

Catalyst
Convener
Community
Civic Action
VOLUNTEER
Hampton Roads
Commitment
Connection
Collaboration

2006 Community
Impact Survey



VOLUNTEER Hampton Roads
The region's nonprofit resource center since 1957

Member of:



VOLUNTEER Hampton Roads Community Survey

Summary Results

June 1, 2006



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VOLUNTEER Hampton Roads Community Survey

- **Why**

- ✓ To pulse the opinions of a cross-section of Hampton Roads institutions on critical issues facing the community
- ✓ To measure the effectiveness of VOLUNTEER Hampton Roads' programs

VOLUNTEER Hampton Roads Asks Your Opinion

Exit >>

1. Respondent Identity

First, we'd like to know about your involvement with VOLUNTEER Hampton Roads.

* 1. Which of the following best describes your organization? (Check one)

- Business
- Community organization (e.g., School, Government)
- Foundation
- Nonprofit organization
- Other (please specify)

* 2. Which of the following best describes your organization's interaction with VOLUNTEER Hampton Roads in 2005? (Check all that apply)

- a. A nonprofit member
- b. A member of the Hampton Roads Corporate Volunteer Council (HRCVC)
- c. Attended a function sponsored by VOLUNTEER Hampton Roads
- d. Made a donation to VOLUNTEER Hampton Roads
- e. Participated in a VOLUNTEER Hampton Roads training session
- f. Sponsored a program or event
- g. Used one or more services
- h. Know of VOLUNTEER Hampton Roads, but had no interaction
- i. Have not heard of VOLUNTEER Hampton Roads
- Other (please specify)

Next >>



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VOLUNTEER Hampton Roads Community Survey

- **How**
 - ✓ Web-based survey
- **When**
 - ✓ January 13 – January 28, 2006
- **Who**
 - ✓ 384 organizations covering cross-section of the region’s nonprofits, businesses, foundations

VOLUNTEER Hampton Roads Asks Your Opinion Exit >>

2. Community Needs

We'd like to know what you think are the most important issues facing our communities.

* 3. Please rate the degree to which you believe community action is required for each of the following impact areas.

	Need declining; resources can be reduced	Need being managed adequately with current resources	Need increasing; more resources needed	Situation critical; concentrated program required	No Opinion
Animal Welfare	✓	✓	✓	✓	✓
Arts	✓	✓	✓	✓	✓
Civic Engagement	✓	✓	✓	✓	✓
Crime	✓	✓	✓	✓	✓
Disaster Preparedness	✓	✓	✓	✓	✓
Domestic Violence	✓	✓	✓	✓	✓
Drugs	✓	✓	✓	✓	✓
Education Quality	✓	✓	✓	✓	✓
Economic Development	✓	✓	✓	✓	✓
Environment	✓	✓	✓	✓	✓
Health Services	✓	✓	✓	✓	✓
Homelessness and Housing Services	✓	✓	✓	✓	✓



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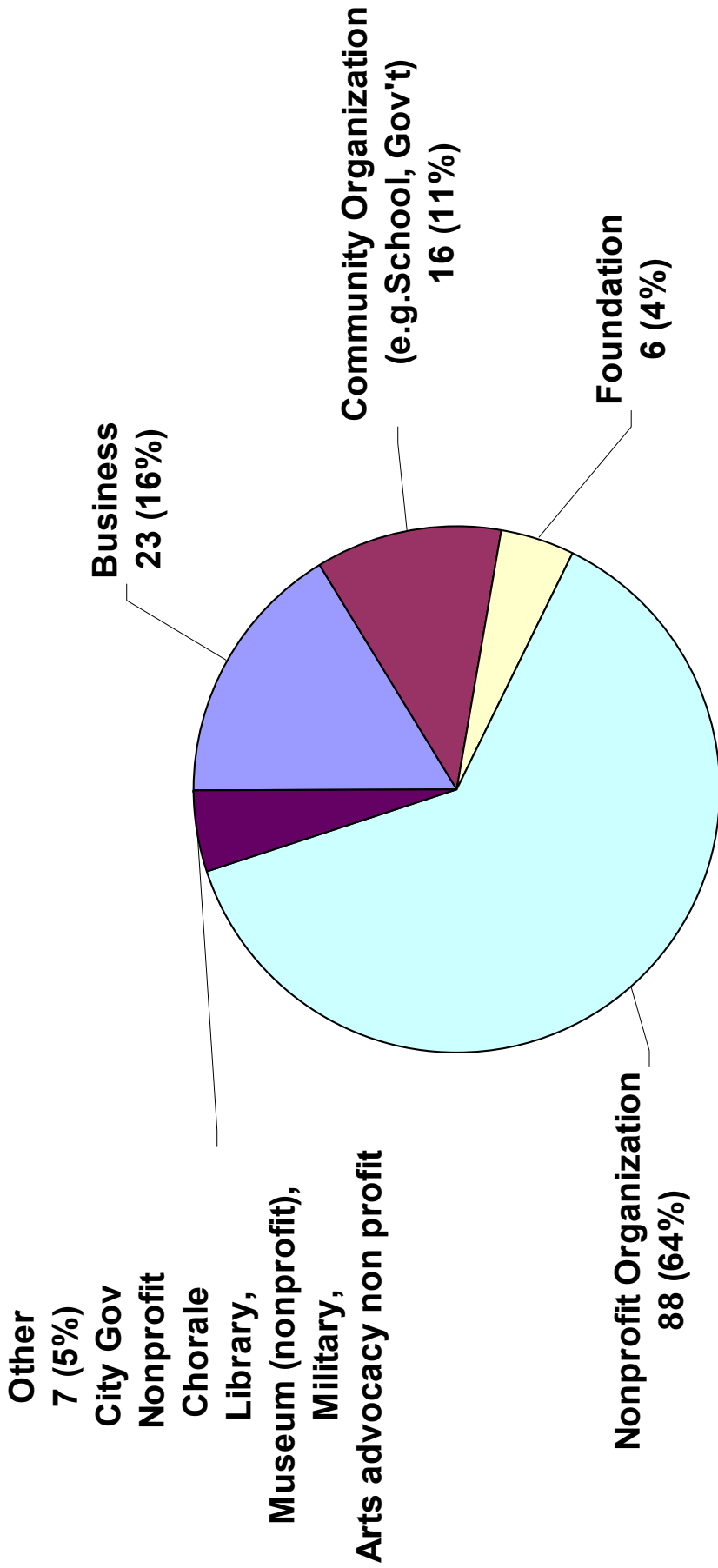


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Respondents

Total = 140 of 384 (36.4%)



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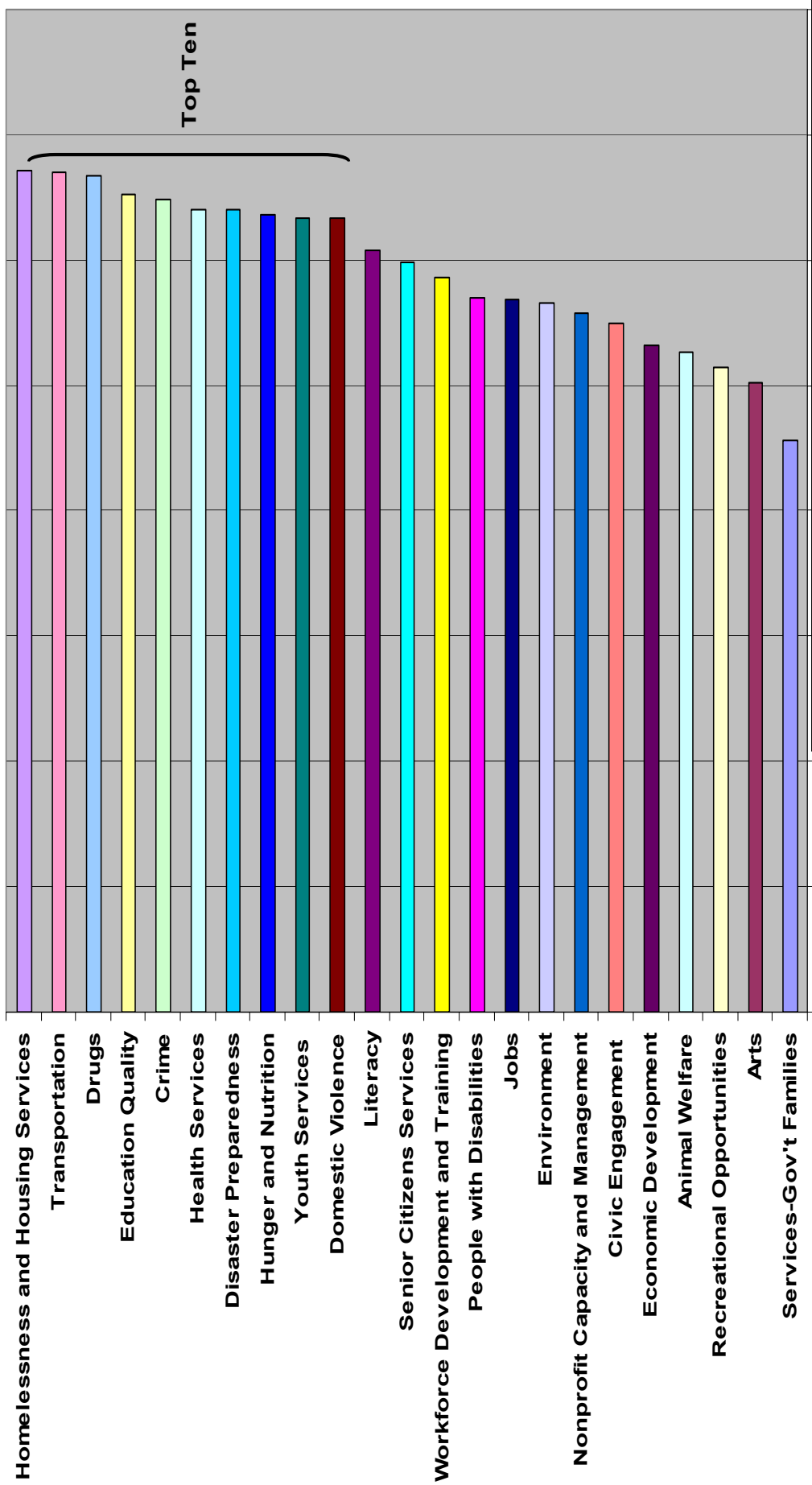
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What Issues Require More Resources?



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Member of:
Increase
 HARTFORD
 NETWORK



United Way
 United Way of South Hampshire

Critical

Top Issues by Respondent Group

Business	Nonprofits
Education Quality	Transportation
Transportation	Crime
Literacy	Education Quality
Domestic Violence	Homelessness & Housing
Drugs	Disaster Preparedness
Disaster Preparedness	Health Services



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What Issues are Most Critical?

Issue	% Responding – Situation Critical; Concentrated Program Required
Transportation	44%
Drugs	40%
Homelessness	37%
Education Quality	36%
Disaster Preparedness	35%
Health Services	34%
Hunger and Nutrition	33%
Crime	30%
Domestic Violence	29%
Youth Services	28%



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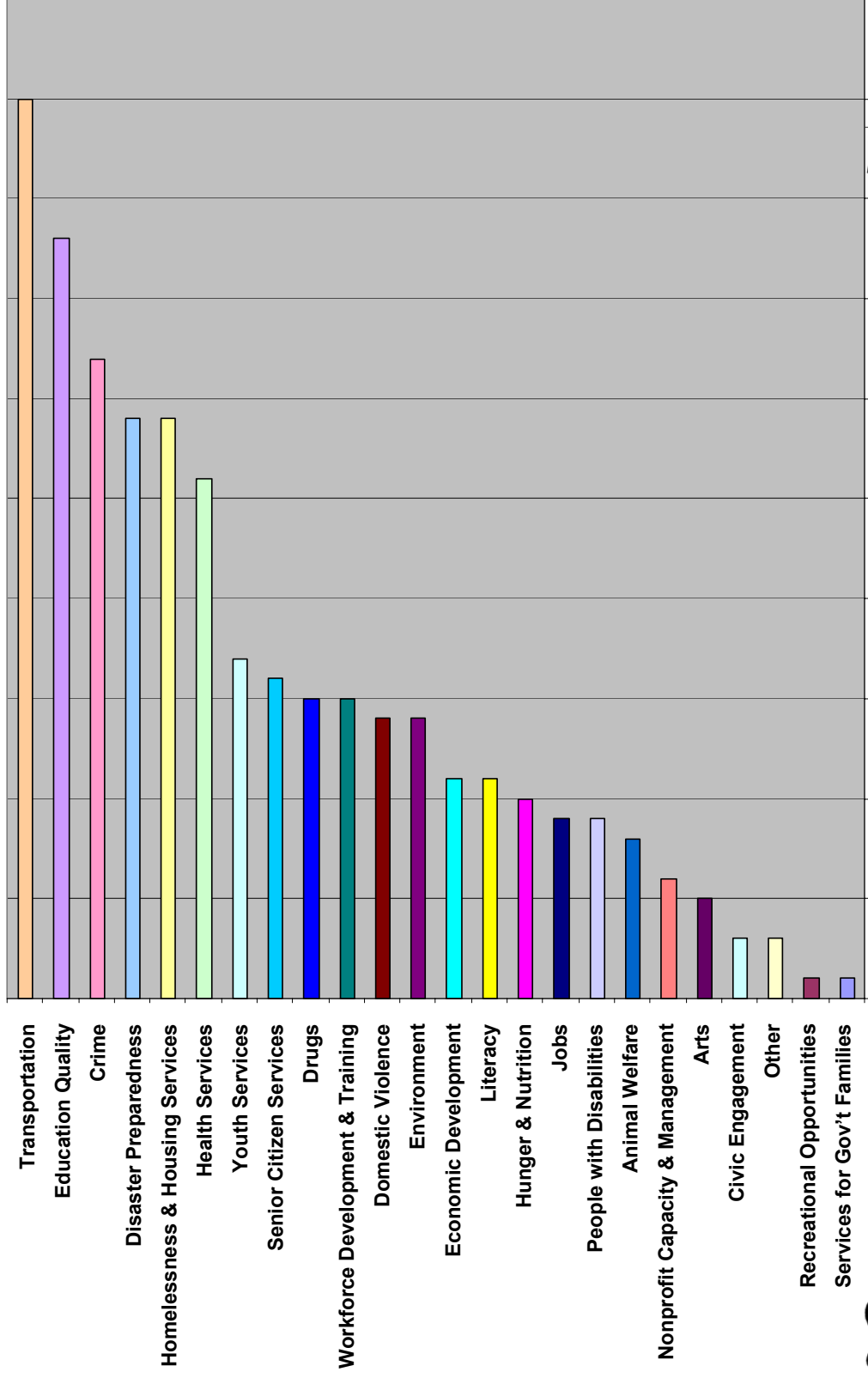
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Respondents' Top Three Issues (Total Mentions)



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Comparing Top Tens...

Issues Requiring More Resources	Highest % Critical Issue	Most Mentions
Homelessness	Transportation	Transportation
Transportation	Drugs	Education Quality
Drugs	Homelessness	Crime
Education Quality	Education Quality	Disaster Preparedness
Crime	Disaster Preparedness	Homelessness
Health Services	Health Services	Health Services
Disaster Preparedness	Hunger & Nutrition	Youth Services
Hunger & Nutrition	Crime	Senior Services
Youth Services	Domestic Violence	Drugs
Domestic Violence	Youth Services	Workforce Development & Training



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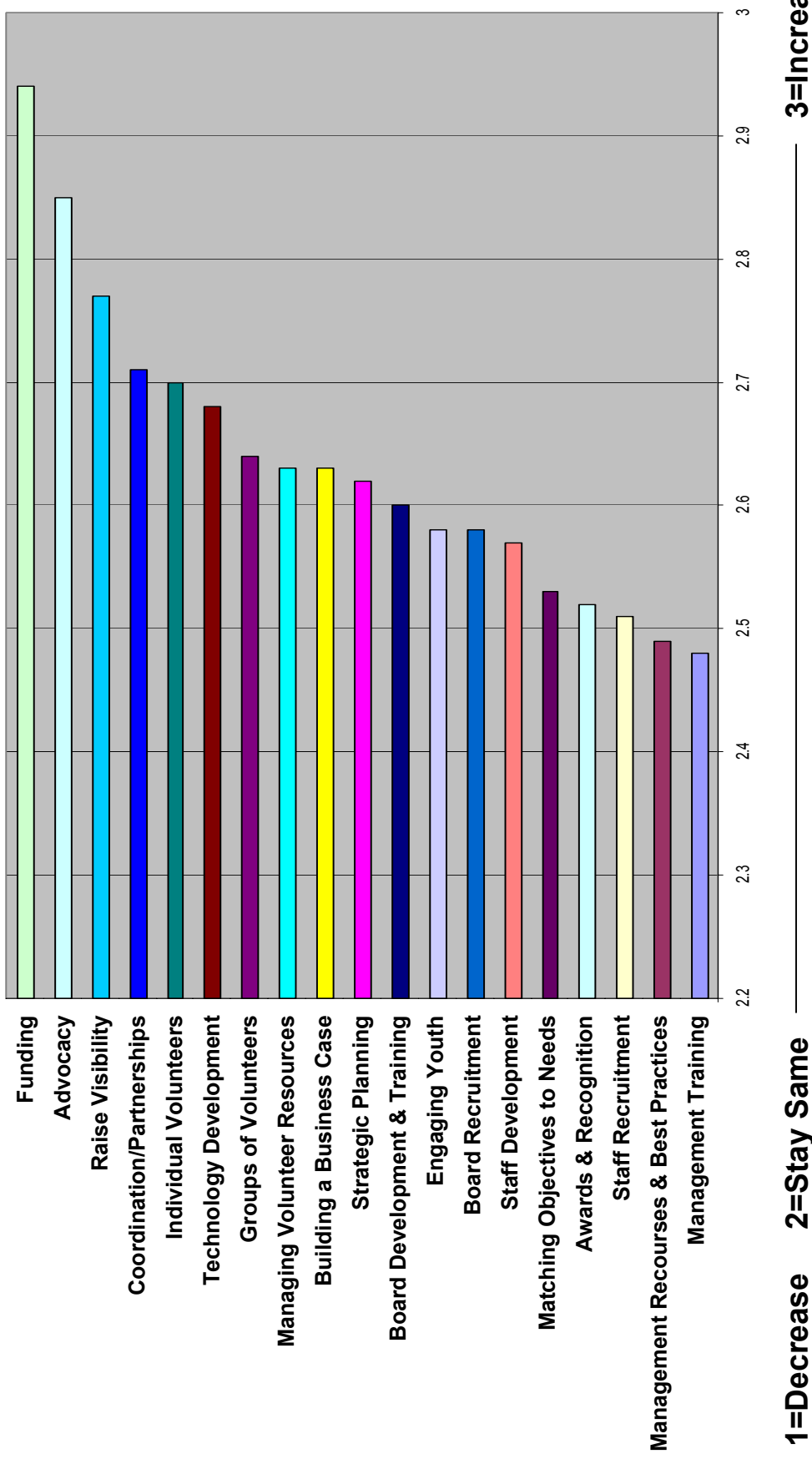
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Trends: Where Will Nonprofit Needs Increase in the Next Three Years?



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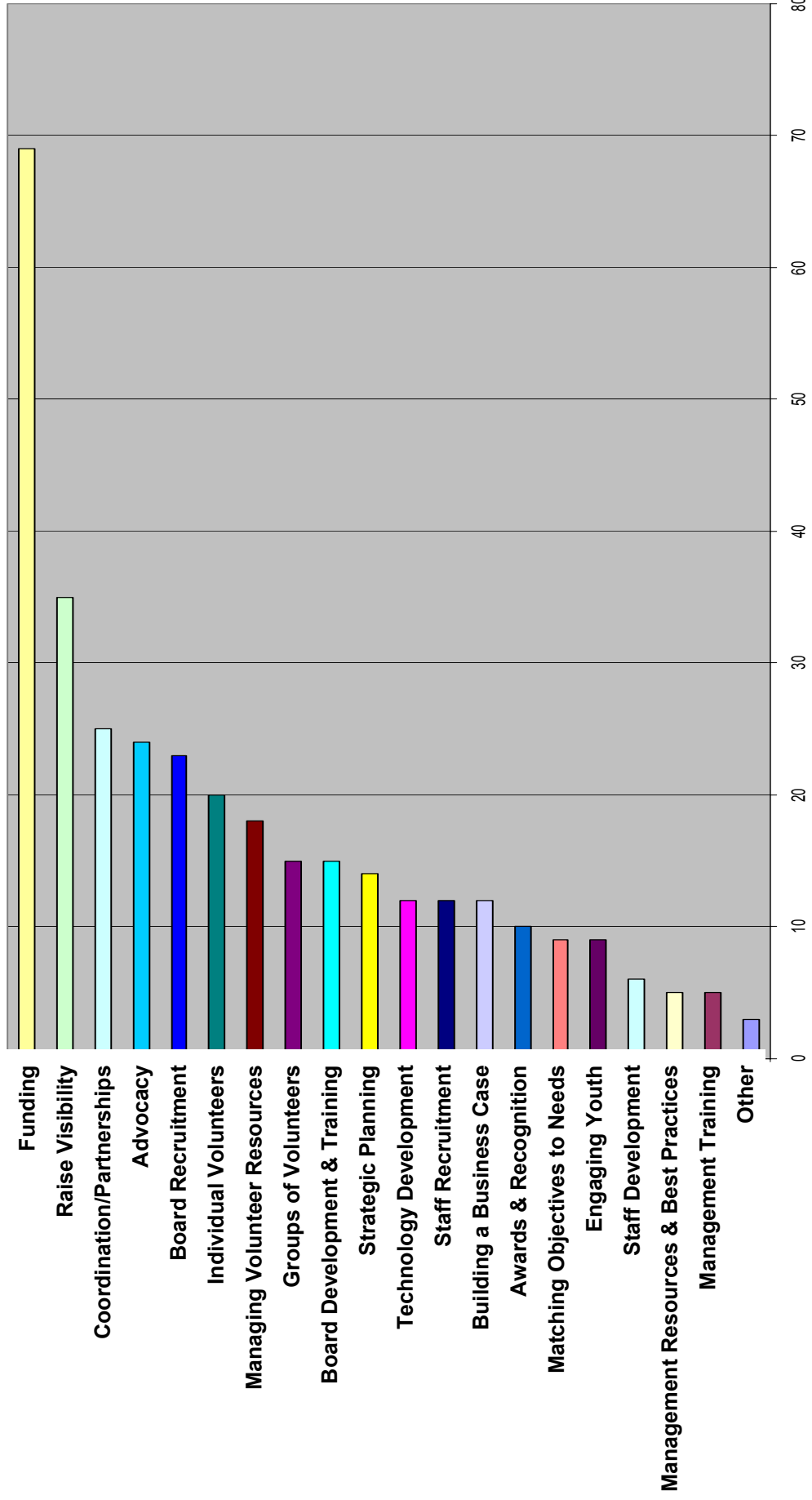
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Trends: The Top Three Nonprofit Needs (Total Mentions)



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Member of:

United Way
United Way of South Philadelphia

Nonprofit Sector Trends

	Disagree	Agree	No Opinion
Building Nonprofit Capacity to Provide Additional Services is Important	0%	94%	6%
Management Training is Important to Nonprofits	0%	93%	7%
Mobilizing Volunteers is Important to Community Wellbeing	0%	98%	2%
Volunteer Resources Will Become More Important in the Next Three years	2%	96%	2%
The Efforts of Volunteers Receive Adequate Recognition	31%	64%	5%
Community Collaboration to Meet Critical Needs is Strong	30%	63%	7%



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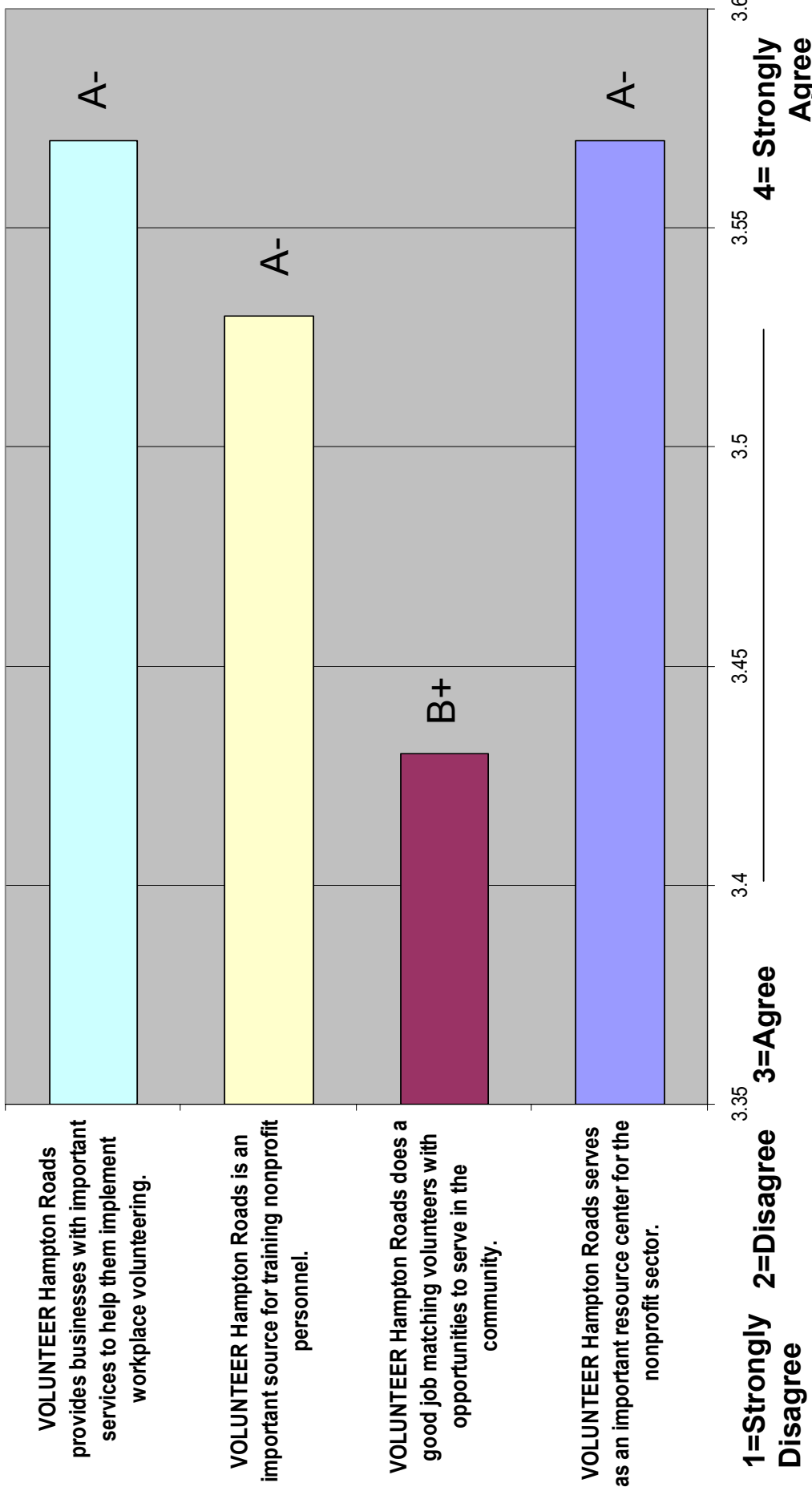
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