



## SERVICE SITE FACT SHEET

Volunteer Maryland (VM), a program of the Governor's Office, builds stronger communities by developing effective volunteer programs. We do this by matching trained VM Coordinators with nonprofit and government agencies (called Service Sites) for one-year partnerships. The VM Coordinator works with agency staff to develop a volunteer program that can be sustained by the agency after the partnership ends. This is a basic fact sheet; please contact VM or log on to [www.volunteermaryland.org](http://www.volunteermaryland.org) for additional program requirements.

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### What can we expect to achieve during our partnership with VM?

Volunteer Maryland's goal is to help your agency:

- provide more services to your clients and community;
- improve the quality and effectiveness of your volunteer program; and
- increase your organizational capacity to manage a volunteer program.

### Is our agency eligible?

To be eligible, your organization must:

- be a nonprofit (501)(c)(3), school, or government agency;
- have been operational (i.e., providing services) for at least one year; and
- have at least one full-time (paid or unpaid) staff member,
- Not currently have a VISTA through Volunteer Maryland

### Partnership Timeline

Site applications are due on March 26, 2010. Partnership decisions for the 2010-2011 program year will be made by early June 2010. The VM Coordinators will begin the service year in September and arrive at the sites in October. The partnership year will end in August 2011.

### Are there any criteria for the type of volunteer program we can develop in our partnership with VM?

The volunteer programs must:

- meet a *critical community need* in the area of education, public safety, homeland security, human needs, or the environment; and
- utilize volunteers in *direct measurable service* (e.g., tutoring, constructing homes, mentoring clients, cleaning streams, or other activities that directly serve the clients or community).

While sites may have other volunteer needs that are very important, VM is only able to develop projects that meet the above criteria. Of course, you can use the materials created during your partnership with VM to develop additional volunteer programs for your agency.

### Are there any prohibited activities?

Volunteer Maryland Coordinators, and the volunteers they recruit, are prohibited from performing political advocacy or religious instruction. There are also limitations on clerical and fund raising activities.

## How does Volunteer Maryland select Service Sites?

A reading committee screens all site applications for eligibility and quality of submission. Site visits are then scheduled with key staff at the agencies that have submitted the strongest applications to further discuss the VM partnership.

The key site application elements include:

- organizational capacity to develop and manage the program;
- clearly defined need for the program;
- realistic goals and objectives with measurable outcomes;
- integration of the volunteer program in the organization; and
- a plan to sustain the program after the partnership ends.

Partnership agreements are contingent on being able to match the site with a VM Coordinator. Site partners are required to utilize their own networks and resources to recruit appropriate VMCs.

*“This has been an incredibly good investment for the Baltimore Urban Debate League. Our organization’s volunteer program has become well defined and extremely well managed. Thank you for your great program.”*  
*Pam Spiliadis, Baltimore Urban Debate League*

## What kind of background and training do the VM Coordinators have?

The VM Coordinators are AmeriCorps members who have committed to a year of service. They have diverse backgrounds, and have ranged in age from 18 to 73, and in educational levels from high school diploma to PhD. They share a strong commitment to making a difference in their communities.

Along with the two weeks of pre-service training at the beginning of the year, they receive 10 additional training days during the year from Volunteer Maryland. They also receive on-going technical support from VM Regional Coordinators and staff.

## How does the VM Coordinator develop the volunteer program?

The VM Coordinator works closely with your staff. S/he conducts a needs assessment; develops a program plan with the help of his/her Site Supervisor; creates policies, procedures, and training sessions for volunteers; initiates recruitment drives and media outreach; develops partnerships with other community groups; conducts volunteer recognition events; and trains key staff and volunteers in volunteer management skills.

Remember, all of this is done *with* your staff. The goal is that your agency will be able to sustain or expand the new volunteer program after the partnership with VM ends. That requires a commitment on the part of your agency and an investment of staff time to be successful.

## Can we partner for a second year?

Some Service Sites have found that a second year of assistance would help them solidify fledgling volunteer programs. Because of this, VM offers its Service Sites the option of applying to renew their partnership for a second year. This gives sites the opportunity to enhance any elements of their volunteer programs that they feel would benefit from the additional investment of time.

## Can we partner with VM if we already have a volunteer program?

Absolutely! In these cases, the VM Coordinator might focus on a particular aspect of your program such as recruitment or training, a certain geographic area, a specific type of volunteer, or a new program component.

