

2008 ANNUAL AFFILIATE REPORT: NETWORK-WIDE PERFORMANCE SUMMARY

By the Points of Light Evaluation & Performance Measurement Team

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Hands On
NETWORK

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ACKNOWLEDGEMENTS



ANNUAL AFFILIATE TASK FORCE (AARTF)

The AARTF is an inter-organizational workgroup that collaborated on the development and implementation of the first network-wide reporting system for HandsOn Network. The members of the AARTF include:

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AARTF LEADERSHIP

The AARTF is comprised of three committees: Training, Implementation, and Utilization. Coordination of specific Committee work was a joint effort among Affiliates, partners and POLI and HON staff. We would like to especially recognize the hard work and effort dedicated by the leads of the three AARTF Committees:

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KEY FINDINGS FROM THE 2008 ANNUAL AFFILIATE REPORT

HandsOn Network (HON) is comprised of 250 nationally and internationally affiliated organizations. The key findings from the 2008 Annual Affiliate Report (AAR) represent data from 228 (92%) of all HON Affiliates.

In 2008, Network Affiliates engaged over 1.2 million volunteers. More than 19.2 million hours of volunteer service was documented by Affiliates. In addition, Affiliates estimated another 11.2 million hours of service was provided by volunteers engaged by Affiliates Network-wide. On average, this represents a total of close to 25 hours of service per volunteer, and a 144% increase in volunteer service hours completed from 2007.

Of the 1.2 million volunteers that were engaged in service opportunities with HON Affiliates, 718,106 were referred to volunteer with one or more of the 70,045 partner organizations working with HON; and 520,007 participated in service projects created and managed directly by HON Affiliates. Additionally, 5,119 new volunteer leaders were trained, which represents about 50% of all volunteer leaders in 2008. Overall, Affiliates offered volunteers 289,582 unique service opportunities. Of these opportunities, 65% were referrals to volunteer opportunities that support partner organizations, and 35% were opportunities to volunteer at Affiliate-managed service projects.

While the just over half of volunteers engaged by HON Affiliates (58%) were outsourced to serve at partner-managed volunteer projects, on average volunteers who served directly with Affiliates volunteered 23 hours more in comparison to those who volunteered with Affiliate's partners. More specifically, Affiliates' data revealed that the average Affiliate-managed volunteer served a total of 38 hours compared to 15 hours performed on average by volunteers who were referred to partner organizations. When comparing the difference in the average number of service hours performed, volunteers who served on affiliate-managed volunteer projects complete 60% more hours of service than those who are referred to partner organizations. This finding demonstrates the strength of the HandsOn managed project service model as being key to offering quality projects which keep volunteers engaged and committed to service.

Collectively, it is estimated that 30.4 million total service hours were completed by volunteers engaged by HON in 2008. The amount at which these service hours are monetarily valued equals \$616,414,597.¹ For volunteers engaged by HON this

¹ The hourly rate at which a volunteer service is valued is \$20.25 per hour for 2008. This statistic is published by the Independent Sector annually each Spring and can be found at http://www.independentsector.org/programs/research/volunteer_time.html


constitutes a value of about \$498 per volunteer. Because of the vast difference in the number of service hours recorded by volunteers engaged in Affiliate-managed opportunities and volunteer referred to partner organizations, the average value of these types of volunteers also differs, with the average value of service per volunteer being dramatically higher for volunteers managed in service projects by HON Affiliates. However, it should be noted that the ability to collect and managed volunteer service hours data is a challenge for many volunteer connector organizations and is likely a significant explanation to the variation cited.

The valuation of volunteer service hours depends highly upon Affiliates' ability to document and track volunteer participation. With regard to tracking volunteer hours, Affiliates performed moderately well in that 63% of all service hours reported were verified. However, with regard to documenting volunteer service hours, Affiliates performed significantly better on tracking their directly managed volunteers. Specifically, Affiliate-managed volunteers represented 69% of all verified service hours reported. This finding supports the need for volunteer connector organizations to be provided with adequate tools and resources such as robust volunteer matching and management technology solutions that will enable them to effectively collect and manage data on volunteer service activities.

In addition to offering volunteer service opportunities to individuals wanting to make a difference in their communities, HON Affiliates provided training and capacity building services to volunteers and partner organizations. In 2008, over 411,000 hours of training was provided by Affiliates to nearly 58,000 volunteers and 31,000 partner organizations on topics ranging from volunteer management and disaster preparedness to issues such as poverty alleviation and environmental stewardship that are plaguing our communities today.

To expand their reach and engage more people in service, HandsOn Network Affiliates utilized a variety of innovative practices to register and provide orientation to individuals and organizations. In 2008, Affiliates reported that they registered 428,070 new volunteers. In addition, 205,205 volunteers participated in an Affiliate volunteer orientation, where they would have the opportunity to learn more about the Affiliates volunteer services and indicate a commitment to participate in a particular opportunity. The overwhelming majority of Affiliates (70%) provide both in-person and online opportunities for individuals to register to serve.

Recruitment of volunteers is largely done through electronic mediums of communication including HandsOn Technology, 1-800-Volunteer and Volunteer Solutions. Furthermore, HandsOn Network has grown a huge presence on the World Wide Web, achieving close to 7 million unique visitors to Affiliate websites last year who have explored Affiliate opportunities, activities, and services totaling 17.3 million visits. Most Affiliates are also using newer social networking technology tools to reach



volunteers in their communities as indicated by 86% that reported they were using Facebook, 39% using MySpace, and 33% using YouTube.

All Affiliate organizations are sustained through paid and non-paid staff, administrative volunteers and contracted support. To enable continued success in a challenging economic climate, it is critical that increased support is garnered from volunteers, and most notably, skills-based volunteers, to sustain the critical work that HON Affiliates are doing to support their communities and non-profit partners.

Success for our HON volunteer network not only takes an enormous effort on part of our Affiliates, but also from the more than 70 thousand nonprofit, corporate, faith-based and government organizations that partnered with our Affiliates in 2008.

INTRODUCTION TO THE AAR

This report presents the findings of 2008 Affiliate activities and baseline data that will be used in subsequent year to assess and determine areas of success as well opportunities for improvement and growth. Furthermore, through our continual assessment of HON Affiliate performance, the Points of Light Institute and HandsOn Network offices will be better equipped to make evidence-based determinations on need and resources critical to our Affiliate success. Data collected annually will advise the assessment and documentation of programmatic activities and performance strengths, and facilitate the evaluation of individual Affiliate and Network-wide outcomes and community impact.

