



Toolkit Items

Tool Name: Montana – Survey of Nonprofits

Definition: The Montana Governor's Office of Community Service developed and conducted a survey in September 2002 of the 4,500+ non-profits in the state of Montana as a means of doing an environmental scan of volunteerism and the activities of community organizations (secular and faith-based). It was also used as a way to identify capacity building and training needs that might help to address to support the key elements of the 2003-2004 Guidance, particularly the Support for Community Organizations element.

Purpose: The survey provides a helpful worksheet to calculate volunteer hours. In addition, a similar survey can be used in order to gain a better understanding of the needs, capacity, and status of community organizations (secular and faith-based) within their state.

Governor's Office of Community Service 2002 Survey on Volunteerism in Montana

Thank you for your interest and assistance in helping the Governor's Office of Community Service gather information regarding the status of volunteerism in Montana, and the needs of nonprofits for strengthening their volunteer programs. Please complete the enclosed worksheet before starting to fill out this survey, and return the completed survey in the business reply envelope before the end of September B and sooner if possible.

PART I. ORGANIZATIONAL INFORMATION

A. Contact Information

Name of person completing this survey: _____
 Organization name: _____
 Mailing Address: _____
 City: _____ State: _____ Zip Code: _____
 Telephone: _____ E-Mail: _____

B. Organizational Characteristics

1. Mission Focus. Please check the box for the category that best describes the mission focus or purpose of your organization:

- | | | |
|--|---|--|
| <input type="checkbox"/> Animals & Environment | <input type="checkbox"/> Civic & Community | <input type="checkbox"/> Human Services |
| <input type="checkbox"/> Arts & Culture | <input type="checkbox"/> Education & Technology | <input type="checkbox"/> Public Safety & Disaster Services |
| <input type="checkbox"/> Children & Youth | <input type="checkbox"/> Health & Mental Health | <input type="checkbox"/> Recreation & Sports |

2. Annual Expense Budget. (Not including pass-through funds disbursed to other nonprofits)

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Less than \$25,000 | <input type="checkbox"/> \$100,000 - \$299,999 | <input type="checkbox"/> \$500,000 - \$999,999 | <input type="checkbox"/> \$5,000,000 - \$9,999,999 |
| <input type="checkbox"/> \$25,000 - \$99,999 | <input type="checkbox"/> \$300,000 - \$499,999 | <input type="checkbox"/> \$1,000,000 - \$4,999,999 | <input type="checkbox"/> \$10,000,000 or more |

3. Geographic Service Area. Please check the box that best describes the geographic area served by your organization:

- | | | | |
|---|---|-----------------------------------|--|
| <input type="checkbox"/> Local community | <input type="checkbox"/> Local community and outlying areas | <input type="checkbox"/> County | <input type="checkbox"/> Multi-County |
| <input type="checkbox"/> Region of the state (5 or more counties) | <input type="checkbox"/> Statewide | <input type="checkbox"/> National | <input type="checkbox"/> International |

4. Disaster Relief Involvement. Is disaster relief assistance part of your organization's mission or purpose? Yes No Not sure at this time

When there's a disaster in or near the community where your organization is headquartered or field staff are based, to what extent does your organization try to help with relief efforts?

- None A little A modest amount A fair amount A great deal
 As much as humanly possible

5. Faith-based organizations. Do you consider your nonprofit to be a faith-based organization?

- Yes No Not sure at this time

PART II. CURRENT USE OF VOLUNTEERS

A. Annual Contribution of Volunteer Hours

Using calculations from the enclosed worksheet, please provide your estimates for the total number of volunteer hours contributed to your nonprofit by:

Volunteers who are members of your Board of Directors: _____.

Volunteers who are not members of your Board of Directors: _____.

