identify one of their volunteer coordinators of their choosing to fill out the coordinator's questionnaire. Since a description of the volunteer structure was one aim of this study, the definition of the word coordinator was left up to the individual AAA directors. The directors were best able to describe the current structure within their own region. The coordinators may have been paid staff members, volunteers, or subcontractors. A coordinator may work with volunteers from the entire AAA or with volunteers from one location only. The number of coordinators varies among the AAAs because each is set up differently; however, only one coordinator from each of the twenty-five AAAs was asked to complete a questionnaire. A month turn-around time was given so that the staffs in the AAA offices could have sufficient time to distribute and then collect the materials.

DATA ANALYSIS

The questionnaires were coded for processing. In order to investigate the responses to the volunteer questionnaires, SAS frequency mean procedures were run. Those results were compiled and tabulated. Content analysis was used to evaluate open ended responses as well as additional materials such as newspaper clippings and newsletters.

CHAPTER IV

FINDINGS

On August 3rd, one week after the deadline for returning questionnaires, 202 usable volunteer responses and 18 coordinator responses had arrived. This was a return rate of 40.4% of the questionnaires actually distributed to the volunteers and 72% for the coordinators. Three volunteer questionnaires were marked as being filled out by someone other than the volunteer due to poor eye sight of the volunteer or functional illiteracy. The remainder of this section addresses the answers to the research questions.

DESCRIPTION OF THE VOLUNTEER COORDINATORS

Two coordinator respondents did not provide demographic information. Of those who did give demographic information, all but one coordinator were female. Their ages ranged from 32 to 79, and the average age of the coordinators was 39. Fourteen respondents were white, and two were black. Eleven were married, two were widowed, two were divorced, and one was single. The coordinators averaged 16 years of education. Three of the coordinators had completed masters' degrees and one had completed high school only. Eleven of the coordinators reported being Protestant, two Jewish, one Catholic and one Unitarian Universalist. One who answered the demographic section left the religious preference question blank. Only

two of the coordinators reported having part-time employment; the rest reported having full-time employment. Fourteen respondents (87.5%) had an income between \$10,000 and \$30,000. One reported having between \$5,000 and \$10,000, and one reported having over \$40,000 in income. The coordinators averaged a little more than 4 1/2 years in their positions as coordinators. Their time as volunteer coordinators ranged from less than one year to more than 11 years.

DESCRIPTION OF VOLUNTEER SAMPLE

To examine research question 1, "What are the demographic characteristics of volunteers in the AAA network?" a frequency count was done on questions 23 to 31 of the volunteer questionnaire. Table 1 contains the demographic results of the volunteer questionnaires. One hundred twenty-four females, and 66 males responded (12 volunteers omitted this information and were unidentifiable on the basis of sex). Respondents ranged in age from 26 to 92. Ninety-six volunteers (47.6%) fell between the ages of 65 and 75; the fewest respondents were in the category under 50 years of age (12%, N=24). Seventy-seven percent of the volunteers were white, while 22% were black.

Table 1

Description of the Volunteer Sample

<u>Age</u>	<u>Total^a</u>	<u>Males</u>	<u>Females</u>
N	187	64	123
Range	26-92	26-88	28-92
Mean Age	65.7	66.4	65.6
S.D.	12.5	13.2	12.7
Mode	72	70	71/72

<u>Race</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Black	42	22.4	7	10.8	35	28.5
White	145	77.1	58	89.2	87	70.7
Other	1 ^b	.5	0	0.0	1	0.8
<u>Totals</u>	<u>188</u>	<u>100.0</u>	<u>65</u>	<u>100.0</u>	<u>123</u>	<u>100.0</u>

^a In many instances the totals do not equal 202 because people did not give complete information.

^b Asian

Table 1 (continued)

<u>Marital Status</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	N	%	N	%	N	%
Married	109	57.7	54	81.8	55	44.7
Single	11	5.8	3	4.5	8	6.5
Divorced	10	5.3	3	4.5	7	5.7
Widowed	59	31.2	6	9.1	53	43.1
Totals	189	100.0	66	100.0	123	100.0

<u>Education</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	N	%	N	%	N	%
No formal education	2	1.0	1	1.5	1	.9
11 years or less	37	20.2	7	10.8	30	25.9
High School diploma	46	24.9	16	24.6	28	24.1
13 to 15 years	26	14.2	10	15.4	16	13.8
Bachelor's Degree	33	18.0	14	21.5	19	16.4
Graduate School	27	14.8	15	23.1	12	10.3
Other ^c	12	5.9	2	3.1	10	8.6
Totals	185	100.0	65	100.0	116	100.0

^c G.E.D. and post-high school business training

Table 1 (continued)

<u>Religion</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	N	%	N	%	N	%
Catholic	14	7.4	5	7.7	9	7.4
Jewish	5	2.7	2	3.1	3	2.5
Protestant	159	84.6	55	84.6	104	85.2
Other ^d	10	5.3	3	4.6	6	4.9
<u>Totals</u>	<u>188</u>	<u>100.0</u>	<u>65</u>	<u>100.0</u>	<u>122</u>	<u>100.0</u>

<u>Employment Status</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	N	%	N	%	N	%
Full Time	12	6.6	6	9.4	6	5.3
Part Time	19	10.4	1	1.5	18	15.8
Not Currently Employed	17	9.3	5	7.8	12	10.5
Retired	135	73.7	52	81.3	78	68.4
<u>Totals</u>	<u>183</u>	<u>100.0</u>	<u>64</u>	<u>100.0</u>	<u>114</u>	<u>100.0</u>

^d American Indian, personal, charismatic, and individual spirituality

Table 1 (continued)

<u>Income Ranges</u>	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
< \$5,000	40	25.3	4	7.8	36	33.6
\$5,000 - 9,999	36	22.8	7	13.7	29	27.1
\$10,000 - 19,999	21	13.3	8	15.7	13	12.1
\$20,000 - 29,999	18	11.4	7	13.7	11	10.3
\$30,000 - 39,999	15	9.5	12	23.5	3	2.8
> \$39,999	28	17.7	13	25.5	15	14.0
Totals	158	100.0	51	100.0	107	100.0

The greatest number of respondents were married (58%). Thirty-one percent were widowed, 6% reported being single, and 5% reported being divorced.