About the 2008 AAR

The Points of Light Institute (POLI) implemented a bold new strategy to better track and manage information on our HandsOn Action Centers. This strategy was a collaboratively developed streamlined and web-based evaluation and performance measurement database that could collect, manage, and report relevant data about HON Affiliates and their volunteers.

The system was developed using the Salesforce customer relationship management platform, and

The screenshot displays the Salesforce Enterprise Edition interface in a Microsoft Internet Explorer browser window. The browser's address bar shows a URL starting with 'https://na1.visual.force.com/apex/SurveyAffiliate'. The page title is 'Salesforce - Enterprise Edition - Microsoft Internet Explorer provided by Points of Light Foundation'. The Salesforce logo and 'POINTS OF LIGHT INSTITUTE' branding are visible at the top left. A navigation menu includes 'Home', 'Affiliate Details', 'Organizations', 'Contacts', 'Documents', 'Reports', 'Cases', 'Solutions', 'Participants', 'Ideas', 'Opportunities', and 'Dashboards'. The main content area is titled 'Approval History' and contains a 'Submit for Approval' button and a message 'No records to display'. Below this is a 'Validate and Save' button. The form is divided into sections: 'Survey Respondent' (with fields for Owner: Chris Pokrana, Timeframe: 2008, Submission Status: Editing, and contact information), 'Affiliate' (with fields for Affiliate Name, a note about name changes, membership category, and structure), and 'Geographic Area' (with definitions for MeSA, MSA, and Rural Area, and a field for geographic location service area). A sidebar on the right lists various sections like 'Affiliate', 'Staff', 'Finances', etc. The Windows taskbar at the bottom shows several open applications including Microsoft Excel, PowerPoint, and the Salesforce interface.

was designed to allow HON Affiliates easy ongoing access to their Network performance data year over year.

Development of the system engaged Prelude Interactive, a professional technology consulting firm, and a collaborative inter-organizational workgroup, to refine HON performance metrics and the online system itself. Over the course of 6-months, Prelude Interactive and the Annual Affiliate Reporting Task Force (AARTF), collaborated on the development and implementation of the first module of the Points of Light Institute new Evaluation & Performance Measurement Database (EMPD).

The first module of the EMPD, which was the AAR module, launched in January 2009, and continued development of the second module is currently underway. It is the intention of the POLI Planning and Evaluation Department to expand the use of the EMPD to include volunteer survey data management, programmatic reporting for HON signature grant programs and Days of Service as well as to support evaluation and performance measurement of HON business and corporate partners network-wide.

AAR Methodology

The Annual Affiliate Report (AAR) is an instrument used by HandsOn Network (HON) to collect information on its Affiliate membership. Specifically, the AAR is designed to collect information about the *Characteristics, Activities, Performance, and Outcomes* of HON Affiliates on an annual basis. Completion of the AAR is a membership requirement for all HON Affiliates.

The AAR is organized into 15 sections:

- | | | |
|-------------------------|----------------------------|-----------------------|
| 1. Affiliate Membership | 6. Volunteer Leaders | 11. Policy |
| 2. Staffing | 7. Volunteer Opportunities | 12. Impact |
| 3. Finances | 8. Volunteer Training | 13. Technology |
| 4. Volunteer Management | 9. Agency Training | 14. Data Quality |
| 5. Programming | 10. Volunteer Recognition | 15. Narrative Summary |

Each section compiles Affiliate-level data on an annual basis. Data collected through the AAR Module of the EMPD includes information regarding:

- ✓ Organizational resources such as partners and staff
- ✓ Programmatic activities such as Affiliate managed volunteer projects and volunteer referrals services
- ✓ In depth information on program participants including the types of volunteers and groups (Volunteer Leaders, skills based, corporate, etc) engaged, frequency of volunteering or level of engagement, demographics and duration of volunteering (retention rates)
- ✓ Courses, training, and volunteer recognition services provided to volunteers and partner organizations
- ✓ Performance and impact such as the number of volunteer hours completed and outcomes of programmatic activities

Data Collection System

In order to effectively track, manage, and evaluate network-wide activities, the POLI EMPD will serve as a primary data collection tool and source of information used to measure the extent to which programmatic goals, objectives, and outcomes are met. The benefit of using a web-based management system for data collection is that it will allow for input and management of large amounts of programmatic information remotely that results in a more timely and secure receipt of information from Affiliates and grantees as reports are made available in real-time. In addition, central storage of such information in a data base significantly reduces the chances of data and records being lost, stolen and/or destroyed. Furthermore, utilization of a web-based system ensures that Affiliate and grantee data are uniformly reported and managed, as a result of the format in which data can be reported is limited to specifications programmed in the database. Below is a list of key features that the EPMD provides.

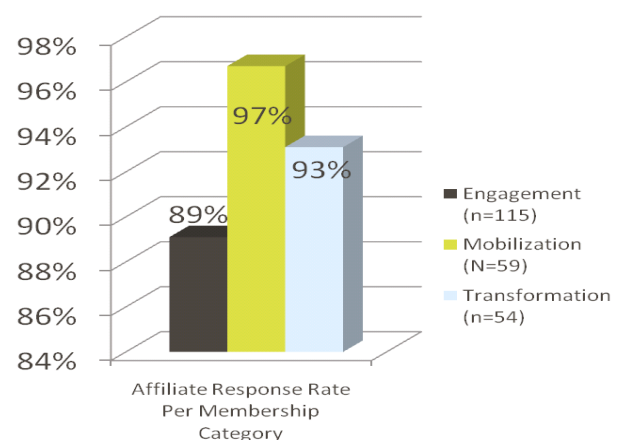
- Submission and tracking of organizational performance measurement and impact data;
- Online end-of-project and ongoing progress reporting
- Ability to measure change and progress overtime by comparing data reported from year to year;
- Managing and monitoring performance measurement through data entry, certification and submission procedures;
- Platform for sharing timely information with staff, partners and field of affiliate and sub-grantees, therefore improving our data management activities and facilitating information sharing best practices;
- Collection of individualized and aggregated data

Participants

In 2008, the Network was comprised of 250 Affiliate members. Ninety-two percent of all Network Affiliates complied with the 2008 reporting requirements, which is a vast improvement upon the 33% of 370 Affiliates that completed reporting requests in 2007.

