

COVID-19 Survey Response Report

Released April 10, 2020

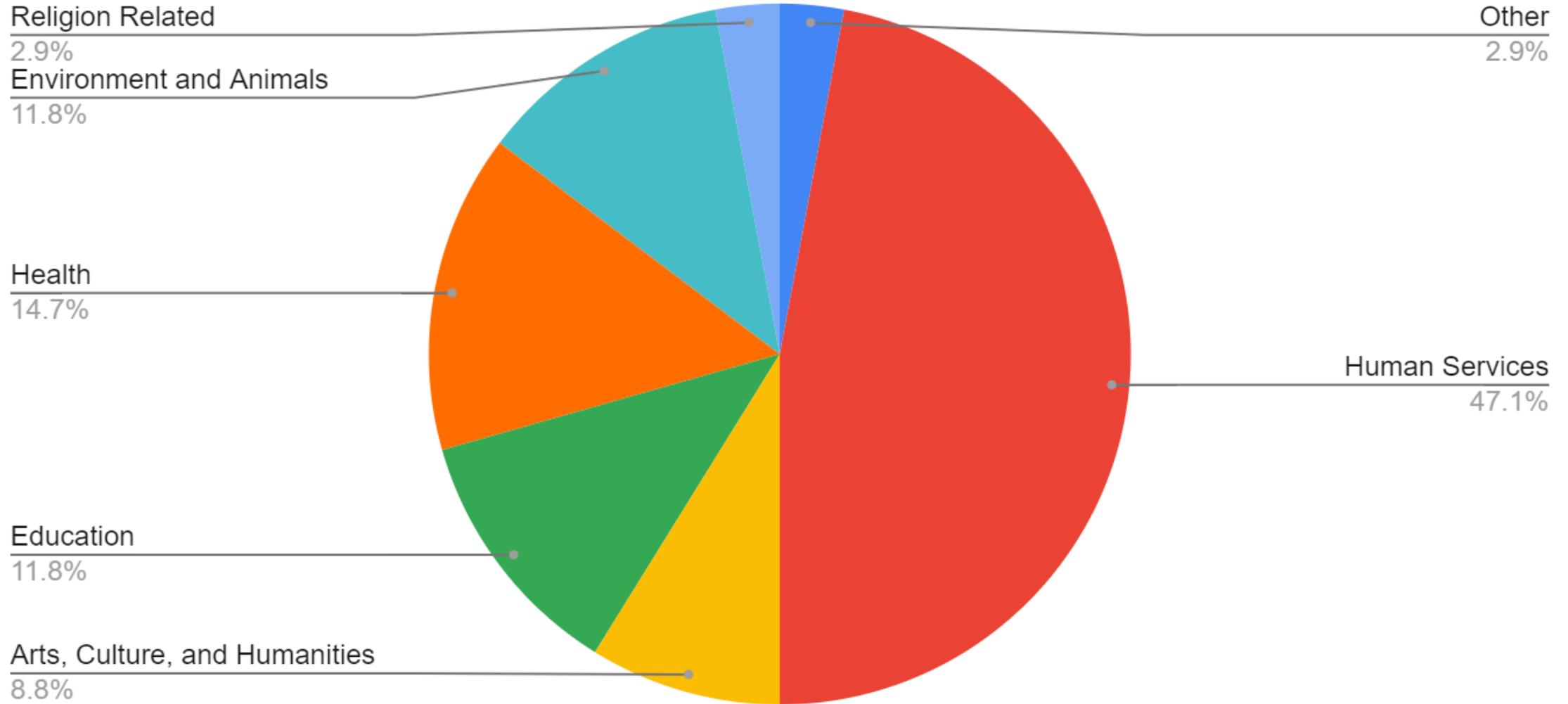


**Southern
Arizona
Volunteer
Management
Association**

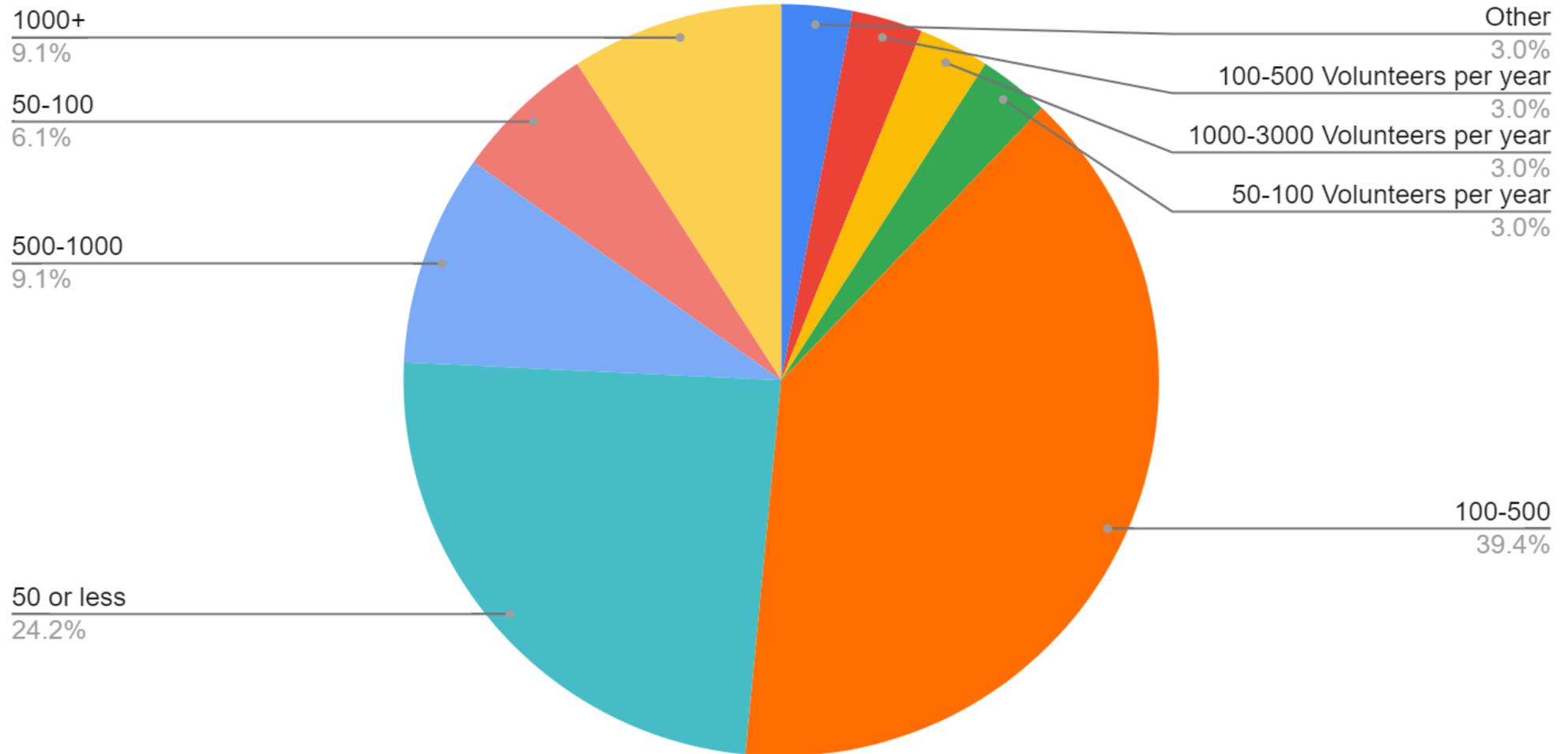
COVID-19 Survey Response Report

- ▶ SAVMA released a 13-question survey to all members to record the impact of the COVID-19 virus on volunteer professionals in Southern Arizona.
- ▶ 34 Responses were collected between March 23-27, 2020 using Google Forms, which is 10% of the overall Volunteer Managers and 33% of the membership of SAVMA making this a representative survey.
- ▶ The following slides showcase the most relevant results followed by implications for SAVMA, Volunteer Managers, and Southern Arizona's volunteer programs.

What kind of mission does your organization serve?



Count of How many volunteers does your organization utilize on a regular basis?