One female and one male responded that they had had no formal education. The female respondent reported she had been to school only two days. (She was one of the three who had not filled out the questionnaire by herself.) Twenty-seven percent of the females had not completed high school, while only 12% of the males had not completed high school. Sixteen percent of the females had completed four years of college as had 22% of the males. Eight women who reported having had some business training after high school are reported in the "other" category as are those who reported having received a graduate equivalent diploma (GED).

Protestants made up 85% of the respondents who answered the religious preference question. Seventy-four percent of the respondents were retired, 10% were part-time employees, 9% were not currently employed, and only 7% were employed full-time. Sixty-one percent of those women who reported income received less than \$10,000 a year, while 49% of the males who reported income received \$30,000 or more. Twenty-five percent of the total respondents received between \$10,000 and \$30,000 a year.

Fifty-nine percent of those volunteers, who reported the length of time they had volunteered, had worked at the AAA for 4 years or less. Over 12% of the volunteers had worked there for 5 or 6 years,

and 21% had been with the AAA between 7 and 12 years. Three volunteers wrote that they had been involved since the beginning of the Older Americans Act and the formation of the AAAs.

Forty-nine percent of those volunteers surveyed volunteered in AAA projects in conjunction with another organization. The largest percentage of those who worked through other groups worked with Retired Senior Volunteer Program (RSVP) (41.4%). American Association of Retired Persons (AARP) volunteers consisted of 14% of those that volunteered with other groups. A smaller number volunteered through their church or with a senior citizens' center. All of the coordinators reported that some of their volunteers worked through other organizations. They reported a number of different groups with whom their volunteers worked (i.e., RSVP, AARP, Churches, and civic groups).

JOBS VOLUNTEERS PERFORM

Research question 2, "What are the jobs that the volunteers perform, and how much time is spent volunteering in the AAA network?" was analyzed by a frequency distribution on the first question on the volunteer questionnaire. (See Tables 2, 3, & 4.) The home delivered meals had the highest number of volunteers (32.7%), each averaging three hours per week. Coordinators reported that

Table 2

Jobs Volunteers Perform

	<u>Total Sample</u>		<u>Males</u>		<u>Females</u>	
	N	%	N	%	N	%
Congregate Meals	54	26.7	8	14.8	44	81.4
Home Delivered Meals	66	32.7	28	42.4	30	45.4
Visiting/Companion Services	39	19.3	10	25.6	27	69.2
Home Repair and Renovation	6	3.0	4	66.6	2	33.3
Transportation	38	18.8	20	52.6	18	47.3
Checking (telephone reassurance)	41	20.3	5	12.1	36	87.8
Board of Directors	54	26.7	19	35.1	32	59.2
Other ^a	50	24.8	12	24.0	38	76.0

^a Other includes a variety of volunteer jobs such as office support, mass mailings, senior I. D. programs, and tax assistance.

Table 3

Hours Reported By Volunteers

<u>Activities</u>	<u>Number of Volunteers</u>	<u>Mean Hours</u>	<u>Total Hours</u>
Congregate Meals	53	4.6	242
Home Delivered Meals	61	3.0	181
Visiting Services	36	5.0	181
Home Repair and Renovation	4	4.5	18
Transportation	23	7.8	179
Checking (Telephone Reassurance)	31	3.6	113
Board of Directors	30	2.5	75
Other	9	8.0	72
<hr/> Totals	<hr/> 247	<hr/> 4.9	<hr/> 1061

Table 4

Mean Hours Reported By Volunteers

<u>Activities</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Congregate Meals	4.6	2.9	5.0
Home Delivered Meals	3.0	2.6	2.8
Visiting Services	5.0	4.1	5.2
Home Repair and Renovation	4.5	4.3	5.0
Transportation	7.8	4.4	11.5
Checking (Telephone Reassurance)	3.6	3.0	3.7
Board of Directors	2.5	2.2	2.8
Other	8.0	2.0	7.8
<hr/>	<hr/>	<hr/>	<hr/>
Totals	4.9	3.2	7.7

2,226 volunteers worked in the home delivered meals project within the 18 AAAs responding to the questionnaires. Congregate meals and board of directors activities each had 26.7% of those volunteers surveyed involved, and they averaged 4.6 hours and 2.5 hours weekly, respectively. Coordinators reported a total of 1,592 volunteers in the congregate meal programs and 150 volunteers on the boards of directors. Checking (telephone reassurance) had the next highest percentage, involving 20.3% of those volunteers surveyed, and they each averaged 3.6 hours a week. Coordinators reported 107 volunteers in checking services. Visiting and Companion Services followed closely with 19.3% of the volunteer sample involved, each averaging five hours a week. Coordinators reported 380 volunteers in Visiting Programs. Of those volunteers surveyed, 18.8% were involved in transportation services, and they had the highest weekly work average which was 7.8 hours. Three hundred forty-one volunteers were reported involved in transportation by the coordinators. Only 3% of the volunteers were involved in home repair and renovation, and they each averaged 4 1/2 hours of work a week. Coordinators reported that 82 home repair volunteers were involved in the 18 AAAs. Coordinators also reported a number of other projects in which volunteers were involved. The total number of volunteers reported in the 18 AAAs was 5,180. For details of these additional projects that were reported by coordinators see Table 5. When volunteer participation in jobs was examined for sex differences, the following