B. Use of Non-Board Volunteers

Please indicate the extent to which your organization uses volunteers for each area of operations:

1. Programs and Services

- None A small amount A fair amount A large amount A very large amount

2. Fundraising

- None A small amount A fair amount A large amount A very large amount

3. Administration/Office Operations

- None A small amount A fair amount A large amount A very large amount

C. Importance of Non-Board Volunteers to Your Organization

Please indicate how important volunteer assistance is for each area of operations:

1. Programs and Services

- Not important Somewhat important Important Very important Extremely important

2. Fundraising

- Not important Somewhat important Important Very important Extremely important

3. Administration/Office Operations

- Not important Somewhat important Important Very important Extremely important

PART III. TRENDS IN VOLUNTEER USE

A. Past Use of Volunteers

As you look back over the last 3 to 5 years, how would you describe your organization's trend for using non-Board volunteer assistance:

- Decreased extensively Decreased somewhat Remained constant
 Increased somewhat Increased extensively

B. Future Use of Volunteers

As you consider the next 3 to 5 years, how do you expect the trend line to look regarding your future needs/desires for non-Board volunteer assistance:

- Decrease extensively Decrease somewhat Remain constant
- Increase somewhat Increase extensively

PART IV. DIFFICULTIES ENCOUNTERED

A. Recruitment of Volunteers

1. *Board volunteers.* Over the last several years, to what extent has your organization experienced difficulty in recruiting volunteers to your Board of Directors?

- No difficulty Very little difficulty Some difficulty A fair amount of difficulty
- A great deal of difficulty

2. *Non-Board volunteers.* Over the last several years, to what extent has your organization experienced difficulty in recruiting non-Board volunteers?

- No difficulty Very little difficulty Some difficulty A fair amount of difficulty
- A great deal of difficulty

3. *Barriers to Recruiting Volunteers.* Which of the barriers listed below, if any, do you feel are barriers toward your organization’s ability to recruit volunteers? Please check all that apply:

- Insufficient visibility of the organization and/or its volunteer opportunities
- Insufficient staff time to recruit potential volunteers
- Insufficient knowledge regarding where to find potential volunteers
- Insufficient knowledge regarding the mechanics of effectively recruiting volunteers
- Insufficient knowledge regarding how to shape organizational needs into volunteer opportunities
- Insufficient knowledge of best practices and legal aspects of the screening process in a national service context
- Other: _____
- Other: _____

B. Retention of Volunteers

1. *Board volunteers.* Over the last several years, to what extent has your organization experienced difficulty in retaining individuals who join your Board of Directors?

- No difficulty Very little difficulty Some difficulty A fair amount of difficulty
- A great deal of difficulty

2. *Non-Board volunteers.* Over the last several years, to what extent has your organization experienced difficulty in retaining non-Board volunteers?

- No difficulty Very little difficulty Some difficulty A fair amount of difficulty

- A great deal of difficulty

3. *Barriers to Retention.* To the extent that retaining non-Board volunteers is a problem for your organization, which factors listed below, if any, contribute to their turn-over?

- Inadequate volunteer training to enable them to fulfill their responsibilities
- Inadequate supervision for carrying out volunteer responsibilities
- Inadequate encouragement/motivation and support to sustain volunteer interest
- Inadequate rewards/benefits to sustain volunteer interest
- Inadequate fit between the volunteer’s skills and interests and the actual volunteer opportunities
- Time constraints that limit the volunteer’s availability to the organization
- Family obligations that limit the volunteer’s availability to the organization

PART V. TRAINING TO IMPROVE YOUR NONPROFIT’S VOLUNTEER PROGRAM

As the Governor’s Commission on Community Service examines opportunities to provide training and technical assistance, it would be helpful to learn what interests your organization has in the following topics. Please check all that are of interest:

- Communication approaches and opportunities to help interest and recruit volunteers
- Multi-agency cooperative approaches to promoting opportunities and recruiting volunteers
- Electronic/Internet options for promoting your organization’s volunteer opportunities
- Skills to assess volunteer interests and abilities, and to help effectively match them with volunteer opportunities
- Approaches for reaching new and/or non-traditional volunteer audiences
- Approaches for better structuring volunteer opportunities with actual volunteer interests, skills and availability
- Other: _____
- Other: _____

We welcome your attendance at this year’s conference. Please let us know if you would like to be sent an invitation:

- Yes, please send my organization an invitation to the conference.
- No, do not send my organization an invitation to the conference.

Thank you for completing this survey.

Please mail it in the enclosed, business reply envelope by no later than September 30, and sooner if possible. If you misplace the envelope, please mail the completed survey to:

Big Sky Institute for the Advancement of Nonprofits
PO Box 1514
Helena, MT 59624