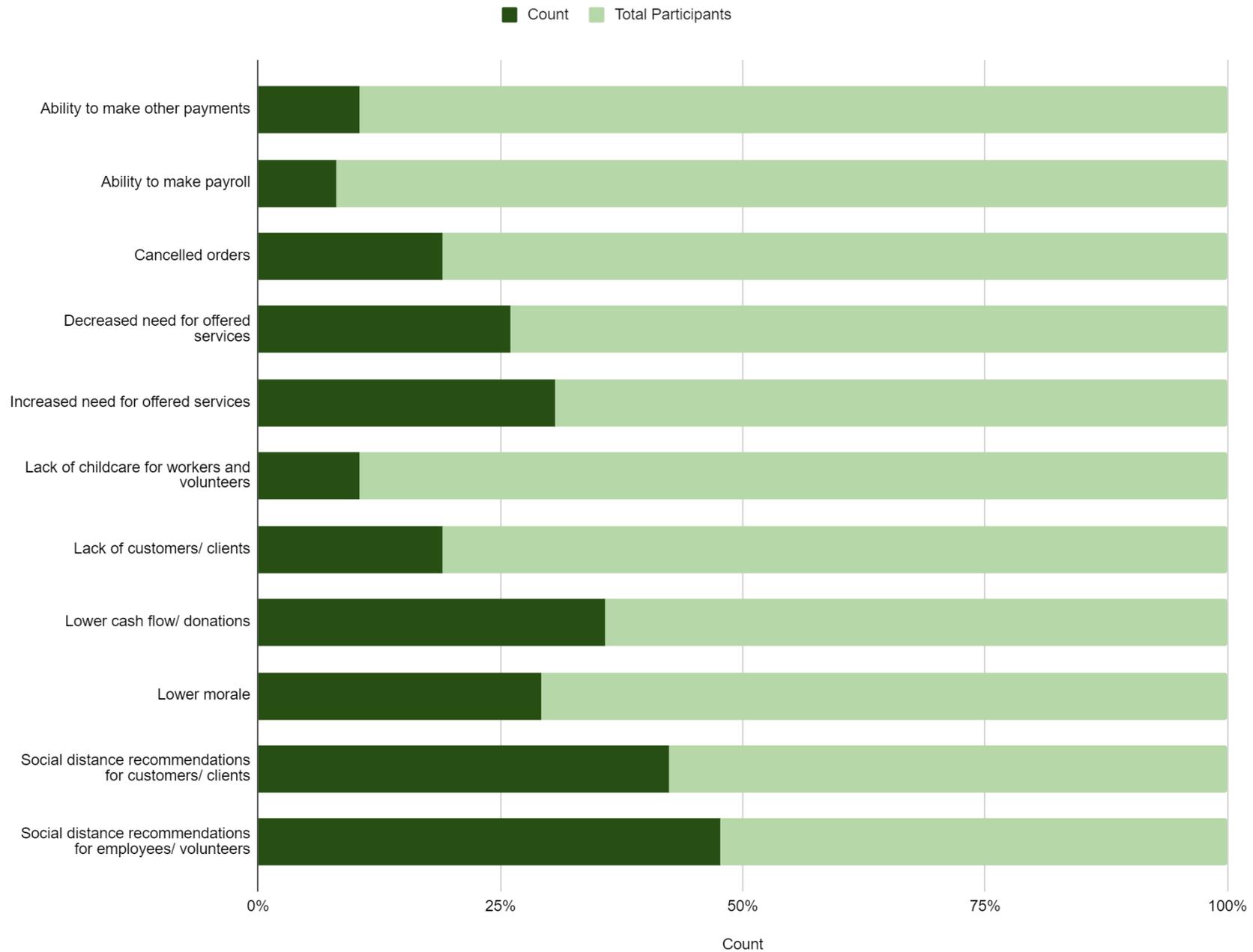


What are concerns you have heard from volunteers in response to the current situation?