Table 5

Numbers and Percentages of Volunteers Reported by Coordinators

<u>Projects</u>	<u>Number of Volunteers</u>	<u>Percentages</u>
Home Delivered Meals	2,226	43.0
Congregate Meals	1,592	30.7
Visitation and Companion Services	380	7.3
Transportation	341	6.6
Board of Directors	150	2.9
Advisory Council	124	2.4
Checking (telephone reassurance)	107	2.1
Residential Repair and Renovation	82	1.6
Senior Citizens I.D. Cards	37	.7
New Committee	27	.5
Mass Mailing	15	.3
Tax Assistance Program	15	.3
Programming in Senior Centers	14	.3
Volunteer Ombudsman	11	.2
Office Support	7	.1
U.S.D.A. Commodities	7	.1
Peer Support	5	.1
Other	40	.8
<hr/> Totals	<hr/> 5,180	<hr/> 100.0

results were seen: congregate meals, visiting, checking, and the board of directors were more frequently female than male activities; home repair had twice as many males as females. (See Table 2.) Also see Tables 3 and 4 for details of the hours of volunteering reported by the volunteer sample.

One hundred fifty-one of the 202 volunteers responded with an actual estimate of the hours that they interacted directly with participants (average 7.3 hours a week). Fifty percent of the volunteers who gave specific hours contributed 4 or less hours directly to participants. Only 6.6% of those who gave specific hours contributed 20 or more hours directly. Fifty-two and one-half percent of the volunteers who gave specific answers worked with 10 people or less each week. Volunteers averaged working with 21 participants a week.

Of those volunteers who answered the question about written job descriptions, 29.1% had a written job description, and 10% of these helped to write it. Close to 70% were satisfied with their written job description. They gave answers such as: "I know what to do and what not to do", "I know what is expected of me", "it helps me to function effectively", "it gives me specific experiences for a full-time job later on if I want one", and "it gives helpful hints on how to be a good volunteer." One person wrote, "I don't think it is necessary." For those who did not have a written job description, when asked if they would like to have one, 88% said no. They explained that they did not

see it as necessary, "it seemed like more red tape," they already had their own "high standards," and that they already understood their job. The few who did say they would like to have one said that it would spell out specific duties.

When the volunteers were asked, if given the opportunity, would they choose a different job in the agency, 93% said no. Less than 30% of those who answered the question had an established time to review their own satisfaction as a volunteer with a staff member or to review the staffs' satisfaction with their performance as a volunteer. More than 96% of those who answered the question were able to discuss problems or needed changes with a staff member, and a little less than 70% had input into planning or improving the volunteer program. A little over 50% of the volunteers felt they had input into planning or improving the agency services.

Question 18 asked how much interaction they as volunteers had with the paid staff. A two-inch line was given to mark an X where they felt their interaction fell. "None" was designated at the far left and "a great deal" was designated at the far right. The mean response was 1.24 inches from the far left, and the standard deviation was 0.61 inches. This appears to indicate that the volunteers had enough interaction with the staff to feel comfortable. The finding that 98% of those volunteers who answered the question knew to whom to go if they had a problem or a question supports this indication. Over 90% felt they had access to staff, if needed.

Forty-one volunteers (20% of the sample) responded to the section for members on boards of directors. Sixty-one percent were appointed to the board, a little less than 30% were elected to their positions, and the others were volunteers. Eighty-five percent had specific terms of office on the board. Forty-two percent who responded to the question had a term of three years; a little under 25% had a four-year term of office; slightly over 15% had a term of one year, and 12% had a two-year term. Over 90% who answered the question felt that they had power to influence policy and decisions within the agency. One female respondent wrote, "After all isn't that our job?" Two-thirds of those who answered the question had specific areas of responsibility as a member of the board. Seven coordinators reported working directly with the board of directors; however, 15 coordinators reported working with an advisory council.

When the demographics of members of boards of directors were compared to the larger sample, board members had much higher education (63.3% of board members had at least 16 years of education compared to 32.8% of the sample) and much higher incomes (50% of the board members had incomes of \$30,000 or higher compared to 27.2% of the sample).

ECONOMIC VALUE OF VOLUNTEERS CONTRIBUTIONS

The answer to research question 3, "What is the economic value of the volunteers' contribution to the Commonwealth of Virginia?" was determined in two different ways. The first way was calculated by taking the total of all reported volunteer hours reported in the volunteer sample and multiplying it by \$9.61 (the figure that VOLUNTEER has determined to be the fair value of a volunteer's time). By this method, the economic value of the volunteers' efforts for a year was over \$530,000. If minimum wage is used to determine the value of a volunteer's time, the economic value of the volunteers in this study was \$184,000 for one year (See Table 6); however, if the average volunteer time reported by the volunteer sample (4.9 hours/week) is multiplied by the number of volunteers reported by the coordinators sample (5,180), and if that number is multiplied by \$9.61, the yearly value of the volunteers in just 18 of the AAAs would be \$12,700,000 for one year. Again, if the minimum wage value is used, the economic value of the volunteers would be \$4,420,000 for the year.