Network Affiliates annually self-select into one of three membership categories, each of which are accompanied by a unique set of membership requirements and associated benefits. The membership categories are designed to be aligned more or less with the Points of Light Institute and HandsOn Network organizational mission and vision, where Transformational indicates the highest level of alignment and Engagement

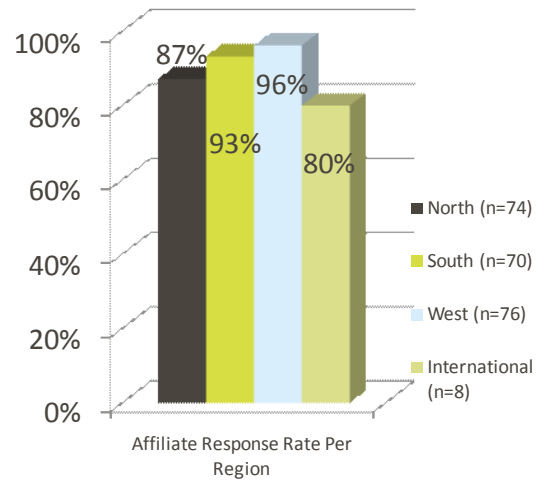
Figure 1 Participants by Membership Level



indicates the least level of alignment between the national offices and the local Affiliate members' activities, strategies and volunteer services. Regarding the 2008 reporting cycle, the highest degree of participation was among those Affiliates in the Mobilization- membership category (97%), followed by 93% of those in the Transformation-membership category, and the lowest level of compliance being met by 89% of Engagement-category Affiliates (refer to Figure 1 on p.2).

When taking into account Affiliate regional designation, reporting compliance within regional categories was highest among the West Region (96%), followed by those in the South (93%), North (87%), and International (80%) (refer to Figure 2).

Figure 2 Participation by Region



ABOUT HANDS ON NETWORK

HandsOn Network is the volunteer-focused arm of Points of Light Institute that serves as a national and international platform for action, which turns ideas for change into real projects. HandsOn Network is comprised of 250 Affiliates, and has successfully garnered the support and collaboration of more than 70,000 nonprofits, government agencies, faith based organizations and companies to deliver volunteer services and opportunities to communities around the world. The mission of HandsOn Network is to equip, mobilize and inspire people to take action that changes the world. The vision of HandsOn Network is that one day, every person will discover the power to make a difference, creating healthy communities in vibrant democracies around the world.

Figure 3 Members by Level of Affiliation

The HandsOn model supports the development of nonprofits to better manage volunteer resources and cultivate volunteer leaders. These affiliates act as community hubs that connect people to opportunities where they can get involved and make change happen in their communities. The Network also includes an expanded base of corporate partners, nonprofit, community, faith-based and government organizations.

Affiliated organizations are local members of our grassroots network. Enrollment into the Network is conducted on a quarterly basis each year. The three categories of membership include: Engagement, Mobilization and Transformation. In 2008 the largest number of Affiliates (129 or 52%) enrolled as Engagement members (refer to Figure 3).

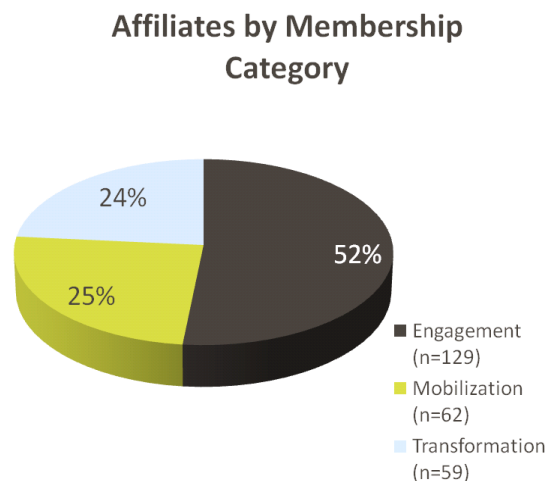
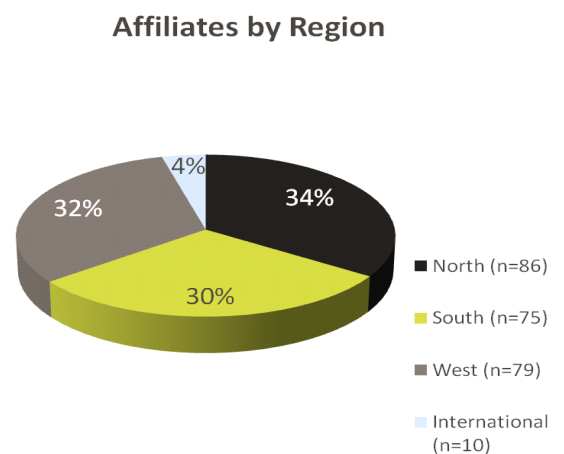


Figure 4 Members by Region

At the National-level, HON membership is managed according to four regional groups: North, South, West, and International. Regional groupings represent the cohorts in which Affiliates are managed, and provided with training and technical assistance from Network staff. In 2008, the distribution among regions was relatively even, ranging from 30% in the West to 34% in the North. International members represented less than 5% of all HON Affiliates (refer to Figure 4).



About our Affiliates

Geographic Service Area

In 2008 HON Affiliates served a total of 650 U.S. counties, which represents 21% of the US's 3,140 counties. The large majority (76%) of services are being provided by Affiliates operating in metropolitan statistical areas (MeSA).

Organization Structures

Fifty-seven percent of HON Affiliates were independent 501(c)3 not-for-profit organizations, and the remaining 43% were internal to other parent organizations (refer to Figure 5).

Of those Affiliates that were internal to a parent organization, the large majority (85%) were embedded programs or initiatives of the larger organization. The relation of the remaining imbedded organizations were either primarily funded by the parent organization (12%) or were existng volunteer partnership programs within the larger organization (refer to Figure 6).

Parent organizations of HON Affiliates included universities and colleges, state and local government agencies, United Ways, and other unspecified organization types. Among those HON Affiliates that were embedded in larger organizations, the large majority (65%) were embedded in United Way organizations. The number that were embedded in government agencies and other unspecified types of organizations are evenly distributed (16%), while the smallest percentage of affiliates with parent organizations associated with colleges and universities (refer to Figures 7 and 8 on p. 6).

