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Co-sponsored by the
WHITE HOUSE AND ACTION

**NATIONAL WORKSHOP
ON VOLUNTARISM**

March 9, 1982 New Orleans, Louisiana

*"The challenge before us is to
find ways once again to unleash
the independent spirit of people."*

President Ronald Reagan



THE WHITE HOUSE
WASHINGTON

March 9, 1982

Dear Conference Participants:

It is my pleasure to join with ACTION in welcoming you to the National Workshop on Voluntarism. I regret that I cannot be with you today, but hope you will accept my deepest appreciation for your contributions on behalf of voluntarism.

The American spirit is reborn each time someone gives of his or her time to help another. Because of the volunteer firefighter who risks his life, the retiree who shares a skill, and the youngster who collects dimes for charity, America is better -- spiritually, physically, and economically.

As America's needs grow and change, we must be sure that volunteer opportunities, recognition, and rewards expand to meet those needs.

I am delighted that the private sector has joined with ACTION, the national volunteer agency, and the White House for this National Workshop for Voluntarism. This partnership exemplifies the intergovernmental and private sector cooperation that is vital to the success of our voluntarism initiatives.

I know that you will work with us in your states, counties, and cities to assure that America's volunteer resources are utilized to the fullest possible extent.

Once again, thank you for attending the National Workshop on Voluntarism. I look forward to sharing with you the rewards of our efforts.

Sincerely,

Ronald Reagan

VOLUNTARISM AND THE STATES

An ACTION Briefing Book

"The volunteer spirit is still
alive and well in America."

President Ronald Reagan
State of the Union Address
January 27, 1982

Produced by ACTION
for the National
Workshop on Voluntarism

New Orleans, Louisiana
March 9, 1982





OFFICE OF
THE DIRECTOR

ACTION

WASHINGTON, D.C. 20525

Dear Conferee:

It is my pleasure to extend a warm welcome to you here in New Orleans at our second National Workshop on Voluntarism.

Your presence at this meeting reflects the growing importance of volunteers to the economic and social well-being of America. Your participation in this workshop represents your support for the millions of Americans who each year donate their time, skills and energy for the benefit of others.

ACTION is proud to be co-sponsoring this Workshop with the White House. President and Mrs. Reagan's commitment to voluntarism is inspirational and vital to the success of our efforts.

As the National Volunteer Agency, ACTION has gained a wealth of experience in the development and management of volunteer programs--but, there is so much more to be accomplished. Voluntarism must extend as never before to the infirm, the homeless, the poor and the neglected. Through the public-private partnership exemplified at this meeting, more can be done in that spirit of giving which is central to the American tradition.

I would be remiss if I did not acknowledge here the many fine individuals who will address this Workshop today. The programs which will be discussed are among the finest in the Nation and would serve well as models for other states, counties, cities, and corporations. In addition, there are many exemplary programs which are not represented. We acknowledge, too, their dedication to voluntary public service.

The National Workshops on Voluntarism are designed to follow up on the President's call for expanded volunteer efforts to help meet pressing social and human needs. ACTION looks forward to continuing to work with you in meeting the challenges we face.

Sincerely,

A handwritten signature in cursive script that reads "Tom Pauken".

Thomas W. Pauken
Director

SPECIAL PARTICIPANTS

THOMAS W. PAUKEN is Director of ACTION, the National Volunteer Agency. As Director, Mr. Pauken oversees the activities of over 300,000 Americans who currently serve as volunteers in ACTION programs. These include VISTA (Volunteers in Service To America), Foster Grandparent Program, Senior Companion Program, Retired Senior Volunteer Program, Vietnam Veterans Leadership Program and Young Volunteers in ACTION.

Active himself in a number of voluntary activities, Mr. Pauken has served on the National Advisory Council on Vocational Education (1970-76), the Dallas Opportunities Industrialization Center Board, the Budget Committee of the United Way, and as an active member of the VFW.

Mr. Pauken was recently appointed by the President as a member of the President's Task Force on Private Sector Initiatives.

ROBERT MOSBACHER, JR. serves on the President's Task Force on Private Sector Initiatives and is Vice President of Mosbacher Production Company, an oil and gas business. Mr. Mosbacher, who helped organize the task force, was formerly administrative assistant to Senator Howard H. Baker, Jr. (R-Tenn.), an early proponent of greater partnership between the public and private sectors.

A graduate of Georgetown University and the Southern Methodist University School of Law, Mr. Mosbacher is a member of the Board of Trustees of Ford's Theatre. He is also an Adjunct Senior Fellow with the Georgetown Center for Strategic and International Studies in Washington, D.C.

J. UPSHUR (JAY) MOORHEAD is Special Assistant to the President in the Office of the Deputy Chief of Staff. He serves as the White House Coordinator for the President's Task Force on Private Sector Initiatives.

Mr. Moorhead joined the Reagan Administration in February, 1981 as Executive Assistant to the Assistant to the President for Presidential Personnel. During the 1980 general election, Mr. Moorhead worked in New England as Director for the Republican National Committee's Commitment '80. He also worked for two years as the New England Director of the Republican National Committee's Local Elections Director.

While living in New England, Mr. Moorhead was active in developing two non-profit organizations which taught underprivileged and handicapped persons how to play tennis.

J. STEVEN RHODES is Special Assistant to the President for Intergovernmental Affairs. In this capacity, he is charged with the responsibility of serving as a liaison between the President and local elected officials.

From 1973 through 1981, Mr. Rhodes worked for Dart Industries, Inc., and in 1976 became Corporate Manager of Public Affairs for Dart.

A former member of the Board of Directors for the Western Region of the United Way, Mr. Rhodes also served on a task force aimed at reducing juvenile crime.

WENDY H. BORCHERDT is currently serving in the White House as Special Assistant to the President for Public Liaison. In this capacity, her responsibilities include women's issues and programs, voluntarism, and the arts and humanities. Prior to being appointed to this position, Mrs. Borchardt served the President as Associate Director of Presidential Personnel, specifically dealing with the recruitment of women in the Administration and the ambassadorial selection process.

Prior to Mrs. Borchardt's presidential appointment, she was the president and owner of Training for Effective Management in Los Angeles, California, which is a consulting firm dealing with non-profit organizations in the health, education and cultural fields. She served as the first and only woman on the Board of Directors for the Pacific Legal Foundation, a public interest law firm; one of the two women on the Board of Directors, Town Hall of California; the first woman appointed to the Board of Overseers, and only female on the Finance Committee for the Hoover Institution on War, Revolution and Peace at Stanford University. She also served as Vice Chairman of the Board for the Independent Colleges of Southern California.

Mrs. Borchardt has served extensively in the volunteer arena in various community drives, citizens groups, hospital auxiliaries, church and school activities. She served as president of the Junior League of Los Angeles and as the Western United States Director on the International Board of the Association of Junior Leagues, Inc. Additionally, she was president of the Symphonians; Vice President of the Los Angeles Junior Philharmonic Committee; Vice Chairman of the Los Angeles Alcoholism Information Center; and Board of Directors of the National Council on Alcoholism, Los Angeles Chapter. She was also a member of the Economics Advisory Council for the City of Los Angeles.

AGENDA



ACTION

WASHINGTON, D.C. 20525

WHITE HOUSE/ACTION WORKSHOPS ON VOLUNTARISM Preliminary Agenda

8:00 a.m.

REGISTRATION

International Hotel, 16th Floor

9:00 a.m.

Welcome

9:15 a.m.

Slide Presentation

9:30 a.m.
(45 min.)

WHO ARE VOLUNTEERS

Moderator: Dr. Lawrence F. Davenport,
Associate Director, Domestic and Anti-
Poverty Operations, ACTION, 806
Connecticut Avenue, NW, Washington, D.C.
20525

Panel: Robert Woodson, American Enterprise,
Institute for Public Policy and Research,
1150 17th Street, NW, Washington, D.C. 20036

Jeff Schembera, Director, Institutional
Development, Tallahassee Community College,
444 Appleyard Drive, Tallahassee, Florida
32304

Delores Penrod, Community Services Center,
211 S. Main Street, Portales, New Mexico
88130

James S. Dick, Exxon Company, USA, P.O. Box
2180, Houston, Texas 77001

10:15 a.m.
(1 hr. 15 min.)

BREAK-OUT SESSIONS

SOCIAL SERVICE PROGRAMS AND VOLUNTEERS

Moderator: Robert Winston, ACTION Region IV
Director 101 Marietta Street, Room
2524, Atlanta, Georgia 30323

Panel: Sue Rusche, Executive Director,
DeKalb Families in Action, 3845 No. Druid
Hills Road, Suite 300 Decatur, Georgia
30033

Jeff Schembera, Director, Institutional
Development, Tallahassee Community College,
444 Appleyard Drive, Tallahassee, Florida
32304

Erin Snowden, Director, Office of Volunteer
Services, Department of Pensions and Security,
64 North Union Street, Montgomery, Alabama
36130-1801

Mark Thornhill, Training Administrator, Liberty
National Life Insurance, P.O. Box 2612,
Birmingham, Alabama 35202

STATE OFFICES OF VOLUNTARY CITIZEN PARTICIPATION

Moderator: Billy Ann Myers, Director,
Arkansas OVCP, State Capitol, #205, Little
Rock, Arkansas 72201

Panel: Virginia Essex, Director, Florida
OVCP, 1317 Winewood Blvd., Bldg. 2, Room
328, Tallahassee, Florida 32301

Martha McCurley, 6 High Forest, Tuscaloosa,
Alabama 35906

Marilla Wood, Director, Governor's
Office of Volunteer Services, Sam Houston
Building, Suite 104, Austin, Texas 78701

EDUCATION PROGRAMS AND VOLUNTEERS

Moderator: Mark Blitz, Director, Office of Policy and Planning, ACTION, 806 Connecticut Avenue, NW, M-606, Washington, D.C. 20525

Panel: Tom Westmoreland, Project Uplift, Glanton House, Auburn University, Alabama 36849

REFUGEE PROGRAMS AND VOLUNTEERS

Moderator: Paulette Standefer, ACTION Region VI Director, Old Main Post Office, P.O. Box 370, Dallas, Texas 75221

Panel: Chhang Song, Save Cambodia, Inc., Suite 100, 4620 Lee Highway, Arlington, Virginia 22207

11:30 a.m.

FEDERAL GOVERNMENT AND VOLUNTARISM

Moderator: Thomas W. Pauken, Director, ACTION, 806 Connecticut Avenue, N.W., Suite 500, Washington, D.C. 20525

Panel: Jay Moorehead, Special Assistant to the President, The White House, Washington, D.C. 20500

Robert Mosbacher, Jr., (member, Private Initiatives Committee) Vice-President, Mosbacher Production Company, 1300 Main Street, Suite 2100, Houston, Texas 77002

Steve Rhodes, Special Assistant to the President for Intergovernmental Affairs, The White House, Washington, D.C. 20500

12:30-1:30 p.m.

LUNCHEON

Wendy Borchardt, Special Assistant to the the President for Public Affairs, The White House, Washington, D.C. 20500

1:45 p.m.
(45 min.)

HOW TO UTILIZE VOLUNTEERS

Moderator: Betty H. Brake, Director, Older American Volunteer Programs, ACTION, 806 Connecticut Avenue, NW, M-1006, Washington, D.C. 20525

Panel: Julie R. Washburn, Director, Volunteer Service Bureau, AVB President, 121 E. Colonial Drive, Suite 201, Orlando, Florida 32801

Denise Ott, Director, VIGOR, Room 4 W04, 1300 Perdido Street, New Orleans, Louisiana 70112

Jo Ann Swinney, Director, Community Affairs, Teneco, Inc., P.O. Box 2511, Houston, Texas 77001

2:30 p.m.
(1 hr. 15 min.)

BREAK-OUT SESSIONS (4)

(Repeat of 10:15 a.m. sessions)

3:45

SUMMARY SESSION

4:30 p.m.

CONFERENCE CONCLUDES

**FEDERAL GOVERNMENT AND
VOLUNTARISM**

FEDERAL GOVERNMENT AND VOLUNTARISM

Panelists for this session are featured in the SPECIAL PARTICIPANTS section of the briefing book.

THOMAS W. PAUKEN (MODERATOR)
Director, ACTION
806 Connecticut Avenue, N.W.
Suite 500
Washington, D.C. 20525
202/254-3120

ROBERT MOSBACHER, JR.
Member, President's Task Force on
Private Sector Initiatives, and
Vice President, Mosbacher Production Company
1300 Main Street
Suite 2100
Houston, Texas 77002

J. UPSHUR (JAY) MOORHEAD
Special Assistant to the President
The White House
Washington, D.C. 20500

J. STEVEN RHODES
Special Assistant to the President
for Intergovernmental Affairs
The White House
Washington, D.C. 20500

PRESIDENT REAGAN ON VOLUNTARISM

"Now, we're not advocating private initiatives and voluntary activities as a halfhearted replacement for budget cuts. We advocate them because they're right in their own regard. They're a part of what we can proudly call 'the American personality.'"

Speech to National Alliance of Business, Oct. 5, 1981

"...Thanksgiving has become a day when Americans extend a helping hand to the less fortunate. Long before there was a government welfare program, this spirit of voluntary giving was ingrained in the American character. Americans have always understood that, truly, one must give in order to receive."

Thanksgiving Day Proclamation, Nov. 12, 1981

"Now, I know there are cynics who dismiss the notion of Americans helping other Americans. They say that I speak of an America that never was and never can be. They believe voluntarism is a mushy idea, the product of mushy thinking. They say that our society is too complex or that we're trying to repeal the 20th century. Well, the cynics who say these things have been so busy increasing Washington's power that they've lost sight of America."

Speech before the National Alliance of Business, Oct. 5, 1981

"Because they are so important, this administration seeks to elevate voluntary action and private initiative to the recognition they deserve. We seek to increase their influence on our daily lives and their roles in meeting our social needs. For too long, the American people have been told they are relieved of responsibility for helping their fellow man because government has taken over the job. Now we seek to provide as much support for voluntarism without federalizing, as possible."

Speech before the National Alliance of Business, Oct. 5, 1981

"Voluntarism is an essential part of our plan to give the government back to the people. I believe the people are anxious for this responsibility."

Speech before the National Alliance of Business, Oct. 5, 1981

"Americans are needed. They're needed to keep this country true to the tradition of voluntarism that's served us so well. And they're needed to keep America true to her values."

Speech before the National Alliance of Business, Oct. 5, 1981

"Join us in helping Americans help each other. And I assure you, I'm not standing here passing this off to you as solely your task, and the government will wash its hands of it. We intend a partnership in which we'll be working as hard as we can with you to bring this about."

Speech before the National Alliance of Business, Oct. 5, 1981

"In America, we have traditionally accepted the responsibility of voluntary giving for good causes. The values that cause us to care for our neighbors, our countrymen and people around the world are the values that make us great."

Memo to Federal employees in support of the Combined Federal Campaign of 1981

The Following is an excerpt from CAPTIOLE COMMENT, the Newsletter of Assemblyman Pat Nolan of California. Assemblyman Nolan was a participant in the First National Workshop on Voluntarism.

REVIVING VOLUNTARISM

I recently participated in a national workshop on voluntarism aimed at developing a national strategy for re-involving volunteers as a major part of our government programs. This is one of the most exciting concepts to emerge from the "Reagan Revolution".

President Reagan set the tone for the conference in his letter to me. "On October 5, 1981, I issued a challenge to all Americans to return to the true tradition of voluntarism that has served our nation so well, for I believe the spirit that built this country still dwells in the hearts of our people. As an initial step, I recently announced the establishment of a national task force on private initiatives. Today, I am extending to you my personal invitation to become part of this national undertaking."

Over the last fifty years government has taken over more and more functions that used to be performed by volunteers and private organizations. The government programs are not only more costly, but they have deprived our communities of the many benefits to both the volunteer and the person helped that accrue from these private programs.

The President said we need to create an atmosphere where voluntarism can re-establish itself, because "the American spirit is reborn each time someone gives of his or her time to help another. Because of the volunteer firefighter, who risks his life, the retiree who shares a skill, and the youngster who collects dimes for charity, America is better--spiritually, physically, and economically."

The aim of the conference was to gather people who had directed effective volunteer programs and have them develop resources to create similar programs throughout the country.

The extent of voluntarism that already exists is impressive. A recent Gallup Poll found that 52% of our adult population volunteers in some way to help their community. 92 million Americans contribute over 14 billion hours of their time. Ten percent of these volunteers contribute 10 hours or more per week!

Here in California a total of 499,692 volunteers assist the state government in administering its programs. They donated over 12 million hours of work last year--a savings to the taxpayer of over \$72.5 million.

Thomas Pauken, Director of the ACTION Agency, which coordinated the conference, emphasized that his agency will assist local officials with technical advice in setting up such programs, but does not want to impose Federal control.

I totally agree. These volunteer efforts are best left in the hands of the local communities.

For too long, government programs have been run by highly paid technocrats, who are insulated from the people they are supposed to help. By bringing volunteers into the process, we will be letting neighbors help their neighbors with both of them gaining from the process.

Excerpts From Address by Reagan on Role of Private Groups

Following are excerpts from a transcript of President Reagan's address to New York Partnership Inc. at the Waldorf-Astoria yesterday, as recorded by The New York Times through the facilities of ABC News:

The most powerful force in the world comes not from balance sheets or weapons arsenals but from the human spirit. It flows like a mighty river in the faith, love and determination that we share in our common ideals and aspirations.

When New York was in trouble, groups which had quarreled for years joined together to fight for the greater good of saving the city. Labor, business, government, voluntary associations all pitched in.

Out of that spirit of shared sacrifice was born this unique group, your New York City Partnership. With a membership and mission touching every corner of the city, you reflect the rich diversity that makes New York such a special place.

In your beliefs, your efforts and your accomplishments, you are setting the course to progress and freedom that our nation must follow. You are that tough little tug that can pull our ship of state off the shoals and out into open water.

Agreement With Administration

You believe private initiative, the private sector, are essential to economic and social progress — and so do all of us in our Administration.

Together, we urge others to take part because we believe in ourselves and in those we help and in our ability to produce positive change.