RECRUITMENT OF VOLUNTEERS

Research question 4, "How were the current volunteers recruited into the agencies?" was determined by a frequency count on

Table 6

Weekly Value of Reported Volunteer Time

	<u>¢ \$3.35</u>	<u>¢ \$9.61</u>
Congregate Meals	\$810.70	\$2,325.62
Home Delivered Meals	606.35	1,735.41
Visiting Services	606.35	1,735.41
Home Repair and Renovation	60.30	172.98
Transportation	599.65	1,720.19
Checking (Telephone Reassurance)	378.55	1,085.93
Board of Directors	251.25	720.75
Other	241.20	691.92
<u>Totals</u>	<u>\$3,554.36</u>	<u>\$10,188.21</u>

questions 4 and 5. Thirty volunteers (16.7%) answered that they had first found out about volunteering in the AAA through a friend. Newspaper stories and advertisements were the next most important source of recruitment of volunteers (13.3%). Newspapers were closely followed by senior citizens' centers as a source of information about the AAAs to potential volunteers (12.8%). Others reported staff members were also instrumental in spreading the information. All 18 coordinators used the newspaper to report events, highlight volunteers, invite the public to programs, or to recruit volunteers. Five reported using local television stations, four reported using radio, and one reported using corporate magazines. Nine coordinators used bulletin boards either at the agency, at the sites where volunteers were placed, or at public locations such as town halls, churches, or senior citizens centers. One coordinator wrote that the agency had released helium filled balloons which were imprinted with the message "volunteers add that special touch." The balloons carried a note about the RSVP program and the agency address so that finders could write for information.

Thirty-nine percent of those volunteers who responded to the question about reasons for volunteering reported the desire to help and a feeling of being needed. Having a special concern for the elderly was the reason 11.3% became involved. Being of service to the community was another reason given for getting involved.

TRAINING AND SUPERVISION OF VOLUNTEERS

To determine the answer to research question 5, "What format does the training and supervision of volunteers within the AAAs take, and what kind of evaluation system is used?" a frequency count was done on questions 8-11 of the volunteer questionnaire and a content analysis of the coordinators' questionnaires. Meetings were the most common form of orientation reported by both the volunteers and coordinators. Almost 69% of those volunteers who answered that question had been to a meeting for orientation. Fourteen of the 18 coordinators used a meeting as a form of orientation. Nearly half (46.5%) of the volunteers had some kind of handbook for orientation purposes, and nine coordinators reported the same. Over half of the volunteers had had some other kind of orientation as well. They listed being oriented by staff members, by predecessors, and by the volunteer chairman. Some listed interviews as a form of orientation. Only four of the coordinators reported having used other forms of orientation.

Almost 40% of those volunteers who answered the question about job training had received no training for their specific job. All but one coordinator reported having used a variety of training styles. Of those volunteers who had received training, 60% were trained on-the-job. Fifteen of the coordinators reported that they used on-the-job training for their volunteers.

Almost 40% of the volunteers reported that they had received training in a meeting; twelve of the coordinators reported using a meeting to train volunteers. Over 30% of the volunteers had a handbook of some kind for training purposes, and 25% had received some other kind of training. Only six of the coordinators used handbooks as part of their training. Only 82 volunteers gave a specific answer to question 11 which asked how much training they had received in the past 12 months, but those who did answer, had averaged 9 1/2 hours of training. When the coordinators were asked how much time the staff spent training volunteers in a typical month, the answer ranged from 1 to 50 hours, with an average of 15 1/2 hours a month. The coordinators, when asked how much time they devoted to volunteer management each week, reported a range of 1 to 40 hours, but the average was a little more than 19 hours a week.

When coordinators were asked to examine the evaluation system set up for volunteers, 10 of the 17 coordinators answered with a variety of responses. Most of them use an informal type of evaluation consisting of telephone calls or visits to the site and to the volunteers. A few of the coordinators used the staff evaluation form for volunteers who worked directly in the office, and one coordinator wrote that the tax assistants must pass a test by the Internal Revenue Service. The evaluations for programs were much more extensive and often used volunteers to complete all or parts of those evaluations.

When the coordinators were asked if they had any formal recognition event for volunteers, most said "yes". All but one coordinator also kept a record to document the work done by volunteers. The coordinators explained a wide variety of recognition events. Seven held receptions, six held a luncheon, and three held a banquet for volunteers. One coordinator described the yearly picnic that the paid staff has for volunteers and participants alike. One coordinator sent a newspaper clipping of a recognition fair where there was music, games, and refreshments to honor the agency's volunteers. Another coordinator wrote about a dessert party that the volunteers are asked to attend. One held an open house to honor volunteers. One AAA printed thank you cards and mailed them to each volunteer during National Volunteer Week. One AAA gave all Meals-on-Wheels volunteers "Happiness is Being a Meals-on-Wheels Volunteer" litter bags. One agency coordinator wrote that the receptions and open houses include door prizes donated by businesses; another reported that recognition included scrapbooks of thank-you notes from clients. Most coordinators reported using certificates and pins to honor their volunteers. Three coordinators wrote about nominating volunteers for city/county, state, and national recognition. One newspaper clipping highlighted the Governor's Volunteer Award going to one of the agencies' volunteers.

