



INTERNAL INFLUENCES ON OUTCOMES & IMPACT

SERVICE CHARACTERISTICS

- Frequency and duration
- Role, mode, and setting
- Degree to which it meets real community needs
- Degree to which it is mutually beneficial
- Degree of reflection included

COMMUNITY PRACTICES

- Alignment between volunteer and organization strategies
- Senior leadership involvement
- Resource allocation to volunteer engagement
- Orientation and training for volunteers and volunteer supervisors
- Recognition and appreciation
- Communication of volunteer results
- Evaluation and learning

EXTERNAL INFLUENCES ON OUTCOMES & IMPACT

- Disasters and crises
- Cultural and political environment
- Technological tools and habits
- Public policy
- Economy and job market
- Individuals' socio-economic circumstances
- Employer practices and labor norms
- Civic education and service-learning uptake



INDIVIDUAL

- Expanded social network and consistent connection with community
- Improved feeling of physical and mental well-being
- Enhanced sense of purpose, meaning, and agency
- Increased understanding of community members and issues
- Personal and professional growth
- Willingness to continue serving and encourage others to serve
- Greater sense of civic responsibility



COMMUNITY

- Increased number of volunteers engaged and participants served
- Enhanced program quality through volunteer involvement
- New expertise and skills available
- Expanded roles for volunteers beyond program service
- Positive touchpoints with community served



SOCIETY

- Enhanced civic awareness
- Others inspired by example
- Shared identity across groups
- Leadership development
- Mutually-beneficial volunteerism
- Sustained culture of volunteerism and civic engagement
- Community investment

- Reduced rates of loneliness and social isolation
- Improved physical and mental health
- Enhanced life satisfaction and sense of belonging
- Increased trust in others across lines of difference
- Improved skills and competencies

- Improved nonprofit ability to meet evolving needs across issue areas
- Increased impactful programs
- Enhanced reach, awareness, and funding
- Greater levels of community trust and transparency

More deeply connected community members who experience improvement in one or more areas of life.

A resilient, community-oriented nonprofit sector drives positive systemic change.

Stronger, more vibrant communities where connections forged through service unite people, build understanding, and bridge divides.