Ordered from highest to lowest mentioned

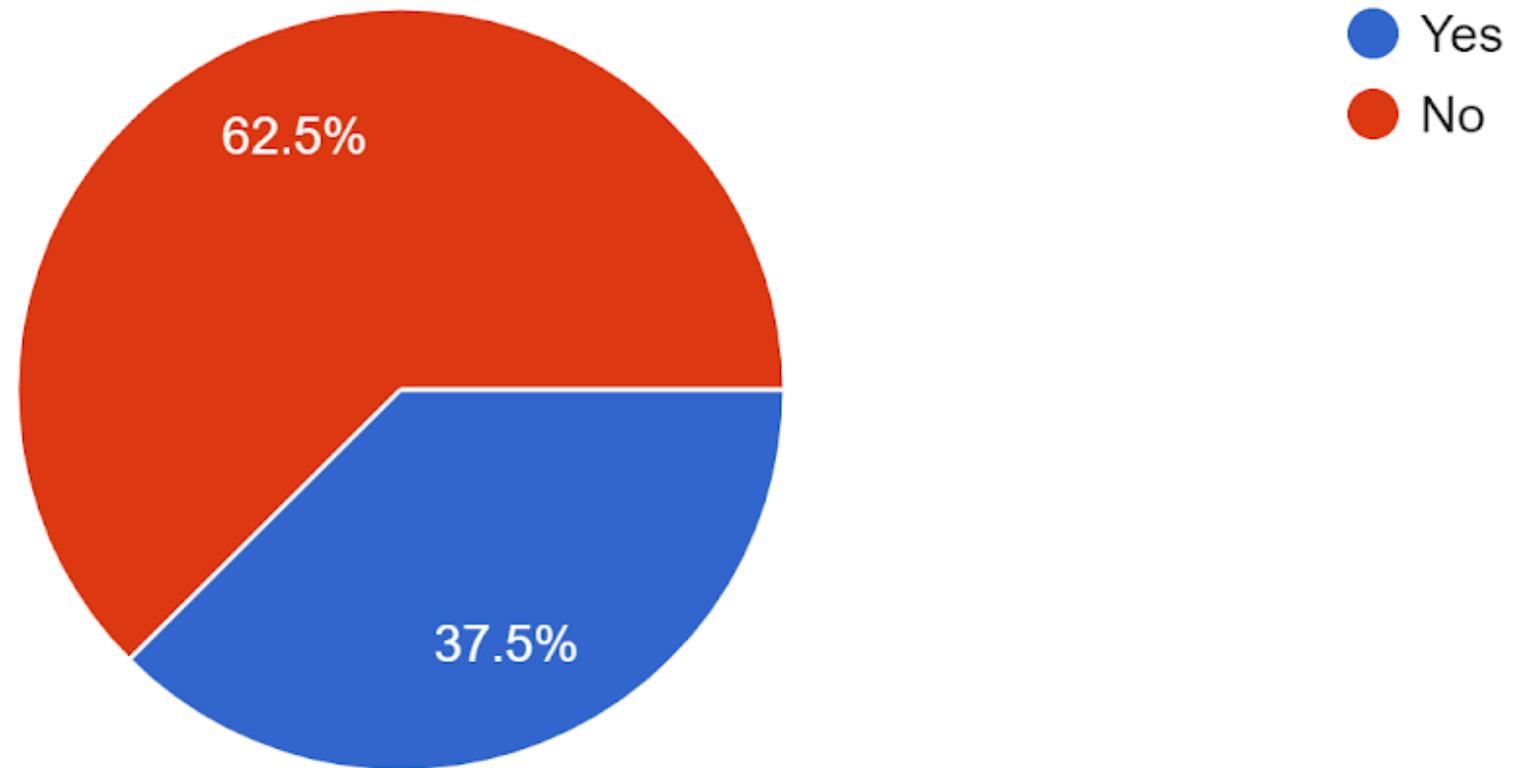
- ▶ **Worry/Concern** for personal health and safety, as well as the wellbeing of staff, vulnerable volunteers, and organization
- ▶ **Increased desire to volunteer, fill a need, or serve others**
- ▶ **Disappointment** in situation and inability to continue volunteering.
- ▶ **Lack of Volunteers:** some organizations saw a sharp decrease in available volunteers, especially if they relied on college students who had to return home or older populations
- ▶ **Confusion/Questions** about how the organization will function during this time and their roles once things return to normal
- ▶ **Adapting Volunteer Roles using technology,** such as teaching volunteers how to use video conference software
- ▶ **Lack of Funding** for the organization

How is the COVID-19 pandemic affecting your organization overall?



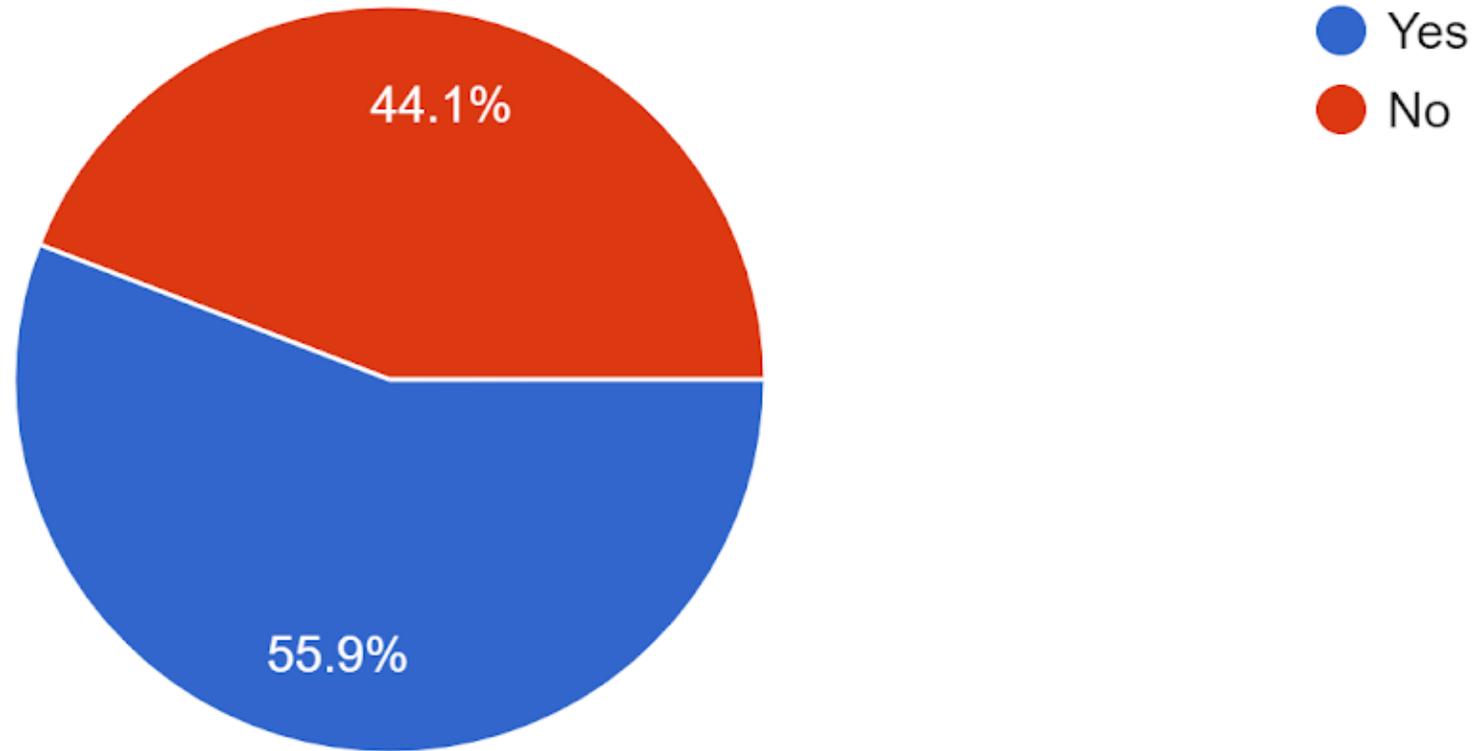
Has your organization continued to utilize volunteers if you have closed?

32 responses

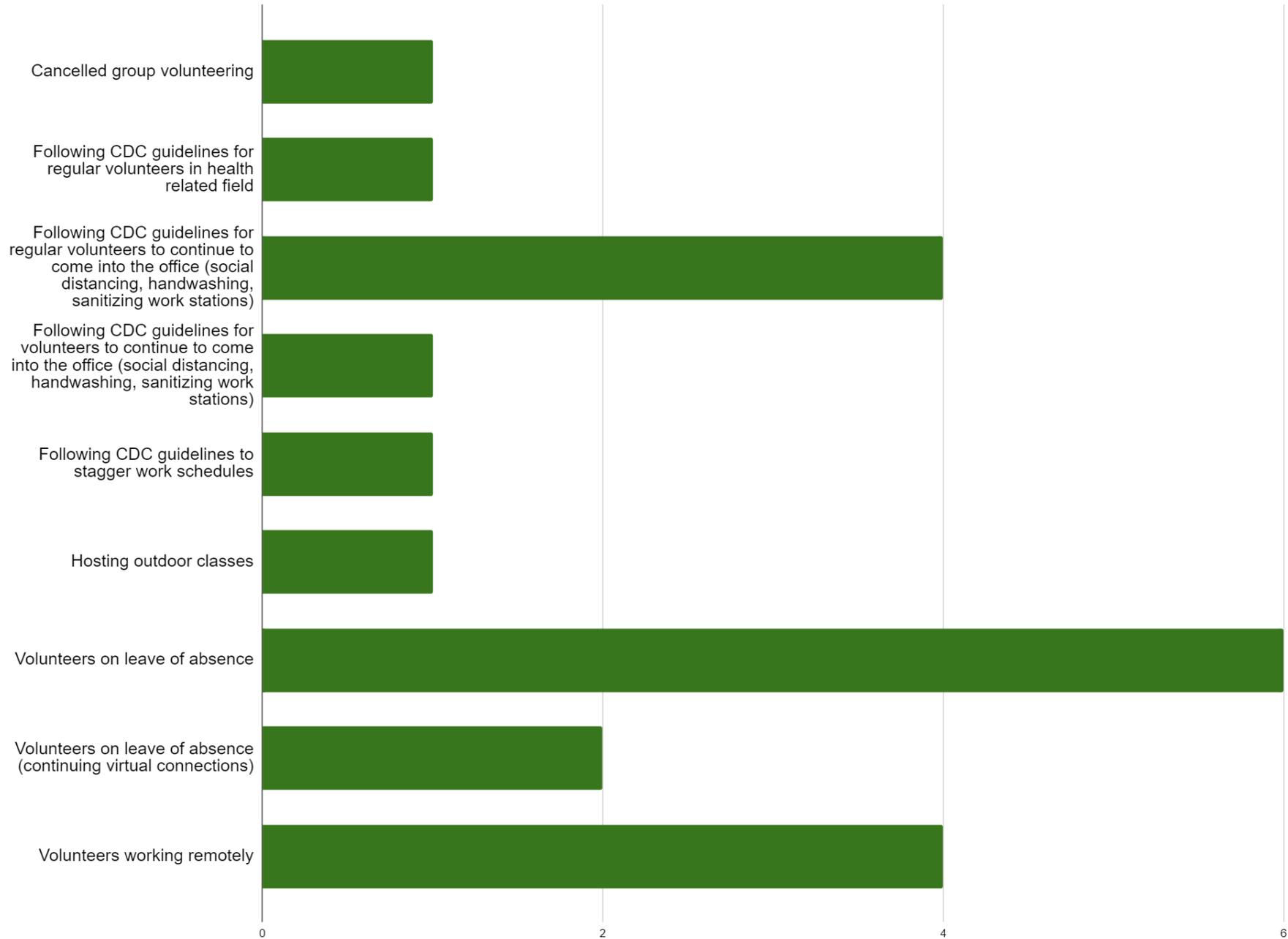


Has your organization remained open at this time?

34 responses



If you have remained open, what accommodations are you making for your volunteers to be compliant with social distancing?



If you are still utilizing and engaging volunteers, what kinds of tasks are they helping with? (paraphrased)

Social media outreach for organizational donations	Technology and communications	Writing cards of encouragement to clients and staff	Seeking in-kind donations	Grocery shopping and food drives	Building program content
Writing newsletters	Planning for re-opening	Emergency food packing and distribution	Dog Walking and Cat Socialization	Cooking meals	Younger volunteers doing childcare
Event planning	Administrative tasks	Personal connections to isolated individuals	Research and readings	Inventory	Processing in-kind donations
	Cleaning	Access to online courses for Continuing Education Units.	Decorating care packages	Meeting with clients/mentees online	

What are your biggest concerns with how this will impact your volunteer program in the future?

- ▶ Of the 31 responses to this question, the **highest mentioned concern was volunteer retention** due to the inability to keep volunteers engaged during this time.
- ▶ Losing volunteers will change some of the program offerings or will require staff to focus on volunteer recruitment and/or engagement once the restrictions are lifted.
- ▶ Many respondents are concerned about losing their volunteers if they are unable to engage with them in person over a longer period. The uncertainty surrounding the timelines on restrictions causes more concern.

What are your biggest concerns with how this will impact your volunteer program in the future? (Continued...)

Respondents were also concerned with:

- ▶ Health and wellbeing of their volunteer base (in general, but also while they are volunteering), especially for the volunteers who are over the age of 70.
- ▶ The ability for volunteers to maintain relationships with those they were serving, which is particularly important for those in mentorship or teaching roles.
- ▶ The lack of volunteers following the restrictions will result in limited resources available - either in funding for the program or program offerings for the community.
- ▶ Finally, few respondents were concerned that their inability to maintain or start their volunteer recruitment efforts will result in program or staff termination, especially if volunteers are deemed “non-essential”.

Do you have any immediate or long-term needs that SAVMA can support you with?

Of the 20 responses, respondents asked SAVMA for the following:

- ▶ Help organizations by posting their current volunteer opportunities and a need for donations
- ▶ Promote organization's need to provide staff with needed PPE
- ▶ Provide virtual offerings to build expertise so that Volunteer Managers can use this time to build their skills
- ▶ Share Ideas on Virtual Volunteer Engagement
- ▶ Share what others in the field are doing to engage volunteers and adapt to this situation
- ▶ Schedule recruitment events once this is over to get new volunteers!
- ▶ Share inexpensive resources for connecting with others virtually

Would you like to share any resources that have helped you that we can share with other professionals?

Helpful Websites Shared:

- ▶ [AZ Alliance of Nonprofits](#)
- ▶ [EDX.org](#): Free online courses from Harvard, MIT, and more
- ▶ [Golden](#) - helps volunteers connect with one another
- ▶ [Pima County Health Department](#)

Tips shared on ways to engage volunteers during this time:

- ▶ “We are finding that staying in touch with volunteers is good for us and them. Especially reaching out to older volunteers who may be feeling isolated, just to talk, or if it is an option, offering to assist them in any way they may need help. Golden Volunteer also just set up a way to connect volunteers with each other, and I think this is brilliant!”
- ▶ “We are using Zoom meetings to keep in touch with volunteers and hold daily update meetings. *Even if we don't have anything new to share*, it gives the volunteers a chance to see and talk to one another. We have also been sharing a lot of links to organizations that are doing online talks, virtual museum tours, animal presentations, etc.”

Implications and Conclusion

Implications for SAVMA

- ▶ SAVMA members are all facing a unique situation with similar questions about how to manage volunteers when most can no longer serve in person or how to sustain their volunteer programs amidst uncertain timeframes. As a membership organization, SAVMA's leadership has been considering how to help alleviate some of the common issues that members are facing.
- ▶ Volunteer Administrators/Managers are willing to adapt to changes and are seeking support and resources wherever they are available. SAVMA can provide relevant resources to members and increase opportunities for VM's to connect with one another to share resources for their professional development and ability to successfully manage during times of change.
- ▶ While SAVMA will not have any in-person meetings, VM's have expressed a desire to continue their professional development during this time, thus SAVMA must also adapt by using digital technologies to connect its members.

Implications for Volunteer Managers

- ▶ Volunteer Managers that continue to engage volunteers with in-person activities must ensure they are complying with all CDC guidelines for preventing the spread of COVID-19.
- ▶ Resources are available for Volunteer Managers to gain access to professional development activities, whether thru SAVMA or other online offerings.
- ▶ Recognizing that many are in similar situations, Volunteer Managers are encouraged to connect with one another to share ideas, resources, or support during this time. SAVMA will provide some opportunities for others to connect with one another.

Implications for Southern Arizona Volunteer programs

- ▶ Volunteer programs must ensure that any persons serving with the organization are as safe as possible and complying by all CDC guidelines to prevent the spread of COVID-19.
- ▶ Plans must be put into place for the following with regards to sustaining a volunteer program:
 - ▶ Communication with current volunteers for retention
 - ▶ Engaging current volunteers through different roles and responsibilities for an extended period
 - ▶ Recruitment of volunteers once it is safe to continue service
 - ▶ Process for returning volunteers to service once it is safe to do so
 - ▶ Implementation of safety guidelines once volunteers return to service

SAVMA Will...

- ▶ Continue to provide links and information about community resources and clear recommendations about implementing CDC standards with regards to COVID-19
- ▶ Support volunteer managers doing check-ins with volunteers on leave (Retention)
- ▶ Create a process for members to promote their needs on SAVMA's social media and website
- ▶ Provide support to volunteer managers for self-care
- ▶ Provide back to basics support for those who are doing new work in volunteer management outside their day-to-day work
- ▶ Host the SAVMA Fair (Volunteer Recognition and Recruitment Event) to support organizations in gaining new volunteers once safe to do so
- ▶ Continue to provide virtual professional development opportunities for Volunteer Administrators