The majority of the AAAs hold recognition events on an annual basis, but some AAAs vary the timing of such events throughout the

year. One coordinator wrote that each project handled the volunteer recognition differently. Only five volunteers said they did not feel appreciated by the paid staff. Of those who wrote an explanation to that question, 44% said that the main reason they felt appreciated was that they are told they are appreciated. A little over 75% of the volunteers felt they were appreciated by the participants. One comment that was written stated that "Some participants do appreciate our hard work and others never will."

The majority (94%) of volunteers who answered the question on the type of coursework that they had taken on volunteerism wrote responses that reflected living experiences and hands-on kinds of learning. A very few volunteers mentioned having had specific training. A majority of the coordinators had impressive lists of training and special involvement with groups who provide training for volunteer managers and coordinators.

Ten percent of the responses to the additional comments section on the volunteer questionnaire gave narratives, the majority of which were directed toward the local AAAs. One person wrote that it was about time that someone asked her opinion. She answered every question extensively and was quite favorable toward the AAA staff and participants with whom she worked.

Chapter V

SUMMARY, CONCLUSIONS, & RECOMMENDATIONS

SUMMARY

The volunteer network within the Area Agencies on Aging (AAA) in the Commonwealth of Virginia has been examined in this study. The aims were: to describe the people who volunteer and their contributions to the agencies; to report the amount of time that they spend volunteering; and, to describe the recruitment, training, and evaluation components of the volunteer programs within the AAAs.

Research question 1 examined the demographics of the volunteer sample. A frequency count revealed that the volunteer sample was predominantly female, white, married, Protestant, retired, educated beyond high school, had a mean age of 65, and that incomes for over 60% of the sample were below \$20,000.

Research question 2 examined the jobs that the volunteers perform and the amount of time being spent volunteering in the AAA network. Responses from both the coordinators' and the volunteers' questionnaires revealed that the home delivered meals activities used the highest number of volunteers. Transportation volunteers, however, had the highest weekly average of time spent volunteering (7.8 hours). The overall average amount of time a volunteer spent each week was 4.9 hours.

Research question 3 examined the economic value of the volunteers' contribution to the Commonwealth of Virginia. If the value is based on minimum wage, volunteers in the Commonwealth of Virginia contributed over \$4 million worth of assistance to 18 of the 25 Area Agencies on Aging within the fiscal year just ended; however, if the \$9.61 value determined by VOLUNTEER is used, the yearly volunteer contributions to the AAAs would be valued at \$12,700,000.

Research question 4 examined the ways in which the current volunteers were recruited. The volunteers reported that they primarily heard about volunteering within the AAA from friends, newspapers, and senior citizens' centers.

Research question 5 examined the training format and the supervision and evaluation systems within the volunteer program. The volunteers and coordinators agreed that meetings were the most often used orientation method. Training, if done, was most often done on-the-job, according to both samples. The small number of volunteers who reported the amount of time they had been trained in the past twelve months averaged 9 1/2 hours. However, 40% of the sample reported having received no training. This seems in disagreement with the coordinators who reported doing a monthly average of 15 1/2 hours of training. Ten of the 18 coordinators answered the question about evaluation with a variety of responses. Most of them reported that they used an informal type of evaluation

which often consisted of telephone calls to site managers where volunteers were placed and conversations with volunteers about their satisfaction of the job placement.

CONCLUSIONS

Of those who were sampled in this study, many are very involved in the volunteer network within the AAAs of Virginia. When their volunteer hours are translated into economic values, it becomes obvious that AAA volunteers have a tremendous economic impact on services provided to Virginia's elderly population. Unfortunately, this involvement of volunteers cannot presently be acknowledged on the state level because no system is in place to track the numbers and hours of volunteers within the state AAA network.

The data indicated that the volunteer system that is in place could be improved by incorporating proper evaluation of volunteers through the use of written job descriptions. It can also be concluded that there was an important discrepancy in the area of training between what coordinators and volunteers perceived. One of two conclusions may be drawn based upon that discrepancy. Either volunteers are receiving little or no training (40% of the volunteers reported having received no training) and the volunteer coordinators are reporting training activities because they believe training should

be done; or, the volunteers are not recognizing the training as it is being done, or a combination of both.

RECOMMENDATIONS

In the future, the Virginia Department for the Aging staff may wish to include provisions for reporting the number of volunteers and the hours they have spent volunteering for the local AAAs. This would allow the local AAAs, as well as VDA, to document the economic value of volunteers. It would provide a baseline to monitor future growth or decline of the volunteer program. A point of further study might be to compare the cost of operating a volunteer program (i.e., training, supervision, office space, supplies, and materials) to the economic value of the work volunteers contribute in the local AAA office or the entire state network. Utilizing written job descriptions more broadly would be yet another step in developing a better planned volunteer system. Written job descriptions would give paid staffs a more objective basis for evaluating volunteers. Without job descriptions, effective evaluation is difficult to do. One other suggestion would be for the VDA staff to create a system to document the results of informal volunteer evaluation, keeping in mind the staff and time constraints of the AAA offices.

LIMITATIONS

Distribution of the questionnaires may have led to bias in the two samples because the sampling was not random or a complete response from the total population under study. A possible indicator of this bias may be the high proportion of board members who filled out the volunteer questionnaires. Because of the sampling procedures used in this study, findings and conclusions should not be generalized to other state departments within Virginia, or to other volunteer groups, or to other states.

A second caution is related to a potential social desirability factor. The investigator has no way of determining whether the respondents were reporting what they assumed were desired answers or what the situation really was. One indication of this social desirability factor may be the inconsistency of responses on the training issues between the volunteers and the coordinators.