Figure 5 Geographic Service Area

Percentage of Geographic Service Areas by Type

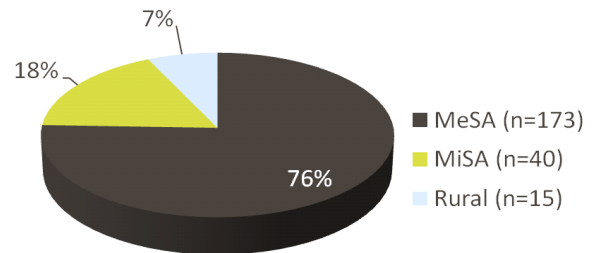


Figure 6 Organizational Structure

Organization Type

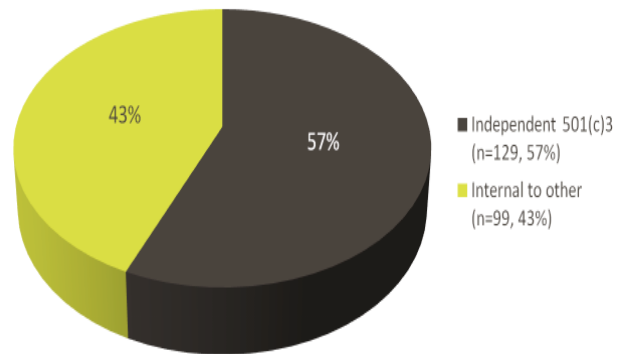


Figure 7 Parent Organization Relationship

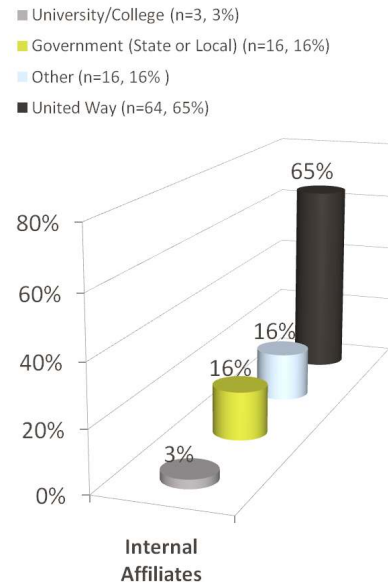
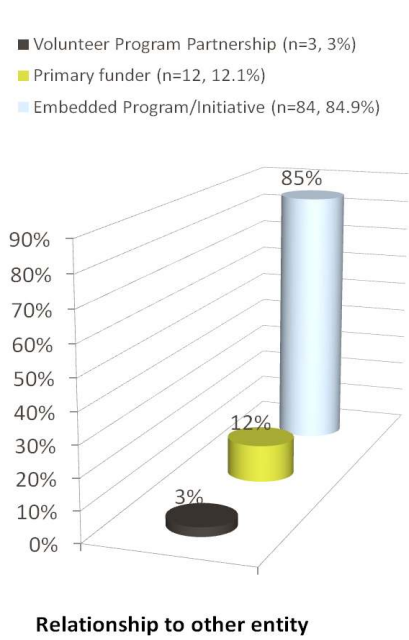


Figure 8 Parent Organization Type

Staffing

Affiliate activities were supported by 1,382 paid Affiliate staff members. On average, each affiliate employs 4.5 full time paid staff and 1.5 part time paid staff members (refer to Figure 9). The range of Affiliate staff members varies greatly. For example, 33 Affiliates operate their organization with 0 paid staff and 4 Affiliates operate through the support of more than 50 paid staff.

In addition, 5,835 National Service members were utilized to support staffing needs at Affiliate offices. The largest proportion of National Service support to HON Affiliates was provided by Senior Corps members (refer to Figure 10)

Figure 9 Paid Staff

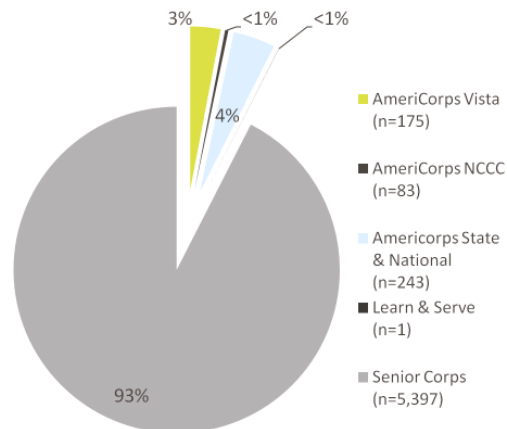
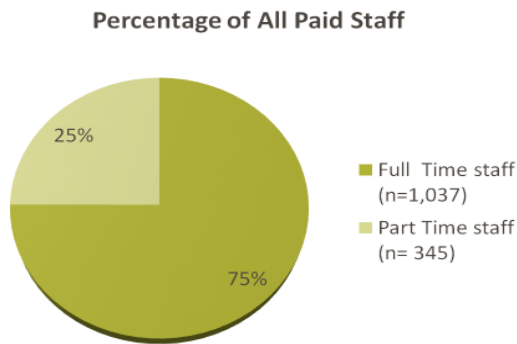
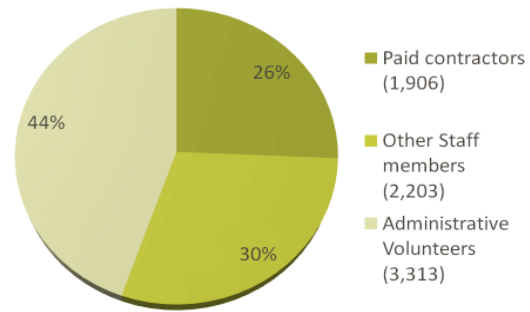


Figure 10 National Service Members

Figure 11 Non-Staff Support

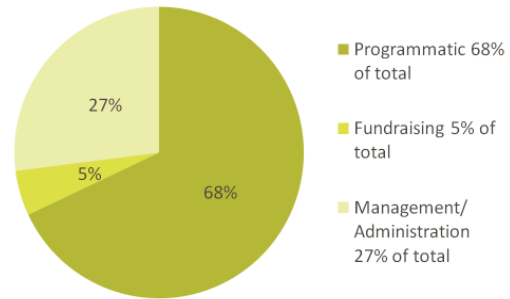
Percentage of Additional Support Hours to Affiliates Per Week



Other staff providing support to Affiliates included paid contractors (1,906) and other types of staff members such as seasonal or loaned staff (2,203), but the largest amount of additional staff support was provided by administrative volunteers (3,313). Together, these other types of staffing supplied Affiliates with over 7,432 hours of support per week (refer to Figure 11).