We want your New York Partnership to succeed and grow. But truthfully, we want much more. We want an American partnership that includes every community in our nation; one that will build on what you and others have begun: a renaissance of the American community, a rebirth of neighborhood. This is the heart and soul of rebuilding America.

Last January, when I spoke about a new beginning, I was talking about much more than budget cuts and incentives for savings and investment. I was talking about a fundamental change in the relationship between citizen and Government, a change that honors the legacy of the founding fathers and draws upon all our strengths as leaders of the free world, as we approach the 21st century.

Preservation of freedom is the gift of our Revolution and the hope of the world. The brutal Soviet-sponsored repression in Poland reminds us how precious our blessings are. Ironically, the Soviets understand and agree. They believe that freedom is precious too — so they ration it like all the other good things their people don't have.

Praise for Individual Initiative

The key to rebuilding communities is individual initiative, leadership, personal responsibility. If we encourage these qualities in our people — and especially in our young people — then our freedoms will not wither and die. They will blossom and permit us to reach for our dreams, to go as far as our God-given talents will take us.

This can be an era of losing freedom or one of reclaiming it. I think we've made our choice and turned an historic corner. We're not going back to the glory days of big Government.

In 20 years the Federal budget increased fivefold, and the cost of welfare grew tenfold. But that didn't help many local governments, which lost effective control of their communities. It didn't help small businesses, hit by the highest interest rates in a hundred years. It didn't help the working poor and pensioners, flattened by double-digit inflation and taxation.

The era of rising savings, investment, productivity, growth and technological supremacy that we once knew has somehow slipped from our grasp.

Did we forget that Government is the people's business, and every man, woman and child becomes a shareholder with the first penny of taxed paid?



The New York Times/D. Gorton

Governor Carey joined in the applause for President Reagan yesterday at the Waldorf-Astoria.

Did we forget that Government must not supersede the will of the people, or the responsibilities of the people in their communities?

Did we forget that the function of Government is not to confer happiness on us, but to give us the opportunity to work out happiness for ourselves?

Not Retreating Into the Past

It's not a question of turning back the clock, or a long retreat into the past. No one denies that Government has an essential role to protect those in need, to provide opportunity, to pave the way, but ultimately, it is individu-

als — millions of everyday citizens — who brave new horizons, expand freedom and create better lives for us all.

Only when the human spirit is allowed to invent and create, only when individuals are given a personal stake in deciding their destiny, in benefiting from their own risks, only then can society remain alive, prosperous, progressive and free.

You in the private sector — corporations, firms, merchants, family farmers, mom-and-pop stores all over the country — you hold the key. I believe this with every ounce of my being and that's why I'm confident about our

economic recovery program: because it places a premium on individual initiative, on we the people.

Yes, we're in a recession. Our Administration is cleanup crew for those who went on a nonstop binge and left the tab for us to pick up. The recession hurts. It causes pain. But we'll work our way out of it, and faster than expected.

Our economic program will work because Americans want it to work. And we're going to make it work because it's based on common sense: reduce the percentage of gross national product that is being taken by the Government.

We believe, as did Thomas Jefferson, that what people earn belongs to them — to them. Government shall not take from the mouth of labor what bread it has earned.

Despite massive resistance from tax spenders, we put together the greatest collection of incentives in 50 years to help working Americans rebuild their financial security. In the months ahead, if they work or save more than they did before their reward will be greater for it — and greater than it was.

These incentives are just beginning. More will follow and people will take advantage of them. Dollar-by-dollar, one day at a time, they'll start saving for their future again. And as they do,

they're going to save America's future.

I don't know about you, but I'm getting tired of whining voices telling us we can't do this and we can't do that. Don't tell Americans what they can't do; just tell them what needs doing and watch them surprise you with their ingenuity.

Surprisingly, it won't take much. If America can increase its savings rate by just 2 percentage points, we can add nearly \$60 billion a year to our capital pool to fight high interest rates, finance new investments, new mortgages and new jobs.

I believe a country that licked the Great Depression and turned the tide in World War II can increase its sav-

ings rate by 2 percentage points — and will.

If our incentives motivate people to work just 30 minutes more a week the gross national product will grow by \$25 billion. That means hundreds of thousands of new jobs and a lower deficit.

Generosity Based on Caring

Let's rediscover America — not the America bound by the Potomac River but the one beyond it — the America whose initiative, ingenuity and audacity made us the envy of the world; the America whose rich tradition of generosity began by simple acts of neighbor caring for neighbor.

We passed our reforms in Washington but change must begin at the grass roots, on the streets where you live. And that's why on Sept. 24, I announced that we were launching a nationwide effort to encourage citizens to join with us in finding where need exists and then to organize volunteer programs to meet those needs.

The American people understand the logic of our approach. A recent Roper poll found a large majority believe that Government does not spend tax money for human services as effectively as a leading private organization like the United Way.

I don't want to leave the impression that our Administration is asking the private sector to fill the gap, dollar for dollar, for every reduction in the Federal budget. We don't want you to duplicate wasteful or unnecessary programs.

Private Sector in Driver's Seat

We want community models that have worked: models we can emulate and build on. Private human capital is far more valuable and effective than Federal money. Once we do get the private sector in the driver's seat, we can go just as far as your imagination and inspiration take us.

Don't tell us we can't cope with our problems. Don't tell us that America's days are — best days are behind her. The world's hope is America's future.

America's future is in your dreams. Make them come true. If we believe in ourselves and in a God who loves and protects us, together we can build a society more humane, more compassionate, more rewarding than any ever known in the history of man.

REVIEW & OUTLOOK

Limits of Voluntarism

In his State of the Union message, President Reagan paid tribute to "the volunteer spirit" that has long been such a distinctive feature of American culture. At the same time, he was careful not to exaggerate either the capabilities of voluntary organizations or the role of the federal government in stimulating them. And he made a special point of asking business and other private groups not "to replace discarded and often discredited government programs dollar for dollar, service for service." As the administration's Task Force on Private Sector Initiatives gets under way, it would do well to remember each of these themes.

In communities and neighborhoods across the land, Americans get together to solve problems and improve their lives just as much as they did when Tocqueville commented with astonishment on this "nation of associations." Virtually every town has its charity drives and civic boosters, its parents-teachers associations and its voluntary hospitals. Mr. Reagan observed that "385,000 corporations and private organizations are already working on social programs ranging from drug rehabilitation to job training." In many cases, the accomplishments of the voluntary sector have been extraordinary. The economic advance of both Jews and Mormons can be attributed in part to their well-developed policies of helping their own. And the "Green Revolution" research financed in part by the Rockefeller Foundation may have done more to improve the lives of ordinary people in developing countries than all government food giveaways put together.

These efforts are worth encouraging, promoting and inspiring. But at the same time, it's important to remember that many of our most serious social problems—for instance, high unemployment among black teenagers—have so far proved resistant not only to expensive public programs but also to well-meaning and well-financed private initiatives. Groups such as the National Alliance of Business and the Committee for Economic Development have long been involved in publicizing and promoting corporate efforts to address urban problems. Despite all the achievements of, for example, Brooklyn's Bedford-Stuyvesant Restoration Corp., an \$83 million public-private "partnership" dating from 1966, unemployment in Bed-Stuy is still roughly 35%, and crime and infant mortality rates are frighteningly high.

It's important to remember, too, that much of the voluntary sector—particularly the foundation world, but also the professional staffs of many church groups—has been corrupted by the same "community-organizing" ideology that has hampered the effectiveness of government social programs. The focus in many community groups has been to mobilize poor people and minorities to fight for their rights and their share of public funds and services—and in the process provide lucrative government contracts to a budding "poverty industry." There's been much less attention to the ways people can organize to help themselves; indeed much of the voluntary sector has actually been scornful of such old-fashioned notions as the idea that families should stick together or that hard work and study will get you ahead.

Now that the Reagan administration has been cutting back many social programs, there will be increasing calls for the private sector—particularly corporations—to "fill the gap." These calls should be resisted. There is much businesses can do, and have been doing, to help resolve social problems, but little of it involves writing checks, especially to community organizations with ideological baggage.

Where business can contribute most is in thinking about social problems in practical, entrepreneurial, get-the-job-done ways. About how to make money by setting up plants in inner cities. Or how to improve vocational training in local school systems. Or how to lower the cost of transportation and housing and health care. Or how to share financial expertise and knowledge of economic opportunities with local governments, especially now that local politicians, cut off from much of their federal funding, will be more willing to listen to businessmen. Many businessmen already do these things and those that do them well usually find it makes good business sense to do so.

What the federal government can do is more limited. It can publicize successful voluntary efforts and it can provide seed money to organizations that may need help on specific projects, but the impetus for effective self-help groups can come only from individuals and communities themselves. If the last 15 years have taught us anything, it's that the best solutions to our country's problems usually come from the people on the scene, not from distant bureaucrats in Washington.

THE WHITE HOUSE
Office of the Press Secretary

For Immediate Release

December 12, 1981

The President today announced the creation of The President's Volunteer Action Awards to honor outstanding volunteer achievement by individual citizens and their organizations.

The awards program is co-sponsored by VOLUNTEER, the National Center for Citizen Involvement and ACTION, in a unique cooperative effort between the private sector and government.

The President will present the awards at a White House ceremony in April. Awards will be made in seven categories: jobs, health, material resources, education, recreation and the environment, public safety, the arts and humanities.

In announcing the program, the President said, "Throughout our history, Americans have always extended their hands to neighbors in assistance. The energy expended by our citizens in problem-solving is absolutely imperative to maintain and improve the quality of life for all Americans. I believe this program of recognition is vital to call attention both to what is being done by American volunteers and to what can be done through voluntary action."

VOLUNTEER is the primary national organization supporting greater citizen involvement in problem-solving. It provides a broad range of technical assistance services to volunteer-involving organizations, public agencies, unions and corporations. It works closely with a network of approximately 200 associated Voluntary Action Centers and over 1,000 other local, state and national organizations.

ACTION, the national volunteer agency, serves to stimulate voluntarism and to demonstrate the effectiveness of volunteers in addressing social problems. Its major programs include the Foster Grandparent, Retired Senior Volunteer and Senior Companion programs for the elderly and a variety of programs for youth.

The announcement of the program followed the first meeting of the President's Task Force on Private Sector Initiatives, chaired by William Verity, Chairman of Armco Steel. Two of VOLUNTEER's board members, George Romney and Senator David Durenberger, (R-MN), sit on that task force, as does Tom Pauken, Director of ACTION.

Official nomination forms are available by writing to The President's Volunteer Action Awards, P.O. Box 37488, Washington, D.C., 20013. The deadline for receipt of nominations is February 7.

THE 1982 PRESIDENT'S VOLUNTEER ACTION AWARDS

We have an unprecedented opportunity in America in the days ahead to build on our past traditions and the raw resources within our people. We can show the world how to construct a social system more humane, more compassionate and more effective in meeting its members' needs than any ever known.

Because they are so important, this Administration seeks to elevate voluntary action and private initiative to the recognition they deserve. We seek to increase their influence on our daily lives and their roles in meeting our social needs."

Ronald Reagan

From the early patriots striving to build a free nation to neighbors helping in community barn-raising to present day neighborhood and community groups, one common trait has continued to distinguish the American people—the desire to help one's neighbor through volunteer service. These selfless acts have become so much a part of the American way of life that they too often go unnoticed and unrecognized.

The President's Volunteer Action Awards have been created to honor those individuals and groups who are making unique contributions to their communities through volunteer service and to focus local and national attention on these outstanding and innovative volunteer efforts.

The awards program is sponsored jointly by VOLUNTEER: The National Center for Citizen Involvement and ACTION.

Anyone may nominate an individual or group involved in volunteer activity. Specific guidelines governing the nomination process are on page 2 of this form. Outstanding volunteers and volunteer groups will be chosen in the following categories: jobs, health, material resources, education, recreation and the environment, public safety, arts and humanities. All entries must be postmarked by midnight, February 7, 1982.

The 1982 President's Volunteer Action Awards will be presented in Washington, D.C. during the week prior to National Volunteer Week which is April 18-24, 1982.



VOLUNTEER: The National Center for Citizen Involvement, a private, non-profit organization, was created in 1979, the result of a merger of the National Center for Voluntary Action and the National Information Center on Volunteerism, to strengthen the effective involvement of all citizens as volunteers in solving local problems. VOLUNTEER offers a wide range of technical assistance and support services to volunteer - involving organizations ranging from local volunteer clearinghouses to major corporations.



ACTION is the federal agency for volunteer service. Its purpose is to stimulate voluntarism in general and, in particular, to demonstrate the effectiveness of volunteers in ameliorating social problems. Its major programs include the Foster Grandparent, Retired Senior Volunteer and Senior Companion programs for the elderly and a variety of programs for youth.

General Information

- An individual or group may submit separate nominations for as many different individuals or groups as desired.
- Only nominations accompanied by a self-addressed, stamped postcard will be acknowledged. Because of the volume of nominations, the President's Volunteer Action Awards screening committee will not be able to respond to any queries regarding the nomination form or the status of a specific nomination.
- Pertinent supplementary material may be submitted *along with* the nomination form. See "Procedures for Completing Nomination Form" for guidelines. All nominations must be complete in one package when submitted. Separate letters, materials and other documents received later will not be processed or considered in the judging.
- All entries and supplementary materials become the property of VOLUNTEER and will not be returned. Materials will be held by VOLUNTEER for six months following completion of the judging process.
- The screening committee may request additional information from applicants or references for the judges' consideration.
- Decisions of the judges are final. All entries for the 1982 President's Volunteer Action Awards must be postmarked before midnight, February 7, 1982.

Who Is Eligible for the President's Volunteer Action Awards?

- Any individual or group actively engaged in volunteer activities that benefit the community, state or nation may be nominated.
- For those individuals or groups who are paid any amount for activities for which they are nominated (other than reimbursement for out-of-pocket expenses), the nomination statement must clearly indicate the extent of salaried or stipended activities.
- Individuals involved in "work released time" and student course credit are eligible but must clearly indicate that in the nomination statement.
- Volunteer activities must be performed within the United States and/or U.S. territories.
- No employees or immediate relatives of employees of VOLUNTEER or ACTION or members of VOLUNTEER's Board of Directors or of ACTION's Advisory Council may be nominated for awards.

Procedures for Completing and Submitting the Nomination Form

In order for a nomination to be considered, the nomination form must be filled out completely and legibly (please print or type). An incomplete nomination form disqualifies the nomination. Please read and follow the directions carefully. Please detach and submit pages 3 and 4 of the nomination form. The nomination form includes two parts, plus any supplementary material submitted:

(A) The Nomination Form

Item 1. Please indicate the individual or group's complete name, mailing address and telephone number. If the nominee is a group, please indicate the name of the appropriate contact person within the group along with his/her address and telephone number.

Item 2. Awards will be made in the following categories:

- Jobs - employment, job creation and training, economic development
- Health - medical care, mental health and developmentally disabled services, community health services
- Material Resources - food and nutrition, clothing and furnishings, housing, transportation, consumer protection
- Education - pre-elementary, elementary and secondary education, special education, informal and supplementary education services
- The Environment - enrichment and conservation of the environment, recreation
- Public Safety - crime and delinquency prevention, justice services, protective services, disaster relief, fire protection
- Arts and Humanities - cultural enrichment

Check the most appropriate category. Some nominations can fit appropriately into more than one category. Please choose the category you feel most appropriate. Categories are meant as guidelines for the selection process; thus, where appropriate, the selection committee may choose to put a nomination into more than one category.

Item 3. Please indicate name, address and telephone number plus title and organization (if appropriate).

Item 4. Since award winners' references will be contacted for verification of the scope and extent of a nominee's activities, it is important that this section be completed. Nominations with fewer than three references will be disqualified.

Item 5. Enter the name of the individual or group being nominated, the signature of the person making the nomination and the signature of the nominee or the representative (if the nominee is a group). Nominations not signed by the nominator will be disqualified. A person may nominate him/herself.

(B) The Statement

Because nominations will be judged based on specific criteria, the statement of activities (of not more than 500 words) must address the following items:

Community need for the activity - How important was the activity to the overall welfare of the community? For example, establishing an education and training facility for handicapped children in a town where there was none would be a more important contribution than expanding an existing recreation program.

Recipients' need for the activity - The recipients' need may or may not be different from the community need. A facility which serves handicapped children may be equally important to both the recipients of the service and the general public. In some cases, however, such as providing access to a kidney machine, the recipients' need for the service is total, while the community's need for kidney machines may be slight in relation to other needs.

Scope of the activity - The concern here is with the potential impact of the activity or service. Something that is national or regional in impact is not necessarily "better" than something that is local. Projects of very limited scope, however, such as putting on one picnic for 50 senior citizens, would not be considered to have a major impact.

Achievement - Actual accomplishments of the voluntary activity or service should be considered, as opposed to the stated goals or objectives of the project.

Unusual challenges overcome - Such challenges might include public apathy or hostility toward the project or program, a critically limited supply of resources, or a handicap on the part of the person or persons doing the volunteer work.

Method - Method relates basically to the way in which the activity or service was performed. Consideration should include the vigor, efficiency and overall organization of the effort; the extent to which the individual or group marshalled other volunteer resources in support of the effort; and, where appropriate, evidence of broad community or grassroots support for the activity or service.

Innovation - Innovation takes into consideration the degree to which the service or activity represents a new use of volunteers in a certain capacity and/or a significantly new approach to solving a particularly pressing problem.

(C) Accompanying Materials

Not more than 10 pages of supplementary material may be submitted along with the nomination. Accompanying materials can include letters, testimonials, news clippings, pamphlets, etc. Do not submit tapes, cassettes, display materials, films, scrapbooks, books, etc. as they will not be considered in judging the nomination. All materials submitted become the property of VOLUNTEER and will not be returned; thus, when preparing accompanying materials, keep the materials cost to a minimum and submit photocopies where possible.

Submitting the Nomination

Send all entries to:

The President's Volunteer Action Awards
Post Office Box 37488
Washington, D.C. 20013

Do not send entries to VOLUNTEER or ACTION.

I. NOMINEE: Please specify if nominee is an individual _____ or a group _____.

Name: _____
If individual, indicate Mr., Ms., Miss, Mrs.;
If group, enter full name of group. Phone number _____

_____ If nominee is group, enter name of contact person. Phone number _____

_____ Complete address _____ City _____ State _____ Zip _____

II. CATEGORY: Check one. Some nominations will fit appropriately into more than one category. Please choose the category you feel most appropriate. Categories are meant as guidelines for the selection process; thus, where appropriate, the selection committee may choose to put a nomination into more than one category.

_____ Jobs _____ The Environment
_____ Health _____ Public Safety
_____ Material Resources _____ Arts & Humanities
_____ Education

III. NOMINATOR:

Name: _____ Phone number _____

_____ Title and organization, if appropriate.

_____ Complete address _____ City _____ State _____ Zip _____

IV. VERIFICATION: In order to qualify for consideration, a nominee must have three references who may be contacted to verify the scope and extent of the nominee's volunteer activities. References should be persons familiar with the volunteer accomplishments for which the person is being nominated and may not include the nominee or any person related to the nominee.

Name: _____ Phone number _____

_____ Complete address _____ City _____ State _____ Zip _____

Name: _____ Phone number _____

_____ Complete address _____ City _____ State _____ Zip _____

Name: _____ Phone number _____

_____ Complete address _____ City _____ State _____ Zip _____

V. NOMINATION: I hereby nominate _____
Name of individual or group nominated for the 1983 President's Volunteer Action Award.

_____ Signature of Nominator

_____ Date

SUMMARY: Describe in one sentence the goals of the activity for which the nomination is being made.

STATEMENT: Addressing the criteria listed on page 2, describe in not more than 500 words the activities and accomplishments of the nominee in the space below.



OFFICE OF
THE DIRECTOR

ACTION

WASHINGTON, D.C. 20525

January 11, 1982

Dear Editor:

"VOLUNTEERS BRIGHTEN HOLIDAYS"

"VOLUNTEER PROJECT EASES HOLIDAY LONELINESS OF ELDERLY"

"VOLUNTEERS COLLECT TOYS FOR CHILDREN"

Stories like these don't happen only during the Holidays. Every day, all over America, people donate their time and services and money to help make life a little easier for the elderly or bring a little sunshine into the life of a child.

That is why I thought you might be interested in the GOOD NEWS REPORT.

As an avid newspaper reader, I have long been struck with the emphasis given to reporting bad news. Now, as the Director of ACTION, the national volunteer agency, my attention has been drawn to the reality of how much good news is out there by the steady flow of it that crosses my desk. Our programs dealing with volunteerism -- Older American Volunteers, Vietnam Veterans, Young Volunteers, Drug Therapy -- cover the spectrum of human need, and that need is aided by those from every sector of society who want to help those less fortunate than themselves. Their efforts and the results of their efforts make for good news stories that need telling. We also want to pass along stories about volunteers outside of our programs.

Attached is a sample of a GOOD NEWS REPORT which I'll be sending to you on a weekly basis. I hope you will want to run it. Feel free to use it any way you would like -- with or without credit to ACTION. And let us know how we can improve the coverage.

Sincerely,

Thomas W. Pauken,
Director

THE GOOD NEWS REPORT

By Thomas W. Pauken

Director of ACTION

Good news isn't hard to find, but sometimes to find it you have to look around a little. Jim Griffin of Hialeah, Florida, can tell you that. It began with bad news for him. He was 62 when the doctor told him he'd have to quit work, and for a man who had never been sick a day in his life, a man who prided himself on his physical activities, the blow was a hard one. What to do? He wasn't going to sit around and feed the pigeons all day.

As Bea L. Hines, Miami Herald Staff Writer, tells it, Jim heard about the Foster Grandparents program. This is a nation-wide program sponsored by ACTION "which places senior citizens who have time and love to spare with children who need and thrive on that love." The result was that Jim took a bus out to Sunland Training Center for mentally retarded youngsters. Now two years later he is one of more than 100 foster grandparents giving his time and care (two to four hours daily) at schools and hospitals and centers like Sunland which offer training and inspiration to 225 disadvantaged young people in Dade County.

A few days ago, as Grandpa Griffin guided Charles, his foster grandson, out to the play area, he commented, "This program means so much to me. I need these kids a lot more than they need me." And that's his good news. He found a purpose in life. But it's Charlie's good news, too, because Grandpa Griffin's knowing and love has brought Charlie out of a dark place and helped him to see the sunlight in a way he hasn't seen it before.

more

Dorothy Rollins, who is the project director of the Dade County Community Action Agency, summed it up best when she observed: "It takes very special people to work with these kids. A lot of people think these kids can't respond to anyone. That simply isn't true. Some of them had never walked until a foster grandparent spent time with them and gently prodded them until they learned to take the first step."

And as you know, that first step for everyone is good news.

THE GOOD NEWS REPORT

By Thomas W. Pauken

Director of ACTION

We all know the story of the self-made man. He starts out small, and he ends up big. The importance of big, however, depends on what it defines. In Gerald A. Rauenhorst's case, big means a set of values to live by, plus vision, resolve and confidence. Son of a Minnesota tenant farmer, Rauenhorst grew up on the land where he learned his values -- faith in God, love of family, the importance of hard work and a belief in his country.

From that, he says, all else evolved through the working of the free enterprise system. As the head of his own construction company, begun nearly 30 years ago, he has proven that point impressively. Today, in the midst of recession, his company has orders amounting to nearly \$100 million. But if Jerry Rauenhorst is known in the twin cities region for his many entrepreneurial skills, he is equally well known for his philanthropic endeavors in health, education and welfare services. Believing that these services could be more effectively financed and maintained by individuals and corporations, he set about to prove his theory by forming the 1 in 40 program. "The idea being," wrote Steve Massey, business reporter for the St. Paul Pioneer Press/Dispatch, "that corporations in the area would donate one dollar out of every forty in pre-tax earnings and an equal amount of time to independent non-profit corporations that provide social services."

Today in Minnetanka there stands a complex of houses, a rehabilitation center for over 400 mentally disabled adults. Not one cent of public money goes for their support. They are workers, all employed as subcontractors in packaging and assembling for Rauenhorst's firm and other industries that are members of the 1 in 40 club. Private investment built and staffs the complex and private enterprise is what keeps it running. As Rauenhorst puts it: "The people there feel needed and cared for, and they are happy as they can be because they are making their own way, and it's private . . . If the government was running the center, it would instead give \$1,000 for each person there. All it would do is take away their pride. It's the programs that are private and allow people to be individuals that work best."

Additionally, in Minneapolis and Richmond there are two Rauenhorst-developed centers for adults afflicted with alcoholism and other drug dependencies. At these halfway houses, residents must hold a steady job for three months before release. Of the 800 people who have had the opportunity, the success rate of cure has been 85 percent. Again, not one dime of government money has gone into the project. "What makes it work," says Jerry, "is that everyone gets involved. This helps the patients establish dignity in themselves, and people who work in the program make better employees."

Gerald A. Rauenhorst, farm boy, father of seven, believes in the individuality of his fellow man and the economic system that has offered him the opportunity to succeed and, in so doing, to help others. He is an idealist who has been out proving what President Reagan has been preaching -- so much of what government is doing, the private sector can do better.

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#12/182 - #2

CONTACT: Pete Copp
202-254-7264

THE GOOD NEWS REPORT

By Thomas W. Pauken

Director of ACTION

The David L. Huffman Story

Dave Huffman of Wilmington, Del., claims he was such a poor student, he flunked out of kindergarten. Maybe so. He didn't have much going for him then; a messed up home life and eight years in an orphanage. He didn't finish high school, dropping out in the 10th grade. When he was 19, he enlisted in the Marines. That was November 1967, and in April 1968 he arrived in Vietnam as a combat rifleman. On September 29, a day he'll never forget, he was booby trapped. When he woke up in the hospital at Da Nang, he was blind. That was the beginning of the bad news, and it got worse.

He came home to find he really wasn't wanted, not as a veteran, not with his disability which was too much of an inconvenience for those around him to handle. The future looked extremely bleak, but Dave was not willing to accept defeat. "I knew I had to turn my life around," he said. "And I knew I had to rely on my head."

He entered the Hines VA Rehabilitation Center in Chicago, Ill., to learn to adjust and how to cope in a world of darkness. The course was scheduled to last four months; for David it lasted six. He passed his high school equivalency and was making steady progress when he was in an automobile accident which left him with a broken back, paralyzed from the neck down. He wasn't about to quit, wasn't going to be left lying flat. He began lifting weights in bed. Determination combined with medical treatment put him back on his feet.

But now what to do?

At first, he figured he'd be content with unskilled work, not demanding much of himself or of anybody; a nine-to-five job with a beer waiting for him at the end of the day.

-more-

Two things happened. He couldn't find employment, and at a dance, he met Sharon Ann.

"She turned the world around for me," he said. She convinced him to go back to school, and with the VA benefits due from his military service, he did so. He was the first blind student to earn not one but two degrees from Wilmington College -- in behavioral science and in criminal justice. He was also the first blind student to graduate from Delaware Law School. Soon, he'll be taking his bar exams, and he plans to specialize in international law.

Right now, he's a program planner in the new Vietnam Veterans Leadership Program, sponsored by ACTION, the national volunteer agency. The purpose of the program is one of aid, from veterans to veterans whatever the need may be. Dave has definite ideas on ways to approach employers, ideas that are innovative and different. "You've got to accentuate the positive," he says, and he's living proof of that axiom.

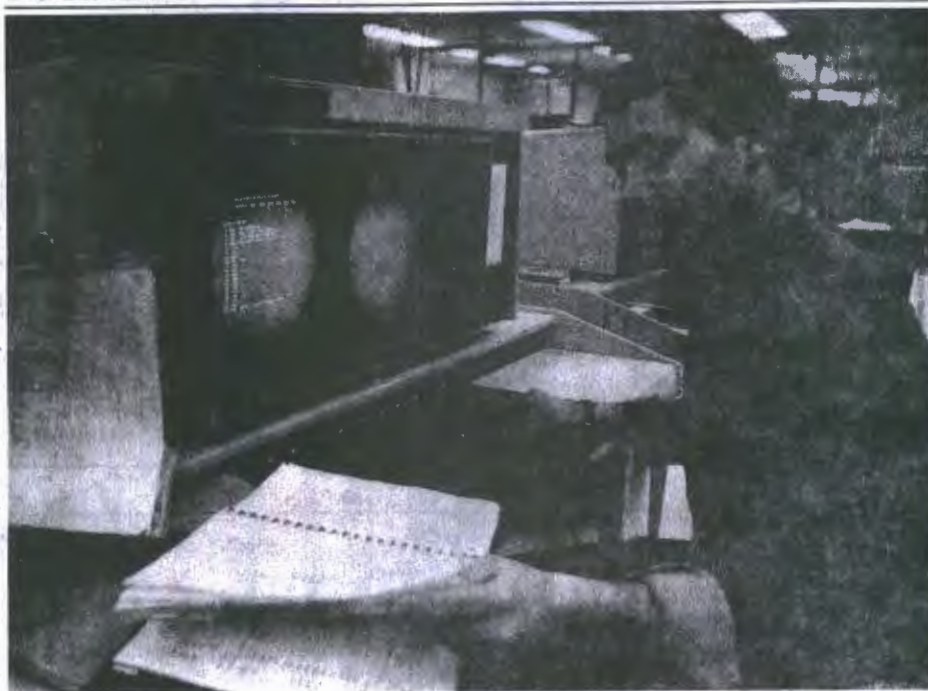
Recently, when he met Ronald Reagan, he told the President it wouldn't be too long before a Vietnam veteran took over the White House job. He didn't name himself as a candidate, but with all his accomplishments at 33, which include a brown belt in Judo, don't rule him out.

David L. Huffman has come a long way since he dropped out of school. He has the kind of spirit and courage and outlook that our country has always depended on. He's the father of three children, and when he's asked how he has come so far so fast, he answers quietly, "Sharon Ann. With love and kindness you can go as far as you want."

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#4/282 - Report #3

CONTACT: Pete Copp
202-254-7264



Peter Marcus

Control Data's original inner-city facility in Minneapolis: 'These are not token plants'

Doing Good—at a Profit

Last week, in his State of the Union Message, Ronald Reagan called for the creation of "urban enterprise zones" to encourage business to invest and create jobs in the nation's depressed inner cities. At least one U.S. company, Control Data Corp. of Minneapolis, has been building plants and hiring the disadvantaged in urban ghettos for the past fifteen years—even without the package of tax breaks and special incentives the Reagan Administration plans to offer. A look at the company's experience:

Skeptics thought Control Data chairman William C. Norris was letting his conscience cloud his business judgment. It was 1968, the nation's cities were ablaze in riot and Norris was setting up a key plant in a run-down section of Minneapolis. At first, the critics appeared to be right. The plant's production always seemed to fall on Monday—because many of its workers had wound up in jail over the weekend. But Norris insisted that the plant had profit potential, and experience has proved that he was right. The plant now employs 337 workers, each of whom has been on the job for an average of more than six years, and Norris says its profit payoff "has been a handsome one."

Building plants in poor urban areas, in fact, has become a substantial part of the big computer manufacturer's business. CDC now has six other inner-city facilities, three in the Minneapolis-St. Paul area and one each in Washington, D.C., San Antonio and Toledo. In 1978 the company expanded on the idea by joining a consortium of corpora-

tions and church groups that plans major business developments in blighted city areas. City Ventures Corp. hopes, for example, to create 2,500 jobs in Baltimore's Park Heights neighborhood—the home of Maryland's largest concentration of welfare recipients. Control Data has opened a bindery in an old warehouse in the area and it plans to lure other businesses there by offering them managerial and technical help—and even office space—until they can get established.

'A Young Company': Control Data officials say that the company's commitment to inner-city investment stems partly from Norris's vision and partly from the nature of their business. "We're a young company," says deputy chairman Norbert R. Berg. "We're also in an industry where change is a way of life." But they also think the Administration's new proposals to spur public-private partnerships are a necessity if other companies are to take on similar risks. None of CDC's own inner-city plants would have been started without government subsidies; now Reagan's budget-cutters are demolishing many of the old subsidy programs—and with them, much of the private business incentive to invest in inner cities. "The magnitude of the job to be done is far beyond any potential for sheer philanthropy to fulfill," says CDC president Robert M. Price.

In any case, the CDC officials say, philanthropy is not the point. As they see it, Control Data's inner-city plants have been successful largely because the company considered them profit centers and widely advertised that fact. "You can't get a good

manager to run something that's not for real," says deputy chairman Berg. "If he's expected to produce, the right things get done. These are not token plants." The first inner-city plant made frames for all of the company's large computers, for example. Managing plants for profit in poverty pockets has been more than enough of a challenge. The company has had to lend money to some workers, set up day-care facilities for the children of others—and in the early days of the first plant's operation, CDC had to send a company lawyer to the city jail on Monday morning equipped with a book of bail bonds.

President Reagan may send his urban-enterprise proposals to Congress as early as this month. He is expected to propose that zones be set up in 75 cities in the first three years of the program, with the Federal government offering special investment tax credits for building plants and other facilities in the zones and other tax credits for hiring people and taking them off the welfare rolls. The government would also agree not to tax any capital gains the companies might make in the zones; it also might waive the minimum wage for teen-agers who work there. Administration officials warn that urban-enterprise zones are not a cure-all for the sweeping problems of blighted cities. But Control Data's efforts show that inner-city investments are anything but hopeless ventures.

DAVID PAULY with SYLVESTER MONROE in Chicago, DIANE CAMPER in Washington and bureau reports

WHO ARE VOLUNTEERS?

WHO ARE VOLUNTEERS?

LAWRENCE DAVENPORT (MODERATOR) is the Associate Director for Domestic and Anti-Poverty Operations for the ACTION Agency. He is responsible for the management of all domestic volunteer programs of the Agency, including: VISTA: Older American Programs and other special and demonstration projects.

Prior to joining the Reagan Administration, Dr. Davenport served as Provost of the San Diego Community College District. He has also served as Vice President for Development at Tuskegee Institute and as a member of the adjunct faculties of California State University, Long Beach, Pepperdine University, Webster College and the University of Michigan. His prior government experience includes Chairman of the National Advisory Council on Vocational Education and Vice-Chairman of the National Advisory Council on Equality of Educational Opportunity.

An active volunteer, Dr. Davenport has served as Chairman of the Urban League of San Diego, and on the Boards of Directors of the San Diego Opportunities Industrialization Center and the Neighborhood House of San Diego. He has also served as a member of the Neighborhood Home Loan Counseling Service Citizens Advisory Committee and the Junior Chamber of Commerce of San Diego.

LAWRENCE F. DAVENPORT
ACTION - Suite #1007
Washington., D.C. 20525
202/ 254-7290

JAMES DICK is coordinator of contributions and Program Development for Exxon, U.S.A.

JAMES DICK
Exxon Company, USA
P.O. Box 2180
Houston, TX 77001

DELORES PENROD is volunteer Executive Secretary of the Community Services Center in Portales, New Mexico. The Community Services Center is a multi-service agency serving Roosevelt County. Its basic services are information and referral. Each year the center develops one new community project.

DELORES PENROD
Community Services Center
211 S. Main Street
Portales, New Mexico 88130

JEFF SCHEMBERA is Director of Institutional Development at Tallahassee Community College. He has also served as Director of Staff Development and Training for the Florida Department of Health and Rehabilitative Services and Director of the Florida Office of Volunteerism.

Mr. Schembera has worked with ACTION in the past as a VISTA supervisor and trainer for 8 years.

JEFF SCHEMBERA
Tallahassee Community College
444 Appleyard Drive
Tallahassee, Florida 32304

ROBERT L. WOODSON is a Resident Fellow at the American Enterprise Institute for Public Policy Research in Washington., D.C. At AEI Mr. Woodson serves as Director of the AEI Neighborhood Revitalization Project, a three year research project aimed at determining what mix of public policies and neighborhood strategies is most likely to produce successful community development.

While at AEI, Mr. Woodson has served on the President's Commission on Mental Health, the Task Force on Community Resources and participated in the President's Reorganization of the Law Enforcement Assistance Administration. Mr. Woodson has served as a consultant to the Subcommittee on Crime of the U.S. House of Representatives' Judiciary Committee where he conducted a study of the Justice Department's Juvenile Justice Program.

ROBERT L. WOODSON
American Enterprise Institute for Public
Policy Research
1150 Seventeenth Street., N.W.
Washington, D.C. 20036

WHO ARE VOLUNTEERS?

QUESTIONS AND ANSWERS:

What is Voluntarism?

There is no commonly accepted definition of voluntarism; serving the community or other people without regard to normal working hours and without expectation of financial remuneration seems to describe most voluntary efforts. Where stipends, out-of-pocket expenses, or academic credit is given, the benefits are given generally irrespective of the level of the volunteer's skill or the complexity of the assignment. Volunteers serve on community boards, raise funds for charity, provide professional services, work in support of public institutions and promote the advancement of other activities that they believe will contribute to the overall well being of society.

Who Volunteers?

Volunteers come from all walks of life and professions. The 1981 Gallup Survey, "Americans Volunteer", indicates that 52% of American adults and 53% of teenagers volunteer; 31% serve two or more hours per week. "Upper socioeconomic groups are more likely to volunteer. More specifically, 63% of people with annual incomes of \$20,000 or greater and 63% of people with some college education have volunteered in the past year."

Why Do People Volunteer?

According to the 1981 Gallup Survey, "Americans Volunteer", the largest proportion of volunteers first became involved with their volunteer work because they wanted to do something useful for others; had an interest in the volunteer activity of work; believed that the volunteer work would be enjoyable.

Will the Volunteer Expect a Job?

Like benefits, the expectations of a job should be discussed during the recruitment and training stage. In most instances, there will not be any expectation that volunteer service will lead to employment. However, some people do volunteer with the expectation that their assignment will enable them to enhance their skills or acquire new ones. Volunteer service may also be seen as an opportunity to explore the possibility of a new career. There are some youth programs designed to give summer employment to the most successful volunteers.

Will Volunteers Embarrass the Organization?

Volunteers are human beings, just like employees. If the organization feels that there are certain activities that are incompatible with its practices and principles, it should indicate which activities it will support

QUESTIONS AND ANSWERS cont'd

Are Volunteers Insured?

Volunteer programs should carry blanket coverage to protect the volunteer and the sponsor. Some insurance companies offer this coverage. In many instances, city, corporate, or an organization's employee coverage can be extended to cover any liability claims as a result of volunteer service.

What Level of Expertise Should the Volunteer Have?

The determination of expertise for volunteers is similiar to that made for any job. The major difference is how much training a sponsor is willing and able to give to bring a volunteer up to the level of expertise required by the assignment.

How Do We Retain Volunteers?

Volunteers, by-and-large, are motivated by the same incentives as employees: creative and challenging assignments, encouragement to grow professionally, recognition, participation in setting goals. As a rule of thumb, volunteers respond to high expectations.

What Fringe Benefits Do Volunteers Expect?

The provision of fringe benefits varies widely. In most instances benefits are limited to travel and out-of-pocket expenses related to service. Benefits often reflect the institution that sponsors the volunteer programs: educational institutions may give academic credit for service; hospitals may give medical examinations; companies may invite volunteers to participate in training programs. Benefits should be made explicit during the recruitment phase.

VOLUNTEERISM

America's Best Hope for the Future

By George Gallup Jr.

George Gallup Jr., president of The Gallup Poll, gave the following speech at VOLUNTEER's National Conference on Citizen Involvement (Frontiers 1980) in Estes Park, Colorado, on May 19, 1980.

NO ONE HERE NEED BE reminded of the importance of volunteerism in our society. As you well know, the voluntary efforts of an estimated 60 million volunteers and of voluntary organizations are what keep democracies going, by doing much of what the government would otherwise have to do.

In 1830 Alexis deTocqueville characterized Americans as people who form committees to solve community problems. More recently Waldemar Nielson, the head of a philanthropic consulting firm, speculated that this kind of voluntary activity has been instrumental of the most basic social change and reform in America—from the abolition of slavery and child labor to the vote for women.

Certainly among the more dramatic examples of volunteer power in recent months has been the public reaction to California's Proposition 13. When this law ate into needed tax revenues, volunteers moved right in to help libraries, hospitals, schools and other institutions keep up services that otherwise could not have been offered.

Some observers believe that volunteerism is the glue that holds democracy together. An article in a recent issue of the *Christian Science Monitor* forcefully reminds us of the importance of volunteerism in society: "Just imagine the results of a work stoppage by all of America's volunteers at home and around the world."

Let's look at one key dimension of the total volunteer picture today: How many Americans have engaged in such activities as helping the poor, sick or elderly?

A remarkable 27 percent of Americans—or more than 40 million Americans—say they have engaged in activities of this sort.

Young people—that is, those 18 to 29 years old—are less likely to be involved in this kind of work than their elders. One possible reason for this difference is the fact that many young people are in the process of trying to establish themselves in life and have not had time to put down roots in their communities.

Educational background is also a key indicator of volunteerism. Nearly four in 10 persons with a college background report they are involved in some form of volunteer work with the poor, the sick or the elderly.

Although the figures are reassuring, one also would have to grant that society has failed to make effective use of the talents of the great mass of people. Now that people are free to a great extent from almost complete absorption with physical needs, they can now turn their minds to other needs and solutions of problems created by modern civilization.

No one here will argue that the talents of ordinary citizens can be, and should be, utilized to a much greater extent than they are at present.

A new type of collective action is required to move society forward on many fronts. And one must never forget the importance of volunteerism to the *individual*, who sometimes discouraged about life or disappointed in his/her job, finds renewed meaning in life when s/he is involved in active service on behalf of others.

The Role of Religion

The future pattern of volunteerism will be linked closely to patterns in the religious lives of Americans, because traditionally the church has been near the center of much of the charitable activities and volunteerism of Americans. Not surprisingly, much of today's spirit of helping is religiously motivated.

Church members, for example, are far more likely to say they are involved in some sort of charity or social service work (30 percent so claim) than are nonchurch members, among whom 19 percent say they are engaged in this kind of work.

Furthermore, among those who consider themselves evangelicals, 42 percent say they are involved in such activities, a finding that seems to contradict one of the major criticisms of evangelicals—that they are socially apathetic and concerned only with the winning of souls.

Although far fewer young people in our society go to church than do their elders, they are surprisingly religious in terms of their belief levels and show a great interest in spiritual matters.

In addition, they have a strong desire to serve society. There is another side to the "me generation" among young people. Many, for example, are interested in going into the "helping professions"—medicine, teaching and so on.

One of the challenges for churches and other organizations, therefore, would appear to be to join the will to believe among young with their desire to serve others.

Churches have a great opportunity to enlist young people—and older people as well—in a whole new range of ministries or para-clerical jobs.

Where is religion headed in the 1980s? This is certainly a vital question to be asked by everyone concerned about the future of volunteerism in America.

In a book recently published by Abingdon Press, called *Search for Faith in America*, David Poling and I write:

The church of the Eighties will be more conservative in its theology and ethics. The evangelical tide is rising. A conservative young clergy has arrived, but so has a most powerful sentiment for inter-church, inter-faith relations. Christians like each other and express positive feelings across denominational lines. Will the vitality of the

Christian churches be the surprise of the '80s, affecting deeply and positively the wobbling institutions of America?

It is my belief that evangelicals will have much to do with how religion shapes up in the United States during the 1980s, given the fact that evangelicals already comprise one-fifth of the population, contribute much more generously to the church than non-evangelicals, understand their own faith better, are far more ready to speak out to others about their faith and place high priority on winning others to their evangelical faith.

High Marks for Giving

Americans are not only impressive in their volunteerism, but in their charitable giving.

Two of every three American families and single adults (69 percent) contributed to religious organizations in 1978. On the average, Americans gave \$239 to religious organizations out of a total average donation of \$358 to all charitable organizations. These results are based on a recent survey conducted by CONVQ (Coalition of National Voluntary Organizations).

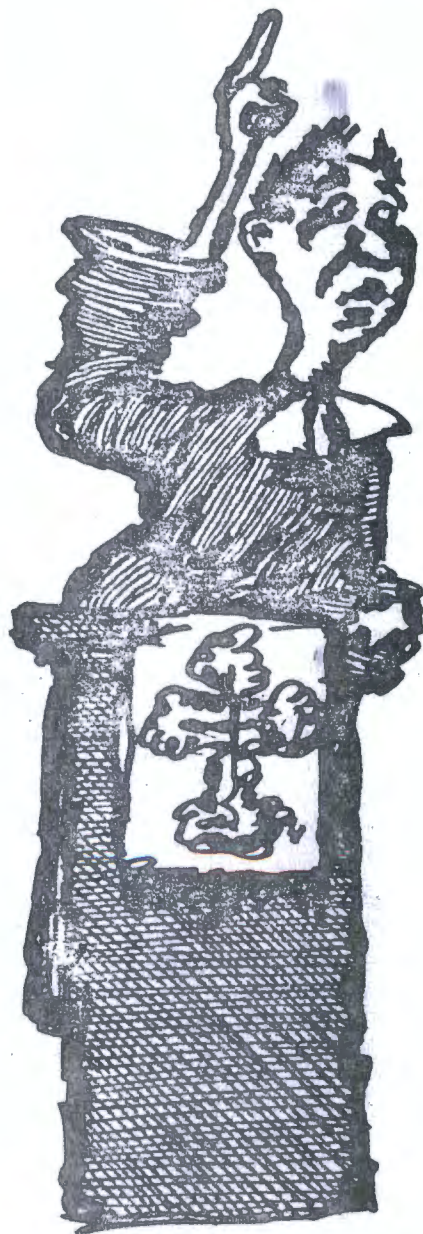
The largest number of families made donations to religious organizations (69 percent) and to health organizations other than hospitals and medical centers (66 percent). However, the average donation made to religious organizations is considerably larger than the average donation made to health organizations: \$239 vs. \$38.

Roughly equal proportions made a donation to an educational group (27 percent) or a hospital (23 percent) in 1978, while 49 percent report having given to other charities not specified in the study. The average donations given were \$16 (to hospitals), \$35 (to educational groups) and \$25 (to all other charities).

Sixteen percent report that they made no charitable donations in calendar year 1978. About one-third (34 percent) of those sampled report that they gave between \$1 and \$100; 14 percent made donations of \$101-\$200; 17 percent gave \$201-\$500; and 19 percent donated more than \$500.

While these figures on charitable giving may be impressive, some have expressed concern that changing tax laws might result in a dramatic decline in charitable donations.

"One of the challenges for churches would appear to be to join the will to believe among young people with their desire to serve others."



Since the 1940s when the standard tax deduction was introduced, there has been a steady decline in the proportion who itemize their tax return. The Gallup survey documented that at every income level, those who itemize their tax return give considerably more in charitable donations than those who do not itemize. For example, among those earning \$15,000-\$20,000, the average donation of itemizers was \$652, compared with an average of \$222 among the non-itemizers.

Growing Parent Involvement in the Schools

We are all tremendously concerned about the decline in the quality of public education in recent years, as indicated by test scores. In addition, the ratings the public gives its public schools have declined sharply since 1974 when the first survey was conducted on this issue.

Every year for the last 11 years the Gallup Organization has conducted a survey of the attitudes of the American people toward their public schools. Funding for the latest survey was provided by the Institute for Development of Educational Activities, Inc., an affiliation of the Charles F. Kettering Foundation.

The percentage of the public giving their public schools a rating of A or B has been straight down since 1974 when this measurement was first introduced in these annual studies. In 1974 a total of 48 percent gave their public schools an A or B rating; today far fewer—34 percent—do so.

My father, Dr. George Gallup, in a speech in Houston at the convention of the National School Volunteer Program, said that volunteer programs can be the most valuable tool Americans have to halt the decline in the quality of public education.

Volunteer programs, he said, are one of the best methods to deal with education costs that have doubled each decade in the last 100 years and that parent involvement in a child's studies is a prerequisite to elevating education back to the level that Americans expect.

It will cost public schools this year about \$2,000 to teach each child, and projections are that it will double by 1980 and double again by the year 2000.

Our surveys indicate that the

majority of parents want to help their child in school. Indeed, one of the more dramatic developments in education in recent years is the growing team effort between parents and teachers. Traditionally many parents have been content just to dump the problems of raising children at the door of the school, but now they appear ready and willing to work very closely with teachers. It took very serious problems, such as discipline and the abuse of drugs and alcohol, to bring them together, and in that sense it's a good thing.

This is definitely an encouraging trend because parents have to be brought into the picture. They must help teachers work on these problems.

Preference for Nonmilitary Service

An estimated four million young adults appear ready and willing to volunteer for a proposed voluntary national service program in which young people of both sexes would serve for one year either in the military forces or in nonmilitary work after completion of high school or college.

In addition, an estimated six million young persons (18-24) indicated at least some interest in signing up for such a program.

Whether or not young people have an active interest in themselves volunteering for national service at this time, an overwhelming majority (77 percent) of persons in this age group feel that young people should be given an opportunity to become involved in such a program.

Those in the survey who expressed interest in volunteering (that is, said they "definitely" or "might" be interested) were asked whether they would prefer military or nonmilitary service.

Those choosing nonmilitary service outnumbered those picking military service by the ratio of 2-to-1.

While nonmilitary service is preferred, it is apparent that such a program would also go a long way toward meeting the military needs of the nation.

The group in the survey expressing a preference for nonmilitary service was then asked where it would most like to serve and what types of work would interest it most.

Most members would want to work

**"A society cannot
be both ignorant
and free."**

Thomas Jefferson



in the U.S., with opinion equally divided between their own communities (eight percent) or some other part of the U.S. (eight percent). Another five percent said "overseas."

The most popular jobs (from a list of seven) are "conservation work in national forests and parks" and "the tutoring of low-achieving students in school."

As you are well aware, the area of tutoring children to read is a tremendous need in our society. About 20 percent of our populace is either illiterate or functionally illiterate. Thomas Jefferson once said that a society cannot be both ignorant and free, and here you have a lot of young people who would be interested in helping younger people to read.

A Willingness to Serve in the Cities

A Gallup study we conducted for the National League of Cities reveals the existence of a vast resource of volunteer citizen energy that could be used in practical ways to alleviate urban problems.

The value of such voluntary efforts on the part of the nation's urban residents would be (1) as a low cost option for providing some urban services, and (2) as an effective way to improve the social fabric of America's cities, as evidence to city government and the business community that residents believe their city has a future, and is therefore worth investing in.

Here are the key survey findings:

- America's urban residents state that they would be willing to donate an average of nine hours per month to their city and their neighborhoods. Projected to the total population of the 125 million adults residing in nonrural areas, the hours available per month come to the staggering total of approximately one billion.
- About one-half (52 percent) of America's urban residents say they would be willing to serve without pay on city advisory committees to study problems facing their cities and to make recommendations.

Committees in which urban residents express interest include those that would deal with schools and education, senior citizen problems, activities for youth, problems of the handicapped, hospitals and health care, air, water and noise pollution, city

beautification, attracting new business/industry, and preservation of historic places and landmarks.

● About two in three (64 percent) express a willingness to serve on committees devoted to the specific problems facing their own neighborhoods. Most frequently mentioned are committees devoted to the following neighborhood problems: crime and vandalism, clean-up and beautification, schools, establishment of co-operatives, such as food and general merchandise stores, and the problems of retail business, shops and stores.

● A still larger majority, seven in 10 (69 percent), state they would be willing to engage in specific neighborhood activities, including assisting in the performance of some neighborhood social services.

Activities cited most often include serving on crime watch, working in child care centers, helping in employment organizations, matching jobs/part-time work with prospects, assisting in pick-up of trash and litter on streets and sidewalks, helping to fix up abandoned buildings in the neighborhood, helping to organize festivals and block parties, assisting in monitoring or checking store prices and customer policies, and working in co-operatives, such as food stores.

Dramatic Action Needed

While volunteerism is still very much alive in America, there are some dark clouds on the horizon:

First, what will be the overall impact on volunteerism of the growing number of women who work outside the home? Forty-four out of every 100 women over 18 currently do so.

Second, if indeed there is a decline in the work ethic, will this have an impact on interest in volunteerism?

Third, if we have increased leisure time in the future, how will we handle this leisure in terms of volunteer activity?

Fourth, if there is a rise in the "me ethic" and alienation of one from another, what will this do to the quality of citizen involvement?

Fifth, if there is a growing inclination to look down on jobs that are unpaid rather than paid, will this work toward undermining volunteerism in the U.S.?

Sixth, with much of the volunteerism religiously motivated, will a decline in religious interest and involvement sig-

"The only thing necessary for the triumph of evil is for good men to do nothing."

Edmund Burke



nal a decline in volunteerism—and to what extent?

And finally, if there is a growing mood of cynicism in the nation—a "what's the use" attitude—to what degree will this thwart efforts to enlist citizens in volunteer action?

Volunteerism is clearly threatened by forces on all sides and we shall have to take dramatic and creative action to keep the spirit of volunteerism alive in our country.

In this respect, it is important to give careful attention to the way we approach potential volunteers. While our surveys indicate a vast amount of womanpower and manpower, it is not always easy to take advantage of this talent.

A volunteer program must use personal contact to recruit people, must deal with problems the volunteers consider important, must provide careful consideration of the ideas of volunteers and must recognize and reward them for their work.

Possibly the trend that would be most destructive to the spirit of volunteerism in America would be a trend toward cynicism among the American people.

There is no question that the public is discouraged over the nation's seeming inability to stem inflation, to reduce the crime rate, to make greater headway on the energy front, and to deal with a host of other problems.

Yet confidence in the future remains high and it does so for these three reasons:

First, our country has survived difficult periods in the past.

Second, Americans have shown that they have the capacity to change.

Third, we know that there is much that each one of us as an individual can do to bring about change in our communities and to better society as a whole. Such an opportunity is denied no one.

Volunteerism is not only beneficial to society, it is absolutely essential—in fact, it is our best hope for the future.

Robert Maynard Hutchins, the educator, once said, "The death of a democracy is not likely to be an assassination by ambush. It will be a slow extinction from apathy, indifference, and undernourishment."

Edmund Burke once said, "The only thing necessary for the triumph of evil is for good men to do nothing."

Reagan's Voluntarism: The Ten Percent Solution

By JAMES S. KEMPER JR.

It is a fair estimate that cuts in federal money for social service and related programs will amount to \$100 billion for the 1981-84 period. An optimistic guess as to real savings from eliminating waste, fraud, overlaps and multiple bureaucracies might be as high as \$20 billion. Who is going to fill the \$80 billion gap?

Buzzwords like "safety net" and "the truly needy" tend to numb the consciences of un-needy people. Let's face the fact that a great many sick, handicapped, elderly, unemployed, undereducated and just plain needy Americans are going to suffer in the necessary but painful process of restoring a healthy economy and a credible national defense.

President Reagan has called for an increase in philanthropy and volunteer activity, and has created the Presidential Task Force on Private Sector Initiatives. With William Verity of Armco Steel as its chairman and Michael Deaver as its White House sponsor, it should have enough leadership and clout to avoid the dismal futility of most presidential commissions and task forces. At the very least, it should be able to marshal corporate resources and increase commitments for job training, investment in Enterprise Zones and the like. But this group cannot do the whole job, or even a large part of it.

In his speech on voluntarism last October to the National Alliance of Business, the President somewhat sarcastically observed: "Federal loan guarantees will not be restored by wealthy people dancing till dawn at charity balls. Nor will we replace the Department of Health and Human Services with the Junior League"; and then he quoted President Kennedy: "Only by doing the work ourselves—by giving generously out of our own pockets—can we hope in the long run to maintain the authority of the people over the state."

Several thousand years ago, Jacob promised the Lord: "Of all that thou shalt give me, I will surely give the tenth unto thee." (Gen. 28:22). Some religious groups practice tithing; most people don't. Last

year Americans gave 1.8% of their gross income to educational, charitable and religious institutions. What would be the result if just those who could afford to do so without significantly altering their life styles decided to tithe, to become ten percenters, and to allocate the increase in their giving to those social service areas most affected by budget cuts?

Hard to say. But in 1982 more than 600,000 families will have gross incomes exceeding \$100,000. Assume average income in that group of \$200,000: If only half of them tithed, and targeted their contributions, at least \$6 billion could flow in 1982 toward the social services most affected by budget cuts.

Voluntarism involves more than money, it implies involvement. How about tithing our time? Even many affluent families have to be budget-conscious in these days, but almost everyone has time he can give. If you work a 40-hour week, for instance, you can surely find 4 hours to spend on some form of volunteer service. And the need is endless.

Some professional social service workers warn that a flood of volunteers would swamp the voluntary agencies. How would these mainly untrained people be organized, they ask, and what would they do? That should be the least of their worries. The most effective voluntary health agency in the world, Alcoholics Anonymous, is almost totally unorganized, spends almost no money, provides opportunities for every member to help if he wants to and goes blissfully on its way sobering up thousands of drunks every year while most of the trained professionals in the field are still groping for answers.

I think the concern about too many volunteers is suspect. Professionals in voluntary social agencies are subject to the same defend-our-turf syndrome that afflicts government bureaucrats.

There is need for people with a wide variety of training and skills to donate time to activities facing cutbacks because of federal budget reductions. There is also

need for every person who can comfort a handicapped child, provide companionship to an elderly person, man telephones, stuff envelopes, drive an outpatient to a hospital, empty bed pans, hold a dying man's hand, help out at a day care center—and the list of outreach needs goes on and on.

All you have to do is read the "Involvement Opportunities" columns of those newspapers that carry them (and all newspapers should). It is strictly a cop-out for anyone to say: "I'd like to help, but I don't have any training." Most volunteer service requires little training, but much heart.

Back to money. Voluntary agencies, again spreading gloom, are predicting an actual decrease in contributions because of the reduction in marginal tax rates, especially for the affluent. It need not happen.

My wife and I have tithed our gross income for the past five years—not for religious reasons, nor even as a deliberate objective, but because we became personally involved in activities that enriched our own lives. You might say this was more a case of self-interest than generosity. Our tax rate is going to drop under the new tax legislation, reducing the dollar effect of charitable deductions on the income tax we pay. But lower tax rates produce more disposable income. I expect we will continue to tithe.

In deciding where to give we follow our personal interests, which in our case means a heavy emphasis on health and social services, together with substantial support for religious groups, including those which serve the needy. The pattern reflects our personal involvement. There is no "best pattern" for giving. Each family will have its own priorities.

Which brings me to the final point. Money follows involvement. The President is right to stress volunteer activity. If you start tithing your time, you may wake up someday to realize you are also tithing your income. And I guarantee your life will be enriched.

Mr. Kemper is chairman of the board of the Kemper Group.

By-Line

A New Republic: Voluntarism Is Key To Nation's Power

I have heard citizens," Alexis de Tocqueville wrote, "attribute the power and prosperity of their country to a multitude of reasons; but they all placed the advantages of local institutions in the foremost rank."

Alexis de Tocqueville, a political scientist and historian, made the above observation after a nine-month visit to America during 1831 and 1832, which provided the basis for his prophetic, classic book, *Democracy in America*.

"I am persuaded," he observed of America, that "the collective strengths of the citizens will always conduce more efficaciously to the public welfare than the authority of government."

Exactly 150 years later, President Rea-

gan on Dec. 2, 1981, made a strikingly similar observation when he announced the start of a national drive to enlist private-sector resources to help solve the country's economic and social problems.

Survey Indicates Support

Speaking to his Task Force on Private Initiatives, composed of 44 business, labor, political and community leaders, Mr. Reagan insisted that "voluntarism is an essential part of our plan to give government back to the people."

"Help us create new leadership at the state and local level," he told the group, "a new alliance for progress here at home. Help us put America's future back in people's hands."



Jeffrey St. John

Does the president have public support for such an effort?

Apparently he does, according to a new poll commissioned by the American Enterprise Institute (AEI) and conducted by the Roper Center for Public Opinion Research, released on Dec. 7, 1981. The major findings of the AEI-Roper Survey:

- Seven in 10 Americans think tax money used for human services is ill-used.
- Twice as many people believe voluntary organizations are more responsive to people's needs than the federal government.
- Two out of three people say that government programs discourage many people from trying to solve their problems.

The Roper poll is part of AEI's newly formed Center for the Study of Private Sector Initiatives, created to confront the question of whether the private sector can or should play a larger role in solving society's problems and delivering human services.

According to the AEI-Roper survey, a majority believes problems of unemployment, human health and job training should be handled through private-sector efforts.

Most surprising was the belief of those questioned that only 25 cents of each dollar spent by government actually ends up benefiting those who are supposed to receive aid.

By contrast, the same survey found that many people think that 50 cents of each dollar spent by the United Way reaches its target.

Greatness Lies in Voluntarism

At its Public Policy Week in Washington last December, several AEI sessions were devoted to prospects for private-sector initiatives in the 1980s. Several scholars argued that a shift of political power in the last half century to Washington and away from communities, voluntarism and private-sector initiatives counters the success of the American experiment as discerned by de Tocqueville.

"America is healthy," insisted AEI, "only when there is a balance of federal government activity with private and local activity — the sort of balance established at the American founding in 1787."

As we approach the bicentennial of the U.S. Constitution, we should keep in mind that America is not exclusively a republic of political power. It is a vast republic of voluntary values and actions that represent its real greatness.

As de Tocqueville observed, the individual's attachment to the local community produced "a pride in the glory of the nation; he boasts of its success, to which he conceives himself to have contributed; and he rejoices in the general prosperity by which he profits."

TRANSFERABILITY OF VOLUNTEER SKILLS: HOW AND WHY

by Carol Truesdell

Carol Truesdell, a former President of the Minneapolis Junior League, initiated and designed the Association's of Junior League's Career Development Program, implemented nationally for the past 3 years. Carol is currently employed as Assistant Director, Training and Program Development Committee of CHART and chairman of the Advisory Committee of the Governor's Office of Volunteer Services.

Consider a woman in her early forties. She graduated from college twenty years ago and worked for a few years after marriage to afford the downpayment on a new home or to help her husband through graduate school. Since then she has been raising children, managing her household, and doing volunteer work. Her volunteer activities have been expansive and often at high levels of responsibility. She has developed competence in several skill and knowledge areas. Now for reasons of economic or psychological need, she wishes to re-enter the job market.

With no recent paid work experience; no advanced or recent academic degrees; and no technical experience, she must now sell herself to an employer for the first time in twenty years. She knows she has been effective in the voluntary sector, but wonders if an employer will recognize the expertise gained there and acknowledge its transferability. Will she be given credit for her volunteer work?

This is an increasingly important question for many women today. As 50% of women are employed or entering the job market: as one out of three marriages end in divorce; and as 50% of families include more than one wage earner, the need to receive employment credit for unpaid work is no longer an academic subject, but one of vital importance.

Consider an employee performing a routine, non-professional job. He is offered an opportunity to participate in his company's new volunteer program. After assessing his interests, skills, and values, the corporation's Volunteer Director places him in an agency serving senior citizens. Through his volunteer work, he gains new lifework satisfactions and develops new communication, program development, and organizational skills. He is a happier, more productive employee, demonstrating new areas of competence. Will his supervisor recognize his skills developed through volunteer experiences, and recommend a promotion?

Increasingly volunteers are asking more of their volunteer work than altruistic feelings. They are demanding meaningful responsibilities, a new professionalism in program management, and opportunities for personal growth and career development. Both re-entry women and corporate employees are asking for transferability — for the recognition by employers of competencies gained through unpaid work experience.

To respond specifically to the needs of re-entry women: to gain access to the paid job market, CHART, a nonprofit training and consulting firm, built a business internship option into TRANSITIONS, its women's program designed to help women facing life and work decisions.

This program offers women with college degrees, extensive and focused volunteer work, and management potential, opportunities for six-month part/full time, paid internships at the professional entry level in Twin Cities corporations. Employers are asked to judge candidates' on a functional basis, not on employment histories, recognizing that skills and knowledge developed in unpaid work experiences are as valid as those learned through employment.

As the designers and coordinators of the Business Internship option, Marion Etzweiler and I have placed thirteen women in internships over the last year with significant results:

1. Employers, though initially hesitant, are highly impressed with the quality of work performance, demonstrating the validity of the transferability concept; the commendable work characteristics of volunteers; and the high motivational level of re-entry women.
2. Several interns have been hired on a permanent basis following completion of their internship experiences.
3. All interns feel it would have been difficult, if not impossible to "get in the door" without effective advocacy for their volunteer credentials.

One of the most prominent groups advocating statewide for the transferability of volunteer experience has been the Governor's Office of Volunteer Services (G.O.V.S.). Its research and follow-through action in this area have been nationally recognized. To date, G.O.V.S. has taken the following steps:

1. Employers in both the public and private sectors have been urged to include Volunteer Experience on their job application forms.
2. Through a grant from the Intergovernmental Personnel Act (IPA) and in conjunction with the Minnesota Association of Counties, G.O.V.S. is developing resources for a) Volunteer Directors and leaders; b) Volunteers; and c) State Personnel Directors to assist them in transferring volunteer experience to employment credit. Upon completion of the materials, training sessions will be held for the voluntary and public employment sectors.

The primary finding resulting from research and the IPA project is the need for comprehensive documentation of volunteer experience by the social service agency, the volunteer organization, or by the volunteers themselves. In response to the demands of the voluntary sector asking asking employers to give credit for volunteer experience, employers are reacting with their own demands, requesting that voluntary organizations pattern their record-keeping and personnel systems after employment models. Volunteers and Volunteer Directors are being asked to change their practices to meet the needs of employers, not the other way around.

Employers, therefore, are beginning to ask for time records, accurate job descriptions with performance standards, supervisory methods, training records, and

periodic performance appraisals. In order for Volunteer Directors to write meaningful letters of recommendation or for volunteers to write effective resumes, volunteer experience will have to be documented the same way paid work is assessed. This expectation — realistic or not — may have far-reaching ramifications for the tenor and direction of future volunteer programming.

Though the rationale supporting employment credit for volunteer experience is philosophically and pragmatically sound, the realities of transferability are not as encouraging. It is easy to be intellectually challenged by the concept and yet naive about the difficulty of its implementa-

tion. Since basic attitudinal changes are involved regarding the definition of work, painstaking advocacy on the part of voluntary organizations and volunteers will be necessary to make this concept a working reality.

Forceful economic and social trends are pushing the voluntary sector to upgrade its programming. The voluntary sector is making new demands of employers. Employers in return are asking for a new professionalism from volunteers and volunteer leaders. Each is asking for accountability from the other. New challenges. New problems. New options. New answers. Yet movement. And a new respect for voluntarism.

RECOMMENDATIONS TO EMPLOYERS

1. Remember that by recognizing the marketability of volunteer work, you are encouraging and supporting citizen participation which improves the quality of life in your community.
2. Don't overlook the significant learning and competence that can come from carefully designed volunteer experiences.
3. Try to distinguish the volunteers who have focused their time and effort in a few significant areas in order to achieve results from those whose service is shallow and fragmented.
4. Learn to think functionally, instead of by title or position. Determine HOW a person did a job as well as WHAT he/she did.
5. Ask the same questions you would ask of a person with a paid work history:

How many hours per week did you work?
What were your responsibilities?
What skills and knowledge did you use?
What training did you have?
What did you accomplish?
How were you evaluated?

6. Recognize that some of these questions may be difficult for volunteers to answer since most volunteer organizations are just beginning to recognize the

need for documentation of volunteer experience and the need for performance appraisals against objective standards.

7. Recognize that volunteers are generally self-starters and usually highly motivated, dependable, and people-oriented — all important work characteristics.
8. Consider that it is usually more cost-effective to train a generalist in technical areas than it is to teach a technical expert how to relate to people.
9. Remember that volunteers know the community well, have many contacts and a highly developed sense of public relations.
10. Realize that re-entry women, trading on their volunteer skills, present your company with an additional, untapped pool of management talent and an opportunity to achieve your EEOC objectives.
11. Recognize that a particular paid job cannot meet all an employee's life-work needs. Volunteer experiences can supplement paid work satisfactions.
12. Consider that well-chosen volunteer placements can help an employee expand on current skills; develop new competencies; or provide opportunities to function in new roles (eg. supervisory), leading to improved job performance or the chance for advancement.

RECOMMENDATIONS TO VOLUNTEERS

1. Choose your volunteer work carefully. Select a program headed by a Volunteer Director who insists on record-keeping and documentation of volunteer experience. Think more about how you will learn from a particular job and less about its title and responsibilities.
2. Focus your volunteer work. Avoid fragmentation of time and effort. Consciously try to develop marketable skills and knowledge.
3. Accept increased responsibilities. Plan these career steps as seriously as a paid employee.
4. Keep accurate time records. Insist on an up-to-date job description and on-going supervision.
5. Request orientation to the agency or program and its clientele: on-the-job training; supplemental skill training; and interaction with staff and Board mem-

bers. Keep records of what you have learned. Consider applying for academic credit.

6. Request periodic job appraisals based on an accurate job description with performance standards or supplemented with personal goals and objectives.
7. Keep your own volunteer career portfolio, including letters of recommendation.
8. Prepare a resume, including a functional component as an addition to any chronological listing of experience.
9. Write cover letter tying your skills to the qualifications for the job. Remember to think functionally.
10. Be prepared to advocate assertively for the validity of transferability of skills.

Volunteers Make a Difference, Bit by Bit

by Marilyn Wellemeyer

On Monday evenings Ralph Massey, vice president and treasurer of Chemical Bank of New York's international leasing division, exchanges his banker's blue suit for jeans, descends from his 83rd-floor office in Manhattan's World Trade Center, and takes the A train to the urban jungle of West 42nd Street. For a year Massey has served as a volunteer at Under 21, a shelter for homeless and runaway kids lured to the Times Square area by easy money in the drug and sex businesses. Offering sanctuary to 200 youngsters a night, Under 21 is maintained by Covenant House, a child-care agency founded in 1968 by Father Bruce Ritter after ten teenagers, exploited by pornographers and junkies, begged him for a safe place to sleep.

President Reagan cited Covenant House as a prime example of private initiative when he urged a step-up in voluntarism before a National Alliance of Business meeting this fall. At least 90% of its \$12-million budget comes from private contributions; its staff of 300 relies on 60 full-time volunteers and 200 part-timers who, like Massey, work at least four hours a week. Massey and the businessmen pictured on the following pages belong to the 31% of the population over age 14 who, according to a Gallup poll, regularly did volunteer work in the past year. These executives give the gift of self to institutions new and old, in jobs tough and tender. Bit by bit, they make a difference in the lives of the disadvantaged and disabled, and in the life of entire communities.

A touch of fright

A volunteer's first challenge is finding a place he can be effective. The father of seven, Massey had a natural desire to help young people. His church steered him to Under 21. Massey's father was a police officer in a black district of Cleveland, so he thought he'd have little trouble mixing with the youngsters who turned up at Under 21, 90% of whom are black or Hispanic. But adjusting to his own minority status

proved harder than expected. He couldn't help feeling a bit frightened one evening when five youths jeered him abusively, mocking his color, his years, and his receding hairline.

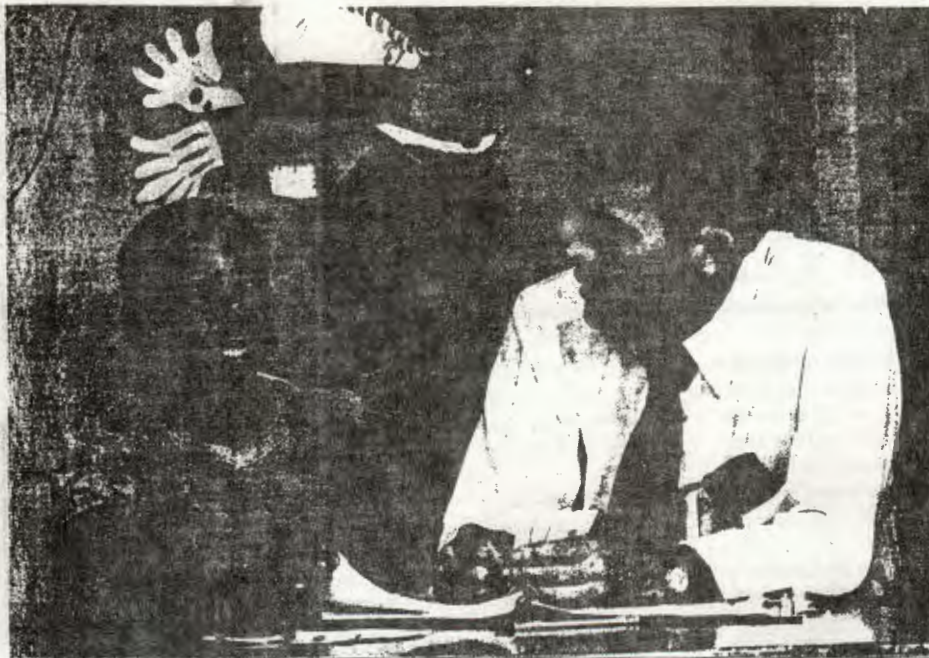
Massey's job is to strike up a conversation with a new arrival and draw him out

about his background. He finds he has a knack for it. Following the talk, he writes an assessment for the professional staff, who then lay out with the youngster a set of goals for finishing school or finding a job and a place to live. "These kids are sur-

continued

At a Manhattan youth shelter, banker Ralph Massey, 51, raps with a jobless teenager.





On Your Own Time continued

Lawrence L. Gellerstedt Jr., 56, whose company built Coke's Atlanta headquarters, drills Darryl Brown, 9, in arithmetic.

vivors on the streets," says Massey. "You have to be willing to confront them and challenge them to get their lives in order. This work is really parenting, but you can't help someone unless he wants help."

The work is largely its own reward. Since youngsters stay an average of only two weeks, success is hard to judge. But Massey feels that his experience as a case worker will make it easier for him eventually to lend his business and financial skills to an institution like Under 21. That place is already a little richer thanks to him. Chemical Bank awards \$250 to the institution served by its "volunteer of the month." Massey won that distinction last July.

For businessmen deeply involved with municipal affairs, hands-on volunteer work can offer a chance to take the pulse of the city. Lawrence L. Gellerstedt Jr., president of Beers Construction Co. and chairman of the executive committee of the Citizens & Southern Georgia Corp., is a mover and shaker in Atlanta's downtown business community; Beers recently completed Coca-Cola's headquarters and a 47-story office tower for Southern Bell.

With an eye to sizing up tax-supported education in the central city, Gellerstedt arrives at the Ed S. Cook elementary school at 10 A.M. every Wednesday. He tutors fourth-grader Darryl Brown in reading and arithmetic. Atlanta's moneyed elite, who tend to send their children to private schools, often criticize the pub-

lic schools without firsthand knowledge. "Maybe the real cutting edge of where this city is going to be ten years from now is public education," says Gellerstedt, whose grandchild attends a public elementary school, as did his children. "If it's perceived by taxpayers as part of civilization's future, that's one thing. If the vast majority feel it's pouring money down a rathole, that's another. I'm impressed by what I see of the children, and I can relate to my peers my observations."

Measuring the effectiveness of social services became the subject of debate between Leo B. Kelly, a senior sales executive

with Xerox in Philadelphia, and his wife, Maryann, a professional social worker. Kelly argued that if a salesman's productivity could be measured, a social worker's could too. Two years ago he took a social-service leave from Xerox (with full pay and benefits) and set out to find jobs for prisoners released from Philadelphia jails.

The recidivism rate in Philadelphia usually runs about 65%. "A guy coming out of prison without a job doesn't stand a chance," notes Kelly. "But I felt I could shoehorn these people into the system. I could make them tax producers instead of tax spenders." He teamed up with David Owens, 46, superintendent of Philadelphia prisons, and Father Victor Eschbach, 37, a priest in the ghetto of North Philadelphia, which is home to much of the city's prison population. During his year's leave, they got measurable results: 185 people

continued



At the Courage Center in Golden Valley, Minnesota, stockbroker Lester Beernink, 43, helps Matt Lommen, 20, exercise.

placed in jobs, 80 of them ex-offenders. "I wanted to prove that I could do it without a government agency, without spending millions," says Kelly.

It was a hard sell. Making his pitch in person, Kelly argued that since businesses were being ripped off, they had a stake in attacking a major cause of crime, unemployment. Small favors helped. He got Phillies center fielder Garry Maddox to send autographed pictures to one businessman and Eagles coach Dick Vermeil to inscribe pictures to the kids of another. When the businessmen called to thank Kelly, he hit them up for jobs.

Kelly guaranteed that those hired would perform. He and Father Victor interviewed all candidates, saw that they were properly dressed, taught them how to behave in an interview, even how to shake hands. He impressed on them the responsibility that came with a job. Once they were placed—National Liberty Corp. and ARA Services hired a lot—Kelly followed up to deliver an occasional reprimand for tardiness or

absence. None of the workers has been reported to have committed an offense against his employer.

A matter of attitude

Many businessmen are drawn to causes that have touched their lives. Lester Beernink, a Merrill Lynch assistant vice president in the Minneapolis suburb of Wayzata, works at the Courage Center in nearby Golden Valley, which offers rehabilitative therapy to 16,000 disabled people a year. One of 150 volunteers who work regularly at the center, Beernink helps four young men whose movements are impaired perform conditioning exercises. He feels uniquely qualified; he lost his left leg at 18 months because of a birth defect and as a child attended a camp sponsored by a predecessor to the center. "I have both empathy and objectivity toward these people," he says. "It takes both attitudes to adjust to their situation."

The custom of citizens banding together to supply community services may have a

Arthur Q. Funn (left), 55, of Long Island Lighting Co., and Frederick H. Kingsbury III, 44, of Johnson & Higgins, serve as ambulance crew chiefs in Manhattan's Central Park.



Terry O'Neil



John Madore

At Holmesburg jail in Philadelphia, Leo Kelly, 38 (right), of Xerox talks with inmate Omar Ali, 37, about getting a tent for boxing. Says Ali: "He tries to bring as much wholesomeness as possible."

small-town ring. But dedicated New Yorkers have created a volunteer emergency medical unit in Manhattan's Central Park because city ambulances were taking too long to get there. Linked to the police communications system, the Central Park Medical Unit's own ambulance now takes an average of 3.3 minutes to respond to a call anywhere in the park's 840 acres. Operating only on weekends and for special events, when the park is most crowded, the ambulance is staffed entirely by 40 volunteers, each with at least 100 hours of emergency medical training.

Arthur Q. Funn, a senior attorney with Long Island Lighting Co., supervises the unit's operations, and Frederick H. Kingsbury III, vice president at the insurance brokerage firm of Johnson & Higgins, is an assistant director. Athletic injuries account for three-quarters of their calls, with bicycle accidents topping the list and heart attacks causing the most frantic moments. Operating on \$8,400 from private donations, the volunteers figure they gave the city \$200,000 worth of medical service last year. "For us it's not all trauma," notes Kingsbury. "We can enjoy the trees, the people, the blue skies, and the sunshine."

Volunteer work has also helped Kingsbury's business career. He developed an emergency medical training program for Johnson & Higgins employees that attracted the attention of the board. Last February, after ten years as an account executive, he was named vice president and coordinator of corporate contributions. **F**

HOW TO UTILIZE VOLUNTEERS

HOW TO UTILIZE VOLUNTEERS

BETTY BRAKE (MODERATOR) is the Director of ACTION's Older American Volunteer Programs (OAVP). She oversees the activities of more than 296,000 volunteers in the Retired Senior Volunteer, Foster Grandparent and Senior Companion Programs. In October, 1981 Mrs. Brake was appointed Executive Director of the White House Conference on Aging.

Mrs. Brake has spent many years as a volunteer in community and political service in Oklahoma City. A member of the Oklahoma State Republican Committee and vice chairperson of the Republican Party in Oklahoma County from 1967 to 1971. Mrs. Brake was co-chairperson and executive director of President Reagan's election committee in the state in both 1976 and 1980.

BETTY BRAKE
ACTION - Older American Volunteer Programs
Suite 1006
Washington, D.C. 20525

DENISE OTT is Project Director for VIGOR (Volunteers In Government Responsibility).

DENISE OTT
VIGOR
Room 4 W04
1300 Perdido Street
New Orleans, Louisiana 70112

JO ANN SWINNEY is Director of Community Affairs for Teneco, Inc. She is responsible for contributions, memberships, federal campaign, volunteers and employee assistance. Ms. Swinney is also active with numerous organizations in an advisory capacity at both the national and local levels.

JO ANN SWINNEY
Teneco, Inc.
P.O. Box 2511
Houston, Texas 77001

JULIE WASHBURN is Director of the Volunteer Services Bureau and President of the national Association of Volunteer Bureaus. She is also a member of the Citrus Council of Girl Scouts and a national trainer for Girl Scouts USA. In addition, Ms. Washburn is a consultant with VOLUNTEER.

JULIE WASHBURN
Volunteer Service Bureau
121 East Colonial Drive
Suite 201
Orlando, Florida 32801

HOW TO UTILIZE VOLUNTEERS

QUESTIONS AND ANSWERS:

Do Volunteer Programs Cost Money?

The answer, of course, depends on the project design. An initial determination must be made as to whether you intend to fund community project, a volunteer component of a community project, or both. For example, if a corporation were to decide to build a community youth center, it might donate land and materials on the condition that volunteers construct and maintain it. On the other hand, the corporation may limit its participation to the volunteer component. The cost of a volunteer component varies. Projects involving a large number of volunteers frequently require employment of a volunteer coordinator and, depending on the complexity of the activities, training. Fringe benefits must also be considered.

Why Should A Corporation Start or Support a Volunteer Program?

Corporations participate in community affairs for a number of reasons: image, professional development of employees, belief that the corporation as part of the community has a responsibility to the community are just a few possibilities. Voluntarism and the support of volunteer programs are just other ways for corporations to participate in community affairs.

How Do We Select a Project Focus?

It depends, if you want to develop and support specific projects or you intend to assist in the general mobilization of volunteers for a wide variety of community projects. ACTION, for example, is targeting its resources on drug abuse, literacy, Vietnam Veterans, runaway youth, refugees, and youth, areas identified as administration priorities. Selection of specific projects may reflect discussions with local officials, community leaders, and other corporate leaders. For more general efforts, corporations may opt to direct potential volunteers to local organizations, such as voluntary action centers (VAC) that specialize in matching volunteers to volunteer assignments.

Will Employees See Volunteers as a Threat?

Volunteers are not seen as a threat when properly intergrated into the workplace. Without doubt, there will be an initial reaction by employees and the union; volunteers may be seen as taking away jobs or threatening the status of some professionals. Early participation of employees in developing volunteer assignments will ensure a "no threat" situation.

Who supervises and trains volunteers?

Supervision and training are key to successful volunteer programs. In projects involving a small number of volunteers, supervision and training is the responsibility of the department to which the volunteer is assigned. In larger projects, a volunteer coordinator is employed to coordinate recruitment, training, and supervision. Depending on the project and the sponsor, training may be done in-house or contracted out. It is important that the lines of authority are clearly delineated by the sponsoring institution.

For Whom Does the Volunteer Work?

The volunteer works for the organization to which he or she is assigned. The problem arises when a volunteer is recruited by one organization and assigned to another. For example: a corporation may wish to develop a large corporate volunteer program and employ a volunteer coordinator. The activities, however, require that the volunteers be assigned to a variety of community organizations. In this case, it should be clear that the volunteer receives assignments and supervision from the community organization. As a general rule, the clearer the lines of authority, the more successful the program will be.

Can Volunteers See Confidential Information?

This, of course, depends on the sponsor's policy, rules, and regulations. If confidential information would enable a volunteer to do a better job, the sponsor would use the same discretion it would use with employees. There are assignments, such as service in hospitals, where volunteers are routinely included in staff discussions of patients.



SECRETARY OF STATE

MEMORANDUM

TO: Participants of the National Workshop on Volunteerism

FROM: The Honorable Ralph Munro, Secretary of State
The Honorable Pat Fiske, State Representative

Washington State has long been a leader in the development of citizen volunteer programs. We have tens of thousands of citizens who volunteer each day throughout the state.

The attached outline is a brief guideline of ideas that may be helpful in your local area or state.

Should you have questions, please call or write to us.



SECRETARY OF STATE

WHAT COUNTY/CITY OFFICIALS CAN DO TO ENCOURAGE AND SUPPORT VOLUNTEERISM

- Have body of authority (city commission, county commissioners, etc.) pass motion supporting concept of volunteerism and encourage its use within structure
- Designate individual, agency or entity within County/City structure to be organizational point for volunteer involvement (i.e., Regional Planning Office, Community Planning Board staff, community affairs office, etc.)
- Designated entity is to contact County/City offices to determine possible placements and need for volunteers. Develop volunteer job descriptions
- Designated entity develops volunteer advisory group by soliciting County/City employees, unions, and interested community agencies
- County/City officials agree to provide recognition of volunteers on a regular basis. Recipients to be determined by advisory body. Suggestions requested from community
- Utilize County/City newsletter (memo sheet) to notify offices of available volunteer skills and which offices are utilizing volunteers
- Have designated entity submit informal reports to Legislature and Governor at end of year
- Request local newspaper to run special articles on local volunteer effort for one week every year (or one day a week yearly)
- Not only honor County/City employees who utilize volunteers, but honor those who spend their time volunteering in the community
- Develop County/City statutes to provide protection and coverage for volunteers: Labor and Industries coverage, liability protection and the authority and insurance necessary to transport self and/or clients in a County/City vehicle
- Allocate funds to cover the above needs



SECRETARY OF STATE

WHAT LEGISLATORS CAN DO TO INCREASE AND SUPPORT VOLUNTEERS

- Create legislative authority for state governmental agencies to establish volunteer programs which will humanize and supplement the state's delivery of services to its citizens
- Encourage the executive branch of state government to establish and appropriate funds for a state-wide center for voluntary action. The center would provide a network of technical assistance and information for volunteer programs throughout state and local communities. An additional function of the center would be to ensure the promotion and recognition of volunteers
- Develop legislation which authorizes volunteers the protection need to volunteer - such as Labor and Industries coverage, liability protection, and the authority and insurance necessary to transport themselves and/or clients in state or private vehicles
- Provide incentives to volunteers through state income tax deductions for volunteer time and expenses
- Develop volunteer recognition events in their local districts
- Work with local City and County officials in developing volunteer programs and recognition for local volunteers
- Work with corporations and small businesses in the development of programs for the private sector which assist them in providing technical assistance and funding for voluntary efforts. Encourage private sector to motivate, recognize or award employees' voluntary efforts
- Do some "hands on" volunteering in your own community



SECRETARY OF STATE

WHAT THE PRESIDENT CAN DO TO PROMOTE AND ENHANCE VOLUNTEERISM

- By executive order, establish the authority for federal government agencies to develop and implement volunteer programs which will humanize and supplement the federal delivery of services to its citizens
- Establish a National Center for Volunteer Action to ensure a national network of technical assistance for volunteer programs throughout the nation and to provide promotion and recognition of volunteer efforts
- Request legislation which authorizes volunteers the protection they need to volunteer for federal government, such as Labor and Industries coverage, liability protection and the authority and insurance necessary to transport themselves and/or clients in federal or private vehicles
- Provide incentives to volunteers through federal income tax by allowing deductions for volunteer time and travel
- Sponsor national volunteer recognition events
- Work with state executive offices in developing voluntary centers and recognition events
- Ask each agency annually what steps they have taken to ensure use of volunteers within their agency and those state/local agencies which they contract with
- Provide for incentives in federal grants if citizen volunteers are utilized



SECRETARY OF STATE

A SMALL SAMPLE OF WHAT VOLUNTEERS ARE DOING IN WASHINGTON STATE

- With the encouragement and assistance of volunteers and community agencies statewide, the executive branch has created a volunteer advisory board. The advisory board consists of volunteers, corporation representatives and community agency heads from all regions of the state. This group will determine what current volunteers needs are and what form a new state volunteer center should take
- Citizen groups developed several pieces of legislation which encourage and assist the use of volunteers
- Citizens developed local volunteer bureaus in local communities. These bureaus assist in the placement, training and recognition of volunteers
- Volunteers compiled and maintained an extensive volunteer resource library which was available to volunteer coordinators throughout the state
- Executive branch coordination of food bank drives in state government offices
- Skilled community leaders volunteer to provide free training and technical assistance to other volunteer programs across the state. This activity was organized through the original state-wide Center for Voluntary Action
- Volunteers assisting with various activities like tutoring within state institutions (prisons, mental health hospitals, facilities for disabled)
- Senior volunteers assisting other seniors in completing medicaid forms. Program is organized on a state-wide basis
- Volunteers providing hospice programs for the terminally ill in various counties around the state
- Four-wheel drive clubs organizing "sweeps" of the beaches to clear them of litter
- Volunteers working with Emergency Services to provide clean-up and flood-watch during the Mt. St. Helens eruption
- Volunteers working state-wide pulling tansy ragwort weeds from public roadways to avoid chemical spraying of those areas
- Hundreds of volunteers are involved in public schools across the state
- Mountain rescue volunteers are active on a daily basis

ALABAMA OFFICE ON VOLUNTARISM

A systematic way to help people to help themselves

It is the recommendation of the Board to establish an Alabama Office on Voluntarism. As outlined, this Board comprises 35 highly respected, well-qualified individuals representing:

Government and Public Sector (5)	Service Organizations (3)
Older Americans Programs (3)	Business and Industry (4)
Hospital Volunteer Services (2)	Service Providers (7)
Voluntary Action Centers (3)	Volunteers (5)
Education (2)	State DOVS (1)

STATEMENT OF PURPOSE

The Alabama Office on Voluntarism will exist with the primary goal of serving as a statewide resource to state and local agencies and organizations on the professional development and management of volunteer services to provide maximum support and enhancement to their programs. This goal contrasts and complements the direct delivery of services and in no way duplicates programs offered by existing state and local agencies and organizations.

I. WHAT IS A STATE OFFICE ON VOLUNTARISM?

A neutral central statewide office to serve the public, private, religious, and corporate sectors by assisting new and existing volunteer service programs to increase access to technical assistance, information on training, public relations, volunteer benefits, and an awareness of the potential of volunteer services.

II. WHY DOES ALABAMA NEED A STATE OFFICE?

With the increasing needs of the citizens of Alabama and decreasing state and federal funding, ours is the only coordinated effort through all sectors statewide to emphasize the value and potential of volunteers to serve as a resource to meet these unmet needs. The Alabama Office on Voluntarism will serve to encourage and support the coalition of agencies, organizations, churches, communities, and individuals to maximize capabilities of volunteers to solve problems.

III. WHY DOES A STATE OFFICE NEED A PAID STAFF?

The effective management and coordination of our greatest natural resource--volunteers--requires technical expertise in the areas of community organization and development, personnel management, public relations, planning and needs assessment, adult education, and other professional skills. To attempt to coordinate and mobilize our massive potential volunteer resources, state and local agencies, community groups, professionals in human service delivery fields, and community leaders requires exceptional skill, time, and commitment. Although the numerous resources and talents of the members of the Alabama Office on Voluntarism Board, the agencies they represent, and many volunteers directly serving the Alabama Office on Voluntarism provide an excellent foundation for success, the continuity and professional expertise of a director, an administrative assistant, and secretary will to a large extent determine the promptness and efficiency of its success.

IV. WHAT FUNCTIONS WILL THE ALABAMA OFFICE ON VOLUNTARISM PERFORM?

This office will serve as an independent central office providing services statewide such as:

- A. Coordinate consultation and technical assistance to start or improve volunteer programs statewide.
- B. Coordinate existing volunteer programs and services to avoid duplication or gaps in services.
- C. Assist in coordination and cooperation of efforts among state and local service agencies to initiate or expand volunteer services to enhance these programs.
- D. Raise the awareness of the benefits of volunteerism to Alabama by:
 - 1. Public relations
 - 2. Developing a state calendar and journal of volunteer activities and accomplishments.
 - 3. Involve the corporate sector in the encouragement and support of community volunteer services.
- E. Increase the availability of information pertinent to volunteer management, training, model programs, resources, and funding.
- F. Provide support, education, and citizen awareness for issues and legislation beneficial to the volunteer field.
- G. Acquire statistics on the nature and amount of volunteer services delivered to the citizens in Alabama.
- H. Facilitate training and assistance to the community leaders who can establish community-wide volunteer services to support programs such as transportation, mental health services, education, and assistance to the aged, handicapped, and children.

Testimony

The Cost-Effectiveness of a State Center for Voluntary Action

The State Center for Voluntary Action with its council, small core staff and many volunteers would be able to provide up-to-date technical assistance and printed information regarding the development and management of volunteer programs to over 1000 public and private agencies throughout the state.

The Center would provide a focal point for promotion and encouragement of increased citizen participation through a variety of media and public events.

The Center would provide 1500 volunteer program managers and volunteers across the state with workshops and training related to effective volunteer program management

Twenty-six volunteer information centers would be set up in cities around the state to serve as local networking and resource points for the state Center.

Fifteen to twenty experts in the field of volunteer program management would volunteer to serve as trainers and consultants to community groups and agencies.

The request for four hundred and ninety seven thousand dollars would pay for the Center staff of five persons, a resource library, printing, office space and supplies and travel necessary to carry out the responsibilities of the act.

The estimated value of volunteers serving the Center as trainers, consultants, volunteer information points and council members equals four hundred and seventy-six thousand dollars.

The commitment of state dollars goes far beyond those figures. Studies conducted several years ago showed that Washington State had 774,000 volunteers serving over 160 million hours in their communities. That is an equivalent to 77,000 full time persons meeting community needs in our state without financial reward.

A study completed by the Department of Social and Health Services demonstrates that for every dollar a state agency pays for volunteer program management, a total of four dollars is returned when figured at the previous minimum wage of \$3.00 per hour.

More important than all the figures presented here is the opportunity facing Washington State; to challenge each and every citizen to volunteer their time, talent and energy to better their community and the quality of life for all.

PROPOSED CENTER FOR VOLUNTARY ACTION

INFORMAL SURVEY

The planning committee would like your thoughts on the need for the proposed center, what it could do for your organization, and what you and your group might be willing to do to make it work.

1. Approximately how many volunteers per year does your organization use? _____ provide? _____
2. What should be the major purposes of a state center for voluntary action:
3. What kind of support could the proposed center provide for your organization?
4. What services would be most valuable to your organization? (Rank from first priority, 1 - 5).
 - _____ Statewide recognition for volunteer efforts.
 - _____ Coordination of volunteer resources.
 - _____ Communication among groups using volunteers.
 - _____ Distribution of books, films, materials, etc.
 - _____ Recruitment techniques and assistance.
 - _____ Public relations in support of volunteers.
 - _____ Advocacy for volunteers.
 - _____ Training for volunteers and supervisors.
 - _____ Technical assistance to volunteer programs.
 - _____ Other:
 - _____ Other:
5. How should a center be funded? (Check all sources you feel are appropriate.)
 - _____ State legislature
 - _____ Governor's Office
 - _____ Federal grants
 - _____ Private foundations
 - _____ Memberships or fees from users
 - _____ In-kind contributions from volunteers or organizations
 - _____ Other
6. What would you or your organization be willing to do to establish and maintain an effective statewide center for voluntary action?
7. Other Comments:

Name of organization _____

Contact _____

Address _____ Zip Code _____

Phone _____

Form filled out by _____

Title: _____

ALABAMA DEPARTMENT OF PENSIONS AND SECURITY VOLUNTEER SERVICES

As the state's public welfare agency, the Alabama Department of Pensions and Security recognized in the late 1970s that our clients' needs were escalating at a more rapid pace than staffing or funding. There was also a realization that significant resources at the state and local level were going untapped. Alabama's people, as volunteers, were the most viable and limitless source of assistance to their neighbors, our clients. A study was made to analyze the desirability and feasibility of designing a volunteer component into the service delivery systems of our department.

ASSESSMENT OF NEED

The State Department of Pensions and Security surveyed the 67 County Departments in the summer of 1978 to determine interest in and need for an emphasis in organized Volunteer Services. Over two-thirds of the counties requested immediate training and on-site technical assistance.

Specific BARRIERS to volunteer activities in the local programs were identified as:

1. No demonstrated administrative commitment or program priority to development of volunteer services
2. Lack of personnel designated to organize and maintain volunteer services
3. No state or local support to fund reimbursement for authorized volunteer expenses
4. Inability to cover volunteers for personal or automobile liability and medical accident insurance
5. Lack of state guidelines or directives for implementation and utilization of volunteer services
6. No communication between the counties or State Department regarding existing or potential volunteer services

By establishing an Office of Volunteer Services, this Department made a significant and tangible effort to remove these barriers and solidify administrative support to an organized system of maximizing volunteer resources.

PHILOSOPHY ON VOLUNTEERISM

The Alabama Department of Pensions and Security has since become committed to the belief that Volunteer Services enhance the quality and quantity of services delivered to our clients and community through our programs.

As unpaid members of our staff, volunteers:

1. Extend, supplement, and enrich services to clients.
2. Provide the personalized help and interest of a sincere friend.
3. Provide opportunity for persons with different life styles and varied socio-economic levels, including clients themselves, to help agency clients.
4. Provide firsthand information to the public on the nature of the services and problems of the public agency.
5. Assist in developing community awareness of social problems and the need for finding appropriate solutions.

INITIAL PILOT PROJECT

In the fall of 1978, the State Department provided administrative support, technical assistance, and funds to implement a Pilot Project of Organized Insured and Reimbursed Volunteer Services in eight counties in the area of Title XX Services. With its overwhelming success, we initiated in March of 1979, a state-wide policy regarding:

1. Designation of a Volunteer Coordinator in each County Department
2. Program organization including forms
3. Needs assessment
4. Strategic recruitment
5. Orientation of both volunteers and staff
6. Supervision of volunteers
7. Record keeping
8. Budgeting for reimbursement
9. Insurance

Training and consultation was provided for every County Director and Volunteer Coordinator to implement these policies.

STATEWIDE TITLE XX REIMBURSED AND INSURED VOLUNTEER SERVICES

In October 1979, the Department implemented Statewide Reimbursed and Insured Volunteer Services. Every county in the state had the opportunity to qualify for a special budget providing mileage, meal allowance or per diem for any qualified Title XX direct service volunteer at the same rate as State merit staff. Each of these volunteers was also provided with \$1,500,000 of excess automobile liability, personal liability, and medical accident insurance.

PROGRAM EXPANSION OF VOLUNTEER SERVICES

Volunteer Services grew rapidly and the demand for expansion into other program areas became apparent. In July 1981, our Department expanded Reimbursed Insured Volunteer Services into Public Assistance, Child Support, Food Assistance, Aid to Refugee Programs, as well as expanding its Title XX Volunteer Services. Qualified volunteers providing a direct service (i.e., one that was organized by a case worker to directly impact the case goal of the client or household) became eligible for the same benefits throughout all approved programs implemented by the Department.

Volunteers are used also in essential indirect service and support capacities. In no case does a volunteer supplant or replace a professional staff member. Rather, they provide assistance which allows for staff to concentrate on professional responsibilities and at the sametime ensure the paraprofessional support to clients to facilitate their goals being met.

LOCAL COUNTY VOLUNTEER SERVICES DELIVERY

The major implementation of DPS Volunteer Services occurs at the local county level. A trained County Volunteer Coordinator is responsible for development and management of volunteer services based on local needs, resources, staff and agency priorities. Coordinators are trained by the Office of Volunteer Services to utilize networking and maximize community resources and agencies to provide for unmet needs of the Department and our clients. Frequently local governments, private industry, private nonprofit groups, and religious organizations are brought together by DPS to provide materials or services.

There is no limit to the creativity used to fill gaps which are identified through Volunteer Services. In addition to the direct and indirect services, DPS volunteers provide essential support services in areas where neither staff nor funds could accommodate needs. For example, physicians, attorneys, dentists, ophthalmologists, psychiatrists, contractors, architects, physical therapists, psychologists, etc. provide volunteer service and materials to specific clients referred by our staff.

PLANNING

The Departmental Comprehensive Annual Service Plan incorporates volunteers into the organizational structure, staff, and service delivery methods for each service we provide. Our Volunteer Services adhere to Agency Priorities, Goals and Objectives which are refined each year.

As our Department plans for special programs such as Low Income Home Energy Assistance Program, Commodity Cheese Distribution, or natural and manmade disaster Emergency Welfare Services, Volunteer Services have become an integral component of staffing.

STATEWIDE VOLUNTEER SERVICE REPORTING SYSTEM

Instituted in March 1979, was a statewide monthly reporting system whereby County Departments informed the Office of Volunteer Services of the:

1. Type of service performed by volunteer
2. Program category in which the volunteer was placed (i.e., Public Assistance, Food Assistance, Service, etc.)
3. Sponsoring agency or group of the volunteer (i.e., RSVP, VAC, etc.)
4. Total number of hours
5. Other financial and insurance details

This information is compiled in the Office of Volunteer Services and a monthly statewide report profiles activity in all active programs.

DATA INFORMATION SYSTEMS

As DPS Volunteer Services have become so far-reaching throughout the administration of our programs, volunteers have been incorporated as an integral part of the agency's structure. Our Data System--the Alabama Service Information System--has since June 1981, included a Service Delivery Method Code for DPS volunteer equivalent to that of a DPS Service worker or auxiliary staff. This covers volunteer assistance in every possible service delivered by our Department except the legal processing of an adoption.

COST ACCOUNTING SYSTEMS

Our newly instituted Management Accounting and Control System incorporates specific codes for analyzing the expenditures by program of volunteer mileage, meal allowance, and per diem as is done with direct and support staff.

TRAINING

Ongoing preparation of new staff is provided by the Office of Volunteer Services in a three-day comprehensive Volunteer Management Training for all County Directors and County Volunteer Coordinators. Training materials are provided by the Office of Volunteer Services to be used in training all levels of county staff in the responsible utilization of volunteer resources. Material kits are provided for all volunteers to receive six-hour orientation by the County Volunteer Coordinator and supervisory staff.

RECOGNITION

The Department provides six levels of recognition for volunteers.

1. An I.D. Card upon successful completion of screening and orientation
2. A permanent embossed plastic name tag upon completion of probation
3. A County Certificate of Appreciation for commendable work on the local level
4. A Certificate of Recognition in appreciation of valuable services and assistance provided by an individual to the local County Department (signed by the Commissioner and the County Director)
5. A Certificate of Appreciation in recognition of valuable services contributed by a group or organization to the local Department (signed by the Commissioner and County Director)
6. The highest award is presented in recognition of a valuable contribution to the Alabama Department of Pensions and Security Volunteer Service Program (signed by the Commissioner and the Director of Volunteer Services)

Administrative
Letter No. 4572
July 15, 1981

STATE OF ALABAMA
DEPARTMENT OF PENSIONS AND SECURITY
Montgomery

TO: COUNTY DIRECTORS OF PENSIONS AND SECURITY

SUBJECT: Policy on the Utilization of Reimbursed and Insured Volunteers

To this date, reimbursed and insured volunteer activity has been restricted to Title XX Services only. The Department has recently coordinated with selected counties and program bureaus within the State Department an evaluation of ways to maximize volunteers in reimbursable activities throughout our programs. It is critical that volunteers be used to enhance and extend the delivery of the Department's programs in keeping with its goals. Therefore, the following priorities are set for utilization of volunteers in reimbursed and insured activities.

A local needs assessment in each county examining staff, community resources, client needs, and availability of volunteers should be carefully used in conjunction with the following priorities to design volunteer services in each county. The Division of Volunteer Services will be available to assist with such planning and provide technical assistance for the implementation of Volunteer Services.

The first priority that the Department has established for volunteers should be to maximize their use for essential nonprofessional activities critical to the delivery of direct services. These assignments should include activities which prevent or remedy abuse, neglect, or exploitation, or dependency as well as enable individuals to live at a level and in a setting consistent with their functional capacity. Consideration should be given to priorities for workers outlined in Administrative Letter 4603, dated April 8, 1981.

The second priority should be the utilization of volunteers for essential activities in critical nondirect service areas which enable low income individuals and families to meet their basic economic needs (i.e., Public Assistance, Child Support, Food Assistance, and Aid to Refugees). The third priority should be the activity of volunteers in the support areas of the Department.

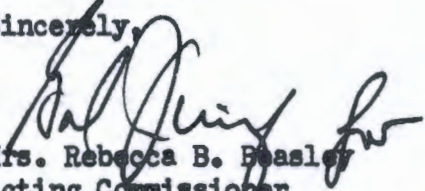
Mileage reimbursement and insurance coverage for direct service volunteer activities are being made available in the areas of Public Assistance, Child Support, Food Assistance, and Aid to Refugees as well as Title XX Services. Special proposals for mileage reimbursement and insurance coverage will be accepted for review in the WIN program.

County Departments will now have the discretion of using their travel budget to reimburse volunteers in their most critical areas rather than being limited to reimbursed Title XX service volunteers. No additional funds will be available specifically for Volunteer Services except when special WIN grants are approved. It is essential that careful planning and scheduling of volunteers by the Volunteer Coordinator reflect the priorities set by the Department and be as cost-effective as possible. It is the responsibility of the Volunteer Coordinator and County Director to ensure efficient and effective management of volunteer resources while remaining within the travel budget designated for each county.

Attached is the policy material regarding the use of reimbursed and insured volunteers in this Department. This policy is to be implemented, effective July 15, 1981.

If you should have any questions regarding this policy, county volunteer priorities, or reimbursement procedures, etc., please contact the Division of Volunteer Services at 832-6930 or ACTS 345-6930. Questions regarding appropriate services for individual clients, eligibility determination, authorization and ASIS coding should be directed to staff in the Bureau of Field Operations.

Sincerely,


Mrs. Rebecca B. Brasley
Acting Commissioner

RBB/esh

Attachment

DISTRIBUTION: County Regular
State Regular

July 15, 1981

REVISED POLICY ON REIMBURSED AND INSURED DPS VOLUNTEERS

The following material deals with new volunteer policies in the areas of Adult and Family and Children's Services, Public Assistance, Child Support, Food Stamps, Refugee Assistance, and Work Incentive Program. It is the responsibility of the County Director and the County Volunteer Coordinator to ensure that all volunteer activities which are reimbursed and insured fall within the guidelines specified in this policy. It is the responsibility of the County Volunteer Coordinator to recruit, interview, orient, place, and share responsibility for supervision of all volunteers. Reporting of all volunteer activity throughout all program areas must be done by the Volunteer Coordinator.

It is the responsibility of the specific program area to provide in-service training to their designated volunteers as well as to share responsibility for supervision and reporting of volunteer activities. Evaluation of each volunteer should be shared between the Volunteer Coordinator, staff members using that volunteer, and the supervisor of that staff member.

Orientation of volunteers must comply with the prescribed DPS volunteer orientation materials including a comprehensive section on confidentiality. The in-service training for volunteers must include appropriate program information, the responsibilities of the assignment, the limitations placed on the volunteer, and an explanation of their relationship to that unit. All volunteers must be supervised by a merit system employee of the Department.

Volunteers are to be used to extend and enhance the work of the staff of our Department. In no case should a volunteer be used to supplant an employee, nor should volunteer services replace professionally mandated services of a social worker. Volunteers should be used to support client activity in the case plan only when relative and community resources have been proven unworkable or unavailable. Reimbursed volunteer services can only be provided in support of the case goal and in conjunction with other services. No case can be opened primarily to provide volunteer service.

POLICIES

I. SOCIAL SERVICES

Volunteers involved in the social service delivery programs can provide direct, indirect, or support activities to enhance or extend the Department's programs. The social worker should incorporate volunteer activities with the goals and objectives for appropriate clients. Volunteer support must be related to the case plan and documented in the case record.

The Volunteer Coordinator should adhere to the priorities set forth in Administrative Letter 4572 when making volunteer activity assignments. Reimbursement to volunteers for mileage and meal allowance can only be given in the service area when a volunteer is

engaged in a direct service to the client that is provided in support of other Departmental social services. A direct volunteer service is an activity that a volunteer renders to a client or family, to assist the client or family to establish, achieve, or maintain the goals outlined in the case plan.

Suggested Reimbursed Volunteer Activities

(This list is by no means exhaustive but meant to serve as an example of types of volunteer activities. These are not to be construed as the only appropriate reimbursable direct service volunteer activities.)

- Supportive visits to enhance homemaker activities to assist client to remain in his/her own home rather than be placed in an institution
- Assist clients with meeting health care needs such as accompanying them to preventative, diagnostic, or treatment appointments, or helping to prevent deterioration of physical or mental health
- Assist foster children to attend medical appointments, visit with parents, or meet with DPS social worker
- English as a Second Language tutoring to clients from other countries
- Provide sitter services for foster children and adults in the hospital
- Chore services to keep in operation the homes of clients in order to maintain their self-sufficiency and reduce or prevent dependency
- Recruit foster family homes
- Assist in providing parent education classes
- Assist in teaching child care practices in child abuse and neglect situations

Suggested Nonreimbursed Indirect Volunteer Activities

- Clerical aide activities such as typing, filing, and locating case records
- Assist in the scheduling of clients and mailing of appointment letters
- Serve as a receptionist and take clients' messages
- Update manual materials
- Babysit with clients' children in DPS office

Suggested Support Activities for Volunteers

- Establish a food pantry
- Establish a loan closet for medical equipment such as walkers, wheel chairs, hospital beds, etc.
- Plan and implement Christmas shopping tours
- Provide general recreational activities for senior citizens
- Generate local resources to meet emergency needs of clients during a disaster

II. PUBLIC ASSISTANCE

Volunteer activity in the Public Assistance Program can also be in a direct or indirect capacity. The suggestions for use of support staff in Public Assistance are included in the memorandum, dated June 18, 1980.

Volunteers may be reimbursed for mileage and meal allowances when assisting ADC recipients or applicants with activities that have a direct bearing on the determination of their initial or continuing eligibility. Such assistance must be recorded in the case record by the eligibility worker. A merit employee must supervise the volunteer after they have been given careful in-service training. Determination of eligibility cannot under any condition be made by a volunteer.

Suggested Reimbursed Volunteer Activities

- Assist clients to attend appointments to make application or redetermination of eligibility, or assist the client with obtaining necessary identification
- Go to the home of applicants and recipients and assist with completion of forms (when other arrangements cannot be made to bring the clients into the office)
- Directly assist with group interviewing

Suggested Nonreimbursed Indirect Volunteer Activities

- Telephone intake
- Take telephone messages from clients for workers
- Verify EPSDT status
- Complete appointment letters and schedules for workers
- Locate file records
- General babysitting for clients' children in DPS office

III. CHILD SUPPORT

Volunteers can assist child support workers with both direct and indirect services. A volunteer may be reimbursed and insured if they provide assistance to a child support client as a direct result of a court order, or if the service is needed to help the child support worker initiate a service that would have a direct bearing on the client's case.

Suggested Reimbursed Volunteer Activities

- Assist client to hospital or clinic for court-ordered blood test
- Accompany client to the DPS office or courthouse to initiate the issuance of warrants
- Assist the client with travel to court hearings

Suggested Nonreimbursed Indirect Volunteer Activities

- Assist the child support worker with clerical support such as filing, setting up records, typing appointment letters, etc.
- Obtain from the courthouse necessary verification and information

IV. FOOD ASSISTANCE

Volunteer activities must be in accordance with Federal Register, section 272.6, Alabama Food Stamp Certification Handbook, and Alabama Food Stamp Issuance Handbook.

Suggested Reimbursed Volunteer Activities

- Accompany client to Food Stamp office to make application, determine recertification, or provide required verification
- Directly assist in group interviews for initial or continuing determination of eligibility
- Assist homebound client to complete application of recertification for food stamps

Suggested Nonreimbursed Indirect Volunteer Activities

- Help clients complete application forms while waiting in Food Stamp office
- Assist telephone intake by answering general questions regarding basic eligibility requirements
- Explain agency policies and procedures to clients prior to interview with certification worker
- Take telephone messages from clients and give to appropriate workers
- Stamp outreach materials and sort mail
- Deliver outreach materials or distribute informational materials
- Provide babysitting for clients' children in Food Stamp waiting area

V. REFUGEE ASSISTANCE

Refugees coded "AR" are eligible for reimbursed volunteer services. These volunteer activities must support appropriate case goals and be recorded in the case plan of the client.

Prior to the assignment of a volunteer to a Refugee case, every assurance should be given that the sponsor or community resources cannot provide the necessary services. Official sponsors, or members of groups sponsoring Refugees, are ineligible for reimbursement or insurance through the Department of Pensions and Security.

Suggested Reimbursed Volunteer Activities

- Accompany clients to meet health needs
- Assist in cultural adjustment and familiarization with community resources
- Interpretation for clients for purpose of applications for Food Stamps, Aid to Refugees, Social Security, and employment
- Assist in finding appropriate housing and employment
- English as a Second Language tutoring to family

Suggested Support Volunteer Activities

- Soliciting or collecting donations of clothing, furniture, household goods, etc.

VI. WORK INCENTIVE PROGRAM

Although funds cannot be made available on a statewide scale, the counties interested in developing volunteer activities in the WIN program are encouraged to work directly with the Division of Volunteer Services and the Division of WIN to develop proposals for funding for volunteer reimbursement and insurance.

Volunteer opportunities in this program may be direct service or clerical in nature. The direct services provided by volunteers in this area should enhance the service activities of the WIN worker. A volunteer could provide transportation for a WIN client only if the travel will help the client obtain specific goals as outlined in the case plan and documented in the case record. A record of the delivery of these services and how it has assisted the client achieve or maintain the case goals must be in the case record.

Suggested Volunteer Activities

(Reimbursement for selected volunteer activities may be available through proposals for funding directed to the Division of WIN. Without acceptance of such a proposal, no WIN volunteer services are reimbursable or insurable.)

- Provide supervision for clients' children in the office on WIN appraisal days
- Locate nonsubsidized jobs
- Assist the client attend an employment service appraisal
- Accompany a client to job interview
- Tutor client for GED examination
- Call to confirm scheduled appraisal appointment
- Explain WIN at intake for Public Assistance
- Confirm status with WIN clients who have been working seven days
- Provide follow-up to clients to determine why jobs were lost
- Pull records for review prior to the appointment date
- Assist with filing, paperwork, typing, scheduling appointments for interviews
- Process appointment letters
- Coordinate permanent transportation arrangements for employed WIN clients

VOLUNTEERISM: A GLANCE AT THE PIECES

The service needs of the Citizens of Arkansas cannot be satisfied by the government. It is now, as always, necessary for non-government intervention. Much of that intervention will be through volunteer resources.

Volunteerism

Volunteerism is alive and well in Arkansas. There are many indications that the concept is not only well but rapidly expanding.

- In a survey completed in 1978, by the Governor's Office of Volunteer Citizen Participation, 400,000+ out of a population of two million indicated that they did some type of volunteer work.
- Act 42 was passed in 1980. This raises the level of recognition of volunteerism to new heights. Volunteer work is now recognized by the State Merit System as valid work experience when assessing the skill level of potential employees. All state agencies are allowed and encouraged to use general operating funds to support volunteer programs within their agencies. The act also recognizes the value of volunteerism through the continued support of a "Governor's Office of Volunteer Citizens Participation".
- The Governor's Office in conjunction with South Arkansas University sponsored a series of training seminars in the use of volunteers. The response from volunteer providers, users and volunteers was most positive. There is a need for much more of this type of training.
- The response to the Governor's recently inaugurated "Arkansas Volunteer" has been outstanding. Recognition events sponsored by the traditional volunteer user groups as well as those newly formed has shown growth. In addition to the regular volunteer recognition events sponsored by traditional volunteer users agencies such as hospitals, Red Cross, United Ways, etc., the concept was taken to a new height in 1978 with the inauguration of the Governor's Volunteer Service Award. The award event is sponsored by the Governor's Office and Channel 4, a local TV Station. It has grown to be one of the most coveted awards in volunteerism.

Volunteerism in Arkansas is growing. Traditional volunteer user Agencies are expanding their impact through a more planned training, selection and placement practice. Newer agencies are making use of training and technical assistance that can help them integrate the use of volunteers into a total system.

The need is for continued support for efforts that remove all barriers and provide opportunities for all citizens to contribute to the well being of themselves, their families, their neighborhoods and their communities. The efforts of the Action related programs have added a new dimension. Volunteers from the low income and retired communities are responding to planned assignments. AARP/NPTA effort at getting all of their 90,000+ members involved in community service is having a noticeable impact. Continued support for the planned approach will pay off in the long run.

The Non-Profit

The service providing non-profit world is in a much stronger position today than twenty years ago. The development of multi-county independent non-profit agencies over the past years means that in place in Arkansas is a network of agencies that blanket the state either as comprehensive service providers, as is the case of the nineteen Community Action Agencies or as specialty or single purpose units as seen in the AAA, PDD, Mental Health Centers, Rural community schools and the Arkansas Family Planning Council. Also developed in the recent past are service providing bodies such as the Lee County Health Clinic and the CABAN in South Arkansas. The traditional bodies remain intact. That is, such non-profits as is found in the arts, people development (Scouts, YMCAs, YWCAs, Boys Clubs, etc.) efforts and student development efforts (FFA, 4-H, etc.).

Most of the non-profits are gearing up for difficult times. Most of them have used volunteers in achieving both organizational and client centered goals. Most of them will have to reduce the amount of service rendered at a time when the need seems to be climbing higher.

Most of the non-profits in the past have made use of volunteers in some form or fashion. The request for information received by this office from traditional and relative new non-profits about volunteer programs and support has increased substantially and dramatically within the past year. Training programs in the use of volunteers is on the increase, with the focus being on the establishment and more effective use of this resource.

The latest shows about 7500 non-profit organizations. 2500 of these have (501)(c)(3) status. Most of these organizations are supported by sources other than those from government, foundations and corporations. The potential for using volunteers is boundless.

In Arkansas, the non-profit world has always been the leader in responding to challenges relative to people in need. In the future it appears that they will do no less.

Churches

The organized church is a part of the base from which service to communities through volunteers is delivered. All of the connectional denominations have had for some time formalized service components. Church related youth homes, emergency services (shelter, clothes and food) and substance abuse rehabilitation support centers continue to shoulder a sizeable share of the burden of relieving the pain felt by those who are in need. Connectional and inter-faith service groups include:

- a. Urban Presbyterian Center -- Donn Walters
- b. Catholic Social Service -- Father Savory
- c. The Social Ministry of the Baptist Church -- Rev Parker
- d. The Round Table -- Bishop Hicks
- e. The Criminal Justice Ministry -- Marilyn Bachofner
- f. The Interfaith Hunger Task Force -- Patty Webb

There are many efforts going on at the local level ranging from the "Churches Joint Council on Human Needs" in Benton, Arkansas, the Shepherd Center in Little Rock, and the Watershed in College Station, Arkansas.

A great need identified in recent conferences hosted to focus on the church as a service institution is twofold. First, there is a need to train service providers in the intricacies of making use of the church as a resource. Secondly, there is a need to work with churches in the planning and implementing of focussed and sustained community service efforts.

Foundations/Corporations

The latest figures shows 114 foundations in Arkansas. Most of them are small and single purpose in their giving. It has been estimated that the foundations gave close to 5% of the funds used to carry out the programs of the 2500 (501 (c) 3) organizations in the state. On a national level, corporate giving equals to about 5% of the charitable gifts made. Inasmuch as Arkansas has a sizeable number of small businesses it is assumed that corporate charitable giving would be less than the 5% national figure. Efforts are underway in the foundation community to stimulate increased giving on the part of the corporate community. The Winthrop Rockefeller Foundation funded a research project that will review the corporate giving picture including the identification of barriers to increased giving. The Arkansas Community Foundation is working to establish a 5% Club.

The larger foundations have shown a willingness to work with organizations in developing programs that support self-help or the use of volunteer concepts. Most of the foundations, at least the larger ones, have willingly participated in jointly funded projects. Even so with only 114 foundations in the state and over 7500 non-profits with 2500 being (501)(c)(3) only a small number of agencies receive support from foundations.

Most foundations report an increase in the request for funds from the non-profit world both public and private. Most foundations also report that their giving is not increasing. The end result is more competition for the same money.

ARKANSAS

CORPORATE VOLUNTARISM/PHILANTHROPY

First National Bank: First National has been one of the leading banks in the state of Arkansas, both in terms of its giving and corporate voluntarism. First National organized the Volunteers in Public Schools Program in Arkansas and has a liberal program to allow employees to volunteer in the school system.

The bank has such a well established set of procedures for employee review of funding requests that they are often requested to provide this assistance at other banks.

Levi-Strauss Corporation: Levi-Strauss is a leading corporate citizen of Arkansas. The Community Affairs Department of Levi-Strauss was developed in 1968 and is responsible for developing and coordinating community oriented activities.

Each plant in Arkansas has a Community Involvement Team (CIT) consisting of employees. Most of the volunteer work done by the CIT is off-work hours but a plant manager can authorize more business hours.

Projects are determined by the individual teams at each plant.

Contact: Herman Davenport

Management Assistance for Non-Profits: A number of corporations in Central Arkansas are placing employees with skills ranging from computer programming to accounting to planning with non-profit corporations. These corporate citizens are helping non-profits increase the efficiency and effectiveness at delivering needed services. This is sponsored by the United Way of Pulaski County.

Cannett Corporation/KARK-TV, Channel 4: KARK-TV has taken the lead in promoting a one-hour prime-time broadcast honoring community service award winners throughout Arkansas.

KARK sponsors the event; pays for camera crews to film the community service winner on-site; pays \$1,000 to the favorite charity of each winner; brings a national celebrity to host the event.

Arkansas Louisiana Gas Company: ARKLA has an established corporate policy which recognizes the company's social responsibility in supporting community programs. Several examples of this action are:

- Adopt-a-School: Financial, technical and volunteer aid
- Volunteers in Public Schools
- Youth Employment Programs
- Super Speech

The organization does provide release time.

Southwestern Bell Telephone Company

Southwestern Bell believes that an effective community relations program, including the utilization of employee volunteers, serves to enhance its image.

The company has three major areas through which this community relations program is conducted in Arkansas.

- Telephone Pioneers of America: This is a non-profit corporation which is supported by Southwestern Bell and is comprised of active and retired employees with at least 18 years of service. (It focusses on handicapped children).
- Community Relations Teams: Active employees volunteer to identify and solve local community problems.
- Executives who volunteer their time to support and serve various non-profit groups.

Southwestern Bell provides release time.

Shared Executive Time: There are many organizations in Arkansas which provide corporate volunteers to non-profits. Much of this occurs through United Way's program. Many more corporate units do it through their 'Public Relations' or 'Community Relations' units.

Employer Release Time: Almost all corporates have a policy which allows release time. Most do not have an active program but a more passive one which allows employees in good standing to have release time.

It would take little impetus to facilitate greatly expanded corporate voluntarism, especially for projects which work with small children.

The school system has been the most extensive user of corporate volunteers, by far.

FACT SHEET
ARKANSAS OFFICE OF VOLUNTARY CITIZEN PARTICIPATION

1. The Involvement Journal - This magazine is published bi-monthly, by the office to inform the volunteer community in Arkansas of outstanding volunteer programs, workshops and calendars of events, and other information pertinent to voluntarism.
2. The Volunteer Arkansas Program
 - a. The Volunteer Information Coordinators. These individuals are located in each of the 75 counties to act as liaisons between this office and the county.
 - b. The Network. This is a loosely knit group of people located in the 75 counties who have agreed to act as volunteers for this office in local or state emergencies.
 - c. The Arkansas Volunteer Program. This is a program designed to recruit and place volunteers in Arkansas in meaningful volunteer jobs in their own communities. (Information attached).
3. Volunteers in State Government - There is a need in Arkansas which has been noticeably increased since October 1, 1981, for volunteer components in state agencies. This office was instrumental in having a volunteer bill passed through the Arkansas Legislature during the 1981 session. This bill enables state agencies to develop volunteer components. Currently, this office is assisting state agencies to develop these volunteer programs. The AOVCP is working with the Executive Service Corps and the Department of Local Services to provide technical assistance to small towns and communities. We are also working with the eight divisions of Human Services in order to offset some of the funding cutbacks for the viable volunteer programs. In cooperative effort, the Division of Youth Services and Community Services, the AOVCP and the Area Agencies on Aging in Pine Bluff and Pulaski County have requested funding from ACTION. It is hoped that this joint venture will prove that the divisions can actually provide services utilizing their clients to offset some funding losses. A workshop will be provided at the first of November to help the Department of Human Services begin putting together additional programs.
4. The Arkansas Volunteer Veterans Corps - It is in it's infant stage but will grow out of the Arkansas Volunteer Corps. Basically this program is designed to help rehabilitate Veterans in General and disabled veterans in particular through involvement in community service. Meaningful jobs can provide an opportunity to reenter the mainstream of community life. For some disabled veterans it is often the only entry available, especially if their injuries prohibit participating in regular paid employment. Two volunteer state coordinators have been recruited and an advisory committee of the state commanders of the Veterans Organizations has been formed.
5. Workshops - The AOVCP assists organizations and individuals in developing and presenting workshops in all areas of voluntarism.
6. Information/Referral - This office provides information/referral service in a number of areas pertaining to voluntarism throughout the state. This networking of information seems to be one of our most important services.

7. Resource Center - The AOVCP Office has the most extensive volunteer library in the State of Arkansas. This system is now available to the volunteer components of the state. A bibliography has been published and a system for answering requests has been developed.
8. Recognition - The office sponsors a number of recognition projects throughout the year. Last year some 18 separate events were sponsored in cooperation with the counties for special volunteer recognition during National Volunteer Week. The Governor of Arkansas sends letters of appreciation and certificates of recognition to outstanding volunteers and volunteer organizations during the year. One of our most important volunteer recognition events is the Community Service Award, which is held annually and which honors 8 individual volunteers and at least 1 corporate volunteer program with 1 hour of prime time television, a banquet, a reception, and \$1000 to each of the individual winners.
9. Volunteer Opportunities Column - The AOVCP provides a column in the Arkansas Gazette daily newspaper which advertises volunteer opportunities in the Pulaski County area. Also, each Volunteer information Coordinator writes a column for the local newspaper serving their particular county. In addition, Little Rock radio stations broadcast the volunteer opportunities column, reaching thousands of Arkansans weekly.