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APPENDIX A

**STRUCTURE OF THE VIRGINIA DEPARTMENT FOR THE AGING
AND THE DEPARTMENT OF VOLUNTEERISM**

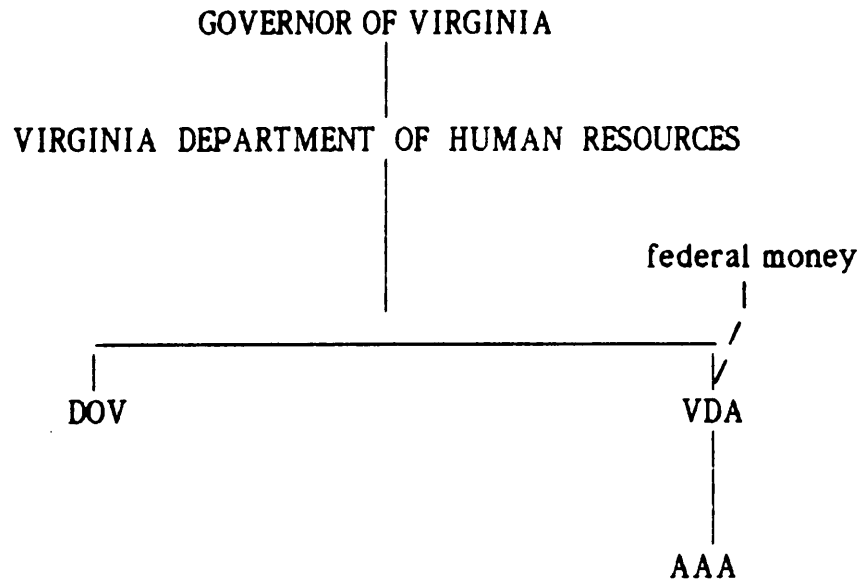
The Virginia Secretary of Human Resources oversees 18 state agencies--two of which are the Department for the Aging (VDA) and the Department of Volunteerism (DOV). Directors of both agencies are appointed by the Governor.

VDA allocates federal money to each of the 25 Area Agencies of Aging (AAAs) throughout the Commonwealth on a contractual basis. The AAAs, which are governed by a local Board of Directors, then subcontract with agencies that provide services to elderly people. Unlike other state departments, VDA has no direct control over the individual AAA. Therefore, each local Board of Directors is responsible for determining the special needs of its population and the manner in which those needs can best be met based on guidelines established by state and federal laws. No services provided by the AAAs are based on means testing as a single determinant of eligibility.

DOV provides assistance in needs assessment, evaluation, and training to any volunteer group within the Commonwealth. However, DOV also, works with volunteer programs which are working in conjunction with the state and local governments.

APPENDIX B

**DIAGRAM OF THE VIRGINIA DEPARTMENT FOR THE AGING
AND THE DEPARTMENT OF VOLUNTEERISM**



APPENDIX C

LETTER OF INTRODUCTION FROM VDA STAFF MEMBER



87-227

COMMONWEALTH of VIRGINIAWILDA M. FERGLISON
COMMISSIONER*Department for the Aging
101 North 14th Street
18th Floor
Richmond, Virginia 23219-2797*TELEPHONE (804) 225-2271
TTY (804) 225-2271

April 21, 1987

MEMORANDUM

TO: AAA Executive Directors & Volunteer Coordinators

FROM: Bob Knox, Director of Program Management

RE: VOLUNTEER SURVEY

Attached is a letter from Ms. Carla Kaye Jones, a student at VPI & SU, who will be doing a survey of volunteer activities in Virginia's aging network. Ms. Jones will be working with the Virginia Department of Volunteerism and with YDA to help us obtain a better picture of our volunteer resources.

I believe the results of this project will show the indispensable role of volunteers in many AAA programs and will be useful to YDA at the state level and to many of you as well. I encourage you to provide her with the names and addresses of your volunteer coordinators, as well as the coordinators of your subcontractors by April 27, 1987. Ms. Jones will be in contact with the volunteer coordinators to initiate the survey. Please understand that the confidentiality of all volunteers will be maintained.

Thank you for your cooperation as we begin this joint effort with the Department of Volunteerism. If you have any questions, please contact me at (804) 225-2801 or Ms. Jones at (703) 552-4419.

BK/tnt

cc: Carla Kaye Jones

Attachment

APPENDIX D

COVER LETTER GIVEN TO AAA DIRECTORS ON JUNE 26, 1987

VIRGINIA TECH

Department of Family and Child Development
College of Human Resources

Wallace Annex
Blacksburg, Virginia 24061-0299
(703) 961-4794 or 4795

June 26, 1987

Dear AAA Directors,

As discussed today in the meeting at Lynchburg, I need one volunteer coordinator from each AAA to complete the blue questionnaire. I also need 20 volunteers from each AAA to fill out the white questionnaires. Please distribute the volunteer questionnaires to as wide a variety of people as is possible. We would like to have volunteers from each of the following areas:

congregate meals,
home delivered meals,
visitation and companion services,
residential repair and renovation,
transportation,
checking, and
the board of directors.

All answers will be confidential and participation in this project is totally voluntary. In no way will participation in this study affect the agency or coordinators' and volunteers' positions in the agency. Once the questionnaires have been completed (there should be 21 including the coordinator's), please mail them to me by Friday, July 24, 1987 at the following address:

Carla Kaye Jones
128 Hillcrest
Virginia Tech
Blacksburg, VA 24061

If you and your coordinator have any questions, please feel free to call me at (703) 552-4419 or leave a message at (703) 961-6204. Thanks once again for your cooperation in this project.