*“The Volunteer Maryland Coordinator has built this program from nothing in approximately seven months. It has been nothing short of amazing! We have been highly impressed with the quality of the program and the volunteers involved in it.”*  
*Carolyn Thompson, American Red Cross*

## What does Volunteer Maryland provide to Service Sites?

Volunteer Maryland is committed to the success of site partnerships. Contributions to the partnerships include:

- A VM Coordinator who has committed to a year of service. (*Recruited and selected by both Volunteer Maryland and the Service Site.*)
- Pre-service and monthly training for the VM Coordinator in program development, innovative volunteer management, and community-building skills (approximately 20 days).
- One-day orientation for sites and three joint training sessions for the VM Coordinators and their Site Supervisors, focusing on program development and sustainability.
- Optional on-site training for site staff, volunteers, board members, and/or community partners tailored to meet your needs in volunteer management.
- The VM Coordinators' post-service educational benefit, health insurance (if they are not already insured), workers compensation, and a portion of the service stipend.
- Technical assistance and access to state and national networks of human and material resources.
- Supportive marketing materials to promote volunteer opportunities at the Service Sites.

## What are we required to provide as a Service Site?

Service Sites contribute:

- A clear vision for the volunteer program you plan to create, and how the direct service activity involved will impact your clients and/or community. (This is outlined in the site application.)
- Supportive leadership from your staff and board, to ensure that the volunteer program is considered and treated as an integral part of your organization.
- A designated Site Supervisor for the VM Coordinator, who will provide weekly supervision and participate in four training days over the course of the year.
- A cash match to pay a portion of the coordinator living stipend. (See next page for cash match scale.)
- Adequate workspace for the VM Coordinator (including a desk, phone, and access to a computer and the Internet).
- Free or reimbursed parking for the VM Coordinator while s/he is working on-site.
- Reimbursement for parking and mileage incurred by the VM Coordinator as part of his/her work for the site.
- General liability insurance for your volunteers.

In addition, each site is required to participate in Volunteer Maryland program evaluations during the partnership year and for three years after the end of the partnership ends.

### **How much is the cash match?**

Each Service Site is asked to invest in the partnership with a cash match, which is used to cover part of the VM Coordinator living stipend of \$13,000. Volunteer Maryland pays the rest of the stipend, the educational award of \$4,725, and other benefits.

The amount of the cash match is based on the Service Site's *total operating budget*, including salaries, other operating costs, and any funds which are distributed as grants.

<u>Site's Total Operating Budget</u>	<u>Amount of Cash Match*</u>
\$100,000 or less	\$4,500.00
\$100,001 - \$300,000	\$5,500.00
\$300,001 - \$500,000	\$6,500.00
\$500,001 - \$1 million	\$7,500.00
\$1,000,001 - \$2 million	\$8,500.00
\$2 million or more	\$9,500.00

The full cash match is due at the beginning of the partnership year. It cannot be paid from federal funds.

Your cash match is a strategic investment in the creation of your volunteer program—and a great bargain! For the amount of your cash match, your agency receives the service of a full-time, trained VM Coordinator and the support and expertise of VM's staff.

***\* These are the cash match totals for a full-time Volunteer Maryland Coordinator. Please note that, in some cases, part-time partnerships are also available. Contact the VM office for more information on the availability of part-time positions.***

### **How have other agencies raised the money for the cash match?**

Past partners have developed a number of strategies to cover the cash match. These have included applying for grant funds, reallocating project funds, using PTA funds, and holding fundraisers specifically for this project. The only VM restriction is that the cash match cannot be paid from federal funds.

### **Can we partner with another agency to create a joint program?**

Yes! This can be very successful, if the agencies involved have an established relationship, similar missions, and good collaborative relationships. It is critical in these collaborations that the amount of work to be done is reasonable for an 11-month period.

One agency must be designated as the lead agency, and there must be only one designated Site Supervisor for the VM Coordinator. The cash match is based on the lead agency's budget.

### **How can we get an application or more information?**

Contact us at:

Volunteer Maryland  
301 West Preston Street, 15<sup>th</sup> Floor  
Baltimore, MD 21201  
410-767-6203

Email: [volmd@volunteermaryland.org](mailto:volmd@volunteermaryland.org)

Or, log on to  
[www.volunteermaryland.org](http://www.volunteermaryland.org)