Figure 12 Expenditures

Percentage of Expenditures



Network-wide, Affiliates operated with a budget of \$161.20 million. In total, they expended \$171.26 in 2008, of which the majority of resources were distributed towards programmatic costs (68%). Management/Administration (27%) and fundraising (5%) comprised the remaining two areas of expenditures for Affiliates in 2008 (refer to Figure 12).

FINANCE & FUNDRAISING

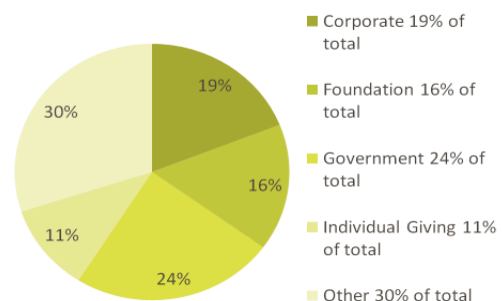
Table 1 Affiliates by Budget Size

	Number	Percentage
Small (less than \$100k)	74	32%
Medium (\$100k to \$750k)	116	51%
Large (\$750k or more)	38	17%

The size of Affiliate operational budgets ranges from less than \$10 thousand to more than \$5 million; however, the majority of Affiliates (51%) operate with a budget that falls between \$100k and \$750k (refer to Table 1).

Figure 13 Revenues

Percentage of Revenue



Affiliates generated \$176.36 million in revenue, of which the largest known proportion (24%) was generated by government funding. The distribution of additional sources of revenue included funding from the Corporate sector

(19%), Foundations (16%), Individual Giving (11%) and other miscellaneous sources of revenue such as earned income, interest, etc. (30%) (refer to Figure 13 on p.7).

ABOUT HANDS ON NETWORK VOLUNTEERS

Affiliates engaged a total of 1,238,113 volunteers in 289,582 unique volunteer opportunities in 2008. Of the total number of volunteers, 59% (718,244) were referred to volunteer opportunities with partner organizations, and 41% (509,083) were managed by Affiliates. In addition, Affiliates engaged a total of 10,786 individuals who served as Volunteer Leaders who created and managed other volunteers in service.

How Volunteers Serve

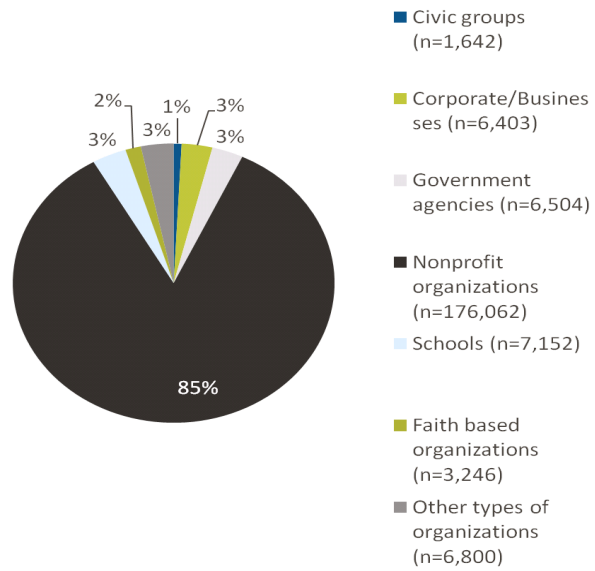
Volunteers' frequency of service and retained engagement with an Affiliate year over year was reported by Affiliates in 2008. For volunteers referred to partner organizations, Affiliates reported that the frequency of volunteer service is unknown for eighty-six percent of volunteers. However, 1-4 service opportunities attended is most common among referred volunteers whose frequency of service is known. With regard to the retention of referral volunteers, most Affiliates were unable to report information, but for those whose retention was known, most commonly referred volunteers had been retained and therefore receiving referral information from the Affiliate organization for 1-3 years (refer to Table 2 below).

Table 2 Referred Volunteers Frequency of Service & Retention

Frequency of service	Number	Percentage
Attended 1-4 Opportunities	96,517	13%
Attended 5-10 Opportunities	5,901	1%
Attended over 10 Opportunities	159	0%
Frequency of Service Unknown	615,667	86%
Total	718,244	100.0%
Retention	Number	Percentage
Active from 1-12 months	44,399	6%
Active from 1-3 years	50,808	7%
Active over 3 years	11,220	2%
Retention Unknown	556,690	78%
Total	718,244	100.0%

Affiliates also reported the number of referrals made to a variety of types of partner organizations including civic groups, corporations and businesses, government agencies, nonprofit organizations, faith-based organizations, and others. By far, the overwhelming majority of volunteer referrals in 2008 were provided to other non-profit organizations (85%) (refer to Figure 14). 10

Figure 14 Referrals by Organization Type



More complete data on the frequency of participation and retention regarding volunteers engaged in Affiliate-managed service opportunities was provided. Specifically, Affiliates indicated that the majority (64%) of volunteers that they managed participated in 1-4 volunteer opportunities; however, retention among Affiliate-managed volunteers was widely unknown (65%) (refer to Table 3 below).

Table 3 Affiliate-Managed Volunteer Frequency of Service & Retention

Frequency of service	Number	Percentage
Attended 1-4 Opportunities	332,949	64%
Attended 5-10 Opportunities	15,298	3%
Attended over 10 Opportunities	1,198	0%
Frequency of Service Unknown	237,068	46%
Total	519,869	100.0%
Retention	Number	Percentage
Active from 1-12 months	202,557	39%
Active from 1-3 years	37,698	7%
Active over 3 years	20,381	4%
Retention Unknown	335,671	65%
Total	519,869	100.0%

Retention and participation data for Volunteer Leaders reported by Affiliates was of much higher quality, and indicated that the majority of Volunteer Leaders also participated in 1-4 opportunities, and most commonly were active for 1-12 months (refer to Table 4 on p. 11).

The challenges with collecting and managing volunteer and Volunteer Leader participation and retention data is readily apparent by the amount of requested data that Affiliates were unable to report. One of the more pressing challenges faced throughout the volunteer sector is having a better understanding of these important measures and to be effective in closing the gap it is critical that innovative strategies are considered and improved technology solutions are made available to Affiliates and

other nonprofit organizations that utilize volunteers to address critical community needs.

Table 4 Volunteer Leader Frequency of Service & Retention

Frequency of service	Number	Percentage
Attended 1-4 Opportunities	6,096	57%
Attended 5-10 Opportunities	1,591	15%
Attended over 10 Opportunities	1,313	12%
Frequency of Service Unknown	1,786	17%
Total	10,786	100%
Retention		
Retention	Number	Percentage
Active from 1-12 months	5,119	47%
Active from 1-3 years	2,268	21%
Active over 3 years	1,275	12%
Retention Unknown	2,124	20%
Total	10,786	100%

Who Volunteers

For the 2008 reporting period, Affiliates provided demographic information about the volunteers that they registered with their organizations. Demographic categories included gender, ethnicity, age, education level, and employment status. Affiliates reported the data that volunteers opted to provide; however, a significant number of Affiliates indicated that they do not collect demographic data from their volunteers for a variety of reasons. Specifically, the most widely under-collected demographic categories were employment status and education level, while the most widely collected demographics were gender and age.

Based on the demographic data that was collected among Affiliates, the majority of volunteers engaged by Affiliates in 2008 were white/Caucasian females between the ages of 25 – 34 who possessed a 4-year college degree and a full time job. Please keep in mind that this composite volunteer profile is inconclusive due to the overwhelming amount of missing data. Refer to Tables 5-9 on pp. 12-13 for more details about volunteer demographics. These tables provide demographic summaries for each category by volunteer type: Affiliate-managed volunteers, volunteers referred and Volunteer Leaders.

It is important to note this data collection and reporting concern as an additional challenge in understanding individuals engaged by our Affiliate network. As more targeted efforts are employed to widen the door to service and provide all types of individuals with an opportunity to volunteer that matches their interests, skills and passions, it is critical that we have better demographic data available to assess who is actually being engaged by our Network.

Table 5 Gender

Gender	Volunteer Leaders	Managed Volunteers	Volunteer Referrals
	27% Affiliates Reported	47% Affiliates Reported	48% Affiliates Reported
Female	50%	24%	31%
Male	20%	11%	18%
Unknown	30%	65%	51%
Total	100%	100%	100%

Table 6 Ethnicity

Ethnicity	Volunteer Leaders	Managed Volunteers	Volunteer Referrals
	20% Affiliates Reported	29% Affiliates Reported	26% Affiliates Reported
African American	6%	3%	3%
Asian/Pacific Islander	4%	1%	3%
Hispanic/Latino	3%	2%	2%
Multi-Racial	1%	0%	1%
Native American/American Indian	0%	0%	0%
Other	2%	0%	2%
White/Caucasian	34%	14%	18%
Unknown	50%	79%	69%
Total	100%	100%	100%

Table 7 Age

Age	Volunteer Leaders	Managed Volunteers	Volunteer Referrals
	23% Affiliates Reported	57% Affiliates Reported	52% Affiliates Reported
<18	16%	10%	12%
18-24	33%	12%	19%
25-34	16%	8%	24%
35-44	9%	4%	17%
45-54	6%	3%	6%
55-64	3%	3%	5%
65<	1%	6%	8%
Unknown	15%	54%	8%
Total	100%	100%	100%

Table 8 Education

Education	Volunteer Leaders	Managed Volunteers	Volunteer Referrals
	15% Affiliates Reported	18% Affiliates Reported	18% Affiliates Reported
Some High School	1%	2%	2%
High School Diploma	1%	3%	3%
Some College	5%	1%	1%
Vocation/Associates/2yr Degree	2%	0%	0%
Bachelorette/4yr Degree	25%	3%	3%
Graduate/Professional/Advanced Degree	13%	1%	1%
Other	1%	1%	0%
Unknown	52%	89%	90%
Total	100%	100%	100%

Table 9 Employment Status

Employment Status	Volunteer Leaders	Managed Volunteers	Volunteer Referrals
	5% Affiliates Reported	8% Affiliates Reported	11% Affiliates Reported
Full Time	16%	1%	9%
Part Time	1%	0%	2%
Unemployed	3%	1%	3%
Other	2%	2%	8%
Unknown	78%	96%	78%
Total	100%	100%	100%

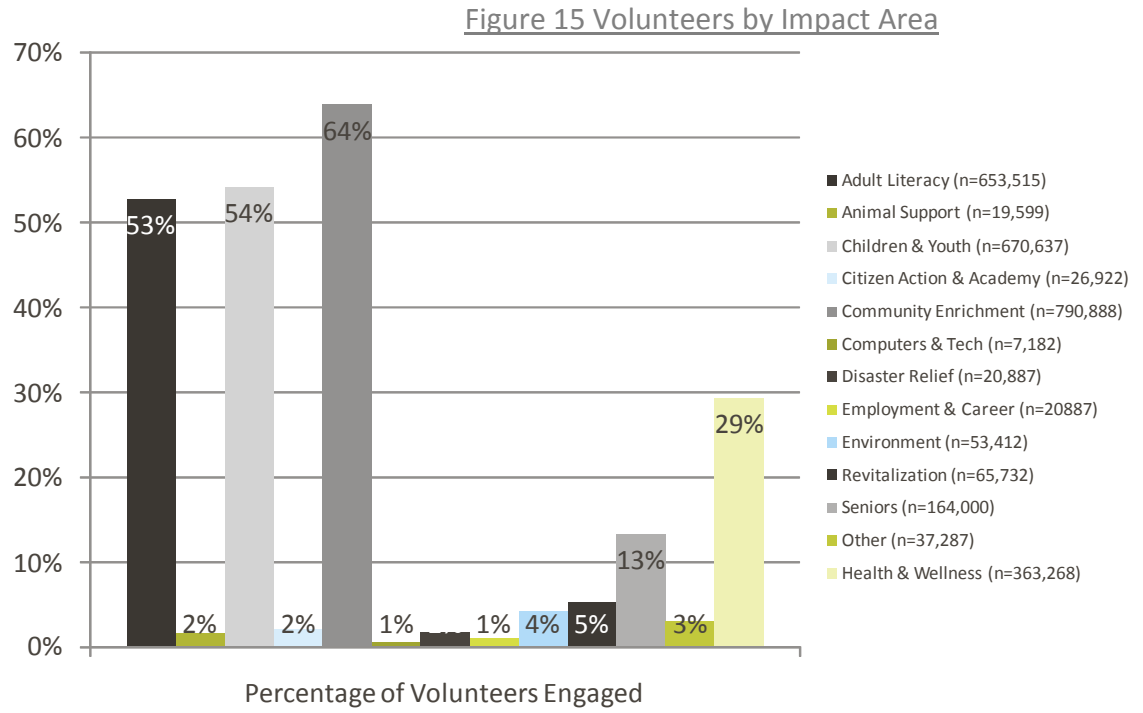
Why People Volunteer

HandsOn Network Affiliates provided a variety of unique volunteer service opportunities, which they categorized into one or more of the following impact areas:

Computer & Technology
 Employment Assistance
 Animal Support
 Disaster Relief
 Citizen Action
 Environment
 Renovation & Repair

Seniors
 Homelessness & Hunger
 Health & Wellness
 Adult Literacy & Education
 Children & Youth
 Community Enrichment

More than half of all volunteers provided services addressing community enrichment (64%), children and youth (54%), and adult literacy and education (53%) (refer to Figure 15 below).



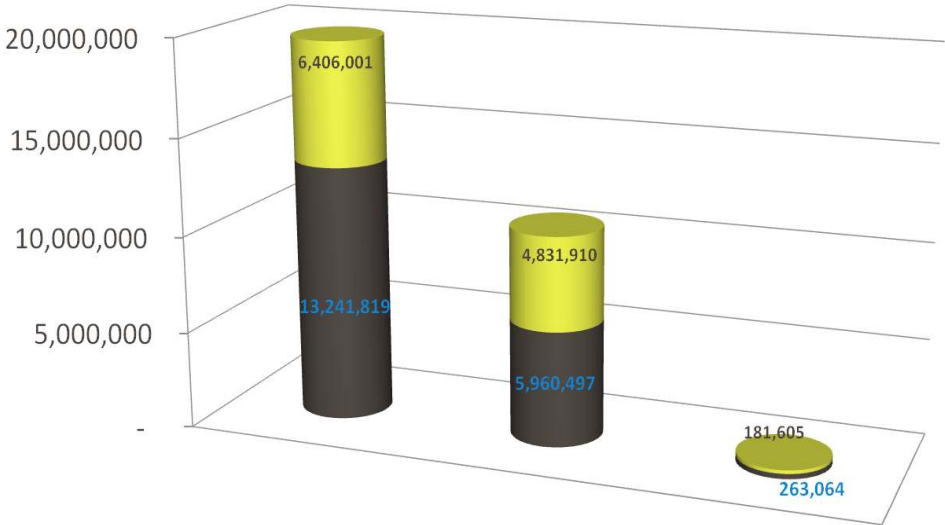
How Much Service Are Volunteers Providing

In 2008, 1.23 million Affiliate volunteers provided a total of 30,844,896 hours of service. While 11,237,911 of these hours were documented by Affiliates using a variety of tracking methods and systems, including HOT & 1800 Volunteer, Volunteer Match and other database systems, the remaining 19,202,316 hours of services performed were estimated by Affiliates.

Service hours were tracked and estimated for both Affiliate-managed volunteers and volunteers referred, and Volunteer Leaders. Among these three types of volunteers, Affiliate-managed volunteers represented the largest proportion of total service hours followed by volunteer referrals (refer to Figure 16 below p. 15).

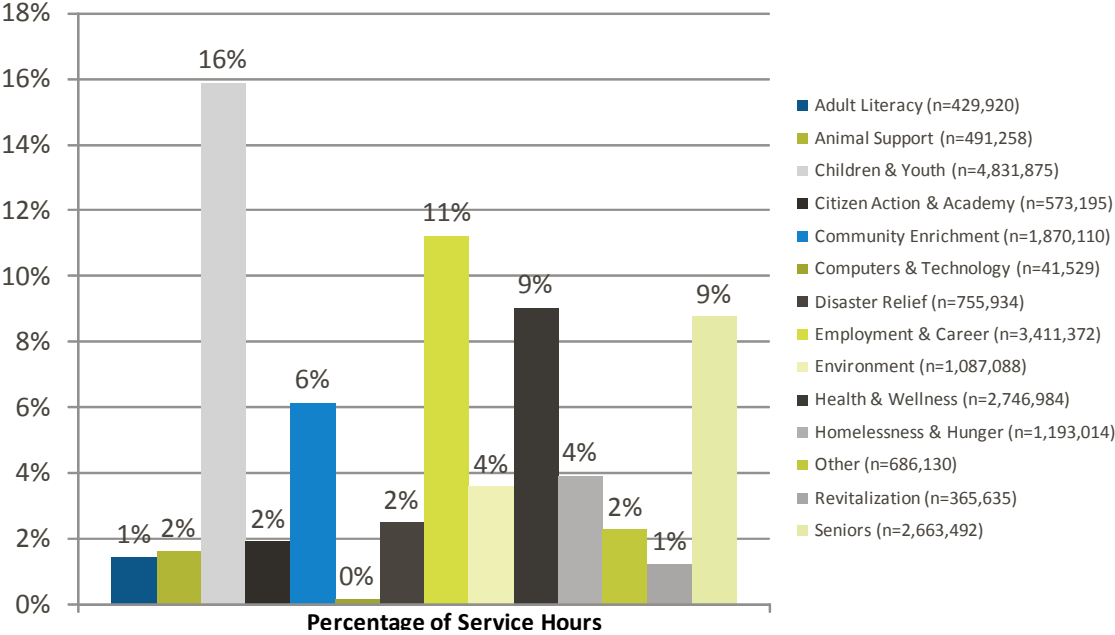
Since most volunteer service was associated with more than one impact area, the number of service hours in each category is not mutually exclusive; however, based on data reported by Affiliates it is clear that the impact areas to which the highest number of service hours was performed in the impact areas related to children and youth (25%), employment and career development (18%), senior services (14%), and health and wellness (14%) (refer to Figure 17 on p. 15).

Figure 16 Service Hours by Volunteer Type



	Managed Volunteers (n=19,647,820)	Volunteer Referrals (n=10,792,407)	Volunteer Leaders (n=444,669)
■ Estimated (n=11,237,911)	6,406,001	4,831,910	181,605
■ Verified (n=19,202,316)	13,241,819	5,960,497	263,064

Figure 17 Service Hours by Impact Area



How Do Volunteers Get Involved in Service

Affiliates registered 428,070 volunteers and provided orientation to 205,205 volunteers Network-wide last year. Various methods were used to initially recruit, or sign-up volunteers, including in-person paper forms, via the telephone, and online. These methods were also used to register volunteers with Affiliates, as well as to provide them with orientation to volunteering.

Website interactions between Affiliates and potential volunteers are a powerful way to recruit and register people for service opportunities. Last year alone, close to 7 million unique visitors viewed Affiliate websites. In total, Affiliate websites were accessed 17,275,498 times and their web pages were viewed 62,225,589 times.

In addition to HON Affiliate’s presence on the web, social networking technologies, such as Facebook, MySpace, YouTube, and Twitter, have become a means of recruiting volunteers, organizing projects and events, and communicating with volunteers. Social networking technologies most commonly used by Affiliates include Facebook (86%), MySpace (39%) and YouTube (33%).

Furthermore, Affiliates utilize other online technologies to recruit and manage volunteer participation and service opportunities. These include the use of HandsOn Network technology products, 1-800 Volunteer (30%) and HandsOn Technology (17%), Volunteer Match (18%), Volunteer Solutions (25%), and others (19%).

How Do Affiliates Get Volunteers Ready to Serve and Lead

In 2008, 145 (65%) of the 250 Affiliates offered volunteers 8,934 unique training opportunities on topics ranging from volunteer management to poverty alleviation to youth leadership. A total of 57,795 participants attended training sessions totaling 198,973 hours of training completed. The largest number of courses was offered in the areas of volunteer leadership and management, which also had the highest number of attendees (refer to Table 10)

Table 10 Courses & Training Provided to Volunteers

Types of Volunteer Courses	Number Courses	Number Volunteers Trained
Volunteer Leadership & Management	4,008	22,952
Community Issues (i.e. environment, homelessness)	1,429	7,876
Special Events Topics (i.e. Annual Day of Service, MLK Day)	401	4,542
Points of Light Youth Leadership Institute (PYLI)	42	364
Disaster Preparedness and/or Relief (i.e. volunteer reception center)	553	7,522
Other	2,691	19,530

How Service is Celebrated

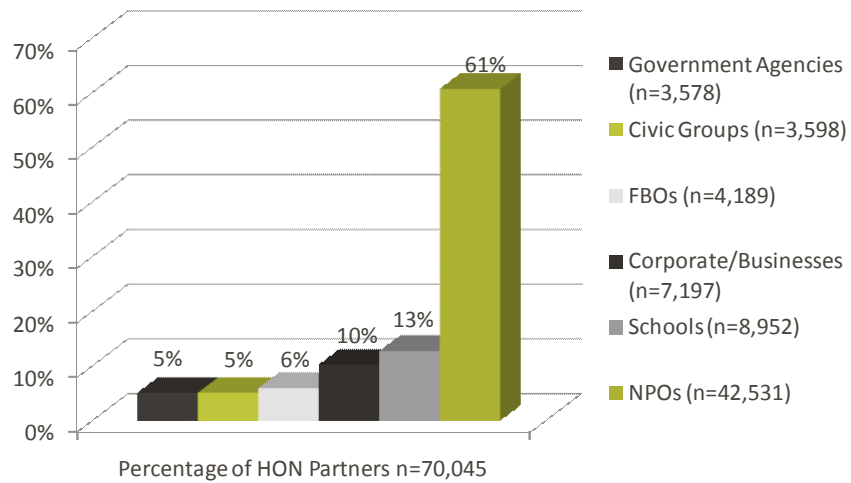
Almost all Affiliates celebrate their volunteers in some way: 97% host recognition events; 96% offer recognition programs, and 73% host Annual Days of Service. In 2008, 170,867 volunteers were personally recognized by Affiliates, and 22,489 received the Presidential Volunteer Service Awards.

ABOUT HANDS ON NETWORK PARTNERS

Who's Partnering with HandsOn Affiliates

More than 70,000 organizations partnered with HON Affiliates in 2008. Not-for-profit organizations made up 61% of all HON partners.

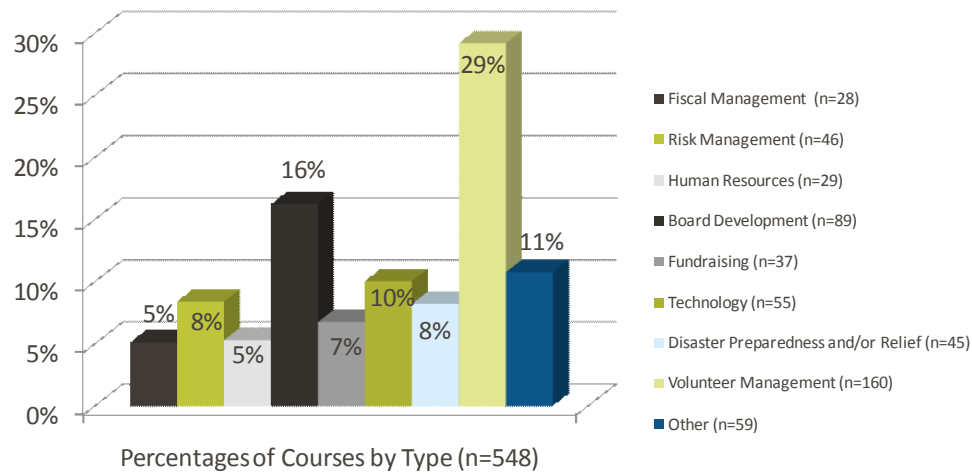
Figure 18 Partners by Organization Type



Partner Training Opportunities

Seventy-one percent (177) of the 250 Affiliates offered training to their partners in 2008. In total, there were 548 courses offered in the areas of fiscal management, risk management, human resources, board development, fundraising, technology, disaster preparedness, and volunteer management. The largest number of courses was offered in volunteer management (29%) followed by board development (16%) (refer to Figure 19).

Figure 19 Partner Training Courses by Topic



In total, these courses were offered a total of 2,788 times and were attended by 30,984 participants who completed 212,876 training hours.