Sincerely,

Carla Kaye Jones

Virginia Polytechnic Institute and State University

APPENDIX E

EXAMPLE OF COVER LETTER SENT TO VOLUNTEERS BY COORDINATORS



COMMONWEALTH OF VIRGINIA

COUNTY OF LOUDOUN

AREA AGENCY ON AGING
COMMISSION ON AGING

July 13, 1987

ADMINISTRATION
COMMISSION ON AGING
777-0257SENIOR ASSISTANCE
Information/Referral
Home Care/Companion
Senior Employment
Discount Program
777-0258NUTRITION
Senior Lunch Program
Home Delivered Meals
777-0208RETIRED SENIOR
VOLUNTEER PROGRAM
(RSVP)
Friendly Visiting
Tax Assistance
777-0505ESCORT TRANSPORTATION
777-7171

Dear RSVP Volunteer,

I am enclosing a questionnaire for you to complete and return to our office in the enclosed envelope.

Carla Kaye Jones, of Blacksburg, VA., will be gathering this information from all over the state of Virginia for her doctoral thesis. All of these facts will be combined in report form and sent to the Virginia Dept. on Aging. It will give them a complete report on senior volunteerism in the Commonwealth of Virginia.

We appreciate your assistance in this project.

REMINDER:

1. This is strictly voluntary.
2. This information is confidential.
3. Do NOT sign your name.
4. Return this form to the RSVP Office by Wednesday, July 22.
5. If you have questions, please contact me at 777-0505.

Sincerely,

Jo Ellen H. Carci
RSVP Program Manager115 Harrison Street, N.E., Leesburg, VA 22075
(703) 777-0257 or Metro No. 471-6050, Ext. 257

APPENDIX F

VOLUNTEER QUESTIONNAIRE

AAA VOLUNTEERS QUESTIONNAIRE

PLEASE COMPLETE THIS QUESTIONNAIRE ON VOLUNTEERS. PARTICIPATION IS COMPLETELY VOLUNTARY AND ALL ANSWERS WILL BE KEPT CONFIDENTIAL. ONCE IT IS COMPLETED, PLEASE SEAL IT IN THE ENVELOPE PROVIDED AND RETURN IT TO THE OFFICE STAFF. THANKS FOR YOUR ASSISTANCE.

1. Which areas are you involved in as a volunteer, and how many hours a week do you work in each area?

		# of hours
in congregate meals?	no yes	_____
home delivered meals?	no yes	_____
in visiting/companion services?	no yes	_____
in residential repair and renovation?	no yes	_____
in transportation? if yes, please specify for what activities	no yes	_____
<hr/>		
in checking (telephone reassurance)?	no yes	_____
as a member of a Board of Directors or Advisory Group?	no yes	_____
other, please specify _____		

2. Do you volunteer at this agency as part of a group such as RSVP, AARP, Church group, Extension Homemakers Council, civic club, or youth group?

_____no _____yes

If yes, please specify which organization.

3. How long have you volunteered at this agency? (give answer in years and months)

4. How did you first learn about getting involved as a volunteer with this agency?

5. Why did you decide to become a volunteer in this agency?

6. How many hours on an average do you interact with participants each week?

7. How many participants do you interact with in a typical week?

8. Do you have a written job description as a volunteer?

_____no _____yes

If yes, did you help write it?

_____no _____yes

If you have a job description, are you satisfied with it? Please explain why or why not.

_____no _____yes

If you don't have a written job description, would you like to have one?

_____no _____yes Please explain why.

9. Did you receive orientation before you started your volunteer position?
(Circle no or yes for each item)

no	yes	a meeting
no	yes	a handbook
no	yes	other, please specify

10. Did you receive specific training for your volunteer job? (Circle no or yes for each item)

no	yes	a meeting
no	yes	in a handbook
no	yes	on-the-job training
no	yes	other, please specify

11. How much time in the last 12 months has the staff spent training you for your volunteer position? (Please give estimate in hours)

12. If given the opportunity would you choose a different volunteer job in this agency?

_____no _____yes Please specify which job? and why?

13. Do you have a set time when you review your satisfaction as a volunteer with a member of the staff?

_____no _____yes If so, how often? _____

14. Is there a set time when you discuss staff satisfaction with your performance as a volunteer?

_____no _____yes If so, how often? _____

15. Are you able to discuss problems or needed changes with the staff?

____no ____yes

16. Do you have input into planning or improving the volunteer program?

____no ____yes

17. Do you have input into planning or improving the agency services provided?

____no ____yes If so, please explain how.

18. How much interaction do you have with the paid staff? Place an X on the line that most nearly represents your experience.

none •-----• a great deal

19. Do you know who to talk to when you have a question or problem?

____no ____yes

20. Do you feel you have access to the staff, if needed?

____no ____yes

21. Do you feel appreciated by the paid staff?

____no ____yes Please explain your answer.

22. If you work directly with participants, do you feel appreciated by them?

____no ____yes Please explain your answer.

For the purpose of describing volunteers within the AAA network, please give us this information.

