**2016 Service Enterprise Application**

Thank you for your interest in the Service Enterprise Initiative (SEI). Your organization may be chosen to participate in the SEI, which has an estimated value of between $5,000 and $10,000. Participating organizations will receive an organizational assessment of their volunteer infrastructure, training regarding the Service Enterprise concept, and individualized follow-up coaching and consultation.

Please complete the following application to help us understand more about your organization’s volunteer engagement practices. Please note that completing this application does not guarantee your organization's participation in the SEI at this time.

Please provide accurate information when filling out the application and know that this information captured in this process is used to help you continuously improve your strategic volunteer engagement in order to better achieve your mission. **Please submit completed application by emailing it to Christina Thurston at connect@scvolunteercenter.org. Questions? Call 427-5070 x117**

**Deadline for submission is Monday, May 2, 2016**

|  |
| --- |
| **Your Contact Information** |
| Organization Name: |       |
| Your Name: |       |
| Your Position Title: |       |
| Email Address: |       |
| Phone Number:  |       |

|  |
| --- |
| **Organization Information** |
| Address |       |
| Zip Code |       |
| Executive Director Name: |       |
| Executive Director Email: |       |
| Will your organization Executive Director or other Senior Leadership participate in SEI training and consulting?       |
| What is your organizational annual budget?       |

|  |
| --- |
| **Organization Mission- Please provide the mission statement of the organization. Please be sure to specify who is the client/beneficiary (ies) of the services that you provide.** (space limit) |
|       |
| **Please describe your greatest *accomplishment* in engagement and management of volunteers that has occurred over the last year.** (space limit) |
|       |
| **Please describe your greatest *challenge* in engagement and management of volunteers that has occurred over the last year.** (space limit) |
|       |
| **Please describe how your organization measures the value of volunteers that serve to support your organization?** (space limit) |
|       |
| **Has anyone at your organization completed volunteer management training?** |
|  [ ] [ ]  Yes [ ] [ ]  No [ ] [ ]  Unsure |

|  |
| --- |
| **Please provide a description of your organizations' current volunteer engagement practices and policies. We ask that you briefly describe how your organization completes each of the following functions:*** **Volunteer recruitment**
* **Volunteer training/orientation**
* **Volunteer placement in service roles**
* **Management of volunteers**

**The information you provide will be tremendously helpful to better understand your organization's current capacities and needs to more effectively leverage volunteers.** (space limit) |
|       |
| ***SED, the Service Enterprise Diagnostic*** is a statistically valid and reliable assessment, diagnostic and planning tool. The SED measures the degree to which an organization is fundamentally leveraging volunteers and their skills, to successfully deliver on its social mission. It diagnoses the strengths and challenges that an organization needs to address in order to become and/or sustain being a Service Enterprise. All results are presented in aggregate, protecting individual confidentiality. Based on responses, the SED report will provide you with information about your volunteer engagement, the value of donated service, scores for 10 Service Enterprise Characteristics and a list of recommendations for how to deepen and expand practices.*We recommend staff or key volunteers who work with volunteers, as well as staff and key volunteers who have leadership functions attend the training. In addition, at least two individuals from your organization should attend the training, with one of those individuals attending all 4 of the training sessions. Please feel free to invite more than 2 individuals from your organization.*Please indicate the name and job title of each person from your organization that will be participating in the SED.(space limit) |
|       |

|  |
| --- |
| **Rate the current quality of your organization’s systems to…** |
|  | Poor | Fair | Good | Very Good | Excellent |
| Provide volunteer opportunities based on organizational mission and needs | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Train paid staff on effective volunteer management practices | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Train volunteers to adequately fill their roles | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Track volunteer engagement and their activities | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Provide on-going feedback to volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Provide volunteers with an opportunity to give feedback to the organization | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Leverage technology to enhance engagement of volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Include volunteers in our organization’s strategic plan | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Offer a variety of volunteer positions (e.g. skilled, unskilled, one-time, short-term, on-going) | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Revise volunteer roles as needed, based on data collected about organizational mission outcomes | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Onboard and set expectations for volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Screen and match volunteers to positions that align with volunteer skills and interests | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Provide volunteers an identified supervisor | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Provide volunteers information that explains their roles and expectations | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Implement a formal review process of volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Extend reach of organizational partnerships and services through volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Effectively incorporate volunteers into planning process to ensure that volunteers re engaged in critical roles that directly and indirectly impact our program | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Allocate staff time to effectively engage volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Engage leadership in recognizing volunteer contributions and successes both inside and outside the organization | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Implement a recognition plan that provides both personal and public appreciation of the volunteer | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Conduct ongoing outreach, relationship building, and volunteer recruitment to sustain ongoing engagement volunteers | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

***Service Enterprise is an evidenced-based training curriculum provided by Points of Light and funded by California Volunteers. The Volunteer Center of Santa Cruz County is a designated Service Enterprise training hub, committed to providing this training to our partner agencies.***