23. AGE _____

24. SEX ____male ____female

25. MARITAL STATUS

_____ single
 _____ married
 _____ divorced or separated
 _____ widowed

26. RACE

_____ white
 _____ black
 _____ other, please specify

27. RELIGION

_____ Jewish
 _____ Catholic
 _____ Protestant
 _____ Other, please specify

28. YEARLY INCOME

_____ under \$5,000
 _____ \$ 5,000-\$ 9,999
 _____ \$ 10,000-\$ 19,999
 _____ \$ 20,000-\$ 29,999
 _____ \$ 30,000-\$ 39,999
 _____ \$ 40,000 +

29. How many years of schooling have you completed?

30. What course work or training have you had that relates to volunteerism?

31. EMPLOYMENT STATUS

- Full time
 Part time
 Not currently employed
 Retired

32. Would you like to add anything else that you think would help us?

ANSWER THIS SECTION ONLY IF YOU ARE A MEMBER OF A BOARD OF DIRECTORS

33. Are you elected or appointed?

- elected
 appointed
 other, please specify

34. Do you have a specific term of office?

no yes If yes, how long is your term? _____

35. Do you feel you have the power to influence policy or decisions within this agency?

no yes

36. As a member of the Board, do you have specific areas of responsibility (such as committee assignments)?

no yes, please specify

THANKS FOR YOUR COOPERATION

APPENDIX G

COORDINATORS QUESTIONNAIRE

**AAA VOLUNTEER COORDINATORS
QUESTIONNAIRE**

PLEASE COMPLETE THIS QUESTIONNAIRE ON VOLUNTEER MANAGEMENT.
PARTICIPATION IS COMPLETELY VOLUNTARY AND ALL ANSWERS WILL BE KEPT
CONFIDENTIAL. THANKS FOR YOUR ASSISTANCE.

1. Which Area Agency on Aging are you in? _____

2. Do you have volunteers in these AAA services listed below? If so, how many in each area over the last 12 months?

	Circle One	Total #
in congregate meals?	no yes	_____
home delivered meals?	no yes	_____
in visiting/companion services?	no yes	_____
in residential repair and renovation?	no yes	_____
in transportation?	no yes	_____
in checking (telephone reassurance)?	no yes	_____
as members of a Board of Directors?	no yes	_____
other, please specify _____		

3. Is there regular involvement of volunteer groups in your AAA such as RSVP, AARP, church groups, Extension Homemaker Councils, civic clubs, or youth groups? (Circle no or yes)

no yes

If yes, specify which groups.

4. Is there an initial orientation session before a volunteer starts?
(Circle no or yes for each item)

no	yes	a meeting
no	yes	a handbook
no	yes	other, please specify

5. Is there specific training for the actual volunteer jobs? (Circle no or yes for each item)

no	yes	a meeting
no	yes	in a handbook
no	yes	on-the-job training
no	yes	other, please specify

6. How much time in a typical month has the staff spent training volunteers for their volunteer positions? (Please give estimate in hours)

7. Do you keep individual records that document the work of the volunteer?

_____no _____yes

8. Do you have any formal recognition event for volunteers?

_____no _____yes

9. If yes to #8, what type? (Check all that apply)

_____Banquet

_____Luncheon

_____Reception

Other, please specify _____

10. How often does this recognition event occur? _____

11. If you give special awards for outstanding service, please explain the reason for such awards.

12. Have you had newspaper coverage on volunteers and their activities?

_____no _____yes (please attach a copy if possible)

13. Do you have an agency newsletter that features volunteers and their activities?

no yes (please attach a copy if possible)

14. Do you have other kinds of media coverage on volunteers and their activities? Please explain.

15. Do you have bulletin boards that feature volunteers and their activities?

no yes

16. Is your volunteer coordinator position

- a full-time paid position?
- a part-time paid position?
- a full-time volunteer position?
- a part-time volunteer position?

17. What is your job title?

18. How long have you been the volunteer coordinator in this AAA?

19. How much of your time a week (in hours) is devoted to volunteer management?

20. Do you work with a Board of Directors (policy makers)?

no yes If yes, how often do they meet? _____

21. Do you work with an Advisory Group?

no yes If yes, how often do they meet? _____

22. How long has your AAA involved volunteers in its program?

23. How old is your AAA?

24. What efforts does your agency make to:

A. Evaluate individual volunteers? (attach a sample of the evaluation form used, if available)

B. Evaluate your volunteer program? (attach a sample of the evaluation form used, if available)

25. Is there anything else about your volunteer program you would like to share?

For the purpose of describing Coordinators of Volunteers within the AAA network, please give us this information.

26. AGE _____

27. SEX ____male ____female

28. MARITAL STATUS

_____ single
 _____ married
 _____ divorced or separated
 _____ widowed

29. RACE

_____ white
 _____ black
 _____ other, please specify _____

30. RELIGION

_____ Jewish
 _____ Catholic
 _____ Protestant
 _____ Other, please specify _____

31. YEARLY INCOME

_____ under \$5,000
 _____ \$ 5,000-\$ 9,999
 _____ \$ 10,000-\$ 19,999
 _____ \$ 20,000-\$ 29,999
 _____ \$ 30,000-\$ 39,999
 _____ \$ 40,000 +

32. How many years of schooling have you completed?

33. Please specify any training that you have had that relates to volunteer management?

34. PERSONAL EMPLOYMENT STATUS

- Full time
- Part time
- Not currently employed
- Retired

35. Have you used the services of the Virginia Department of Volunteerism in Richmond?

no yes

If yes, what services have you used?

36. Would you like the Department of Volunteerism to send you information on the services it offers?

no yes (give your name & address)

THANKS FOR YOUR COOPERATION

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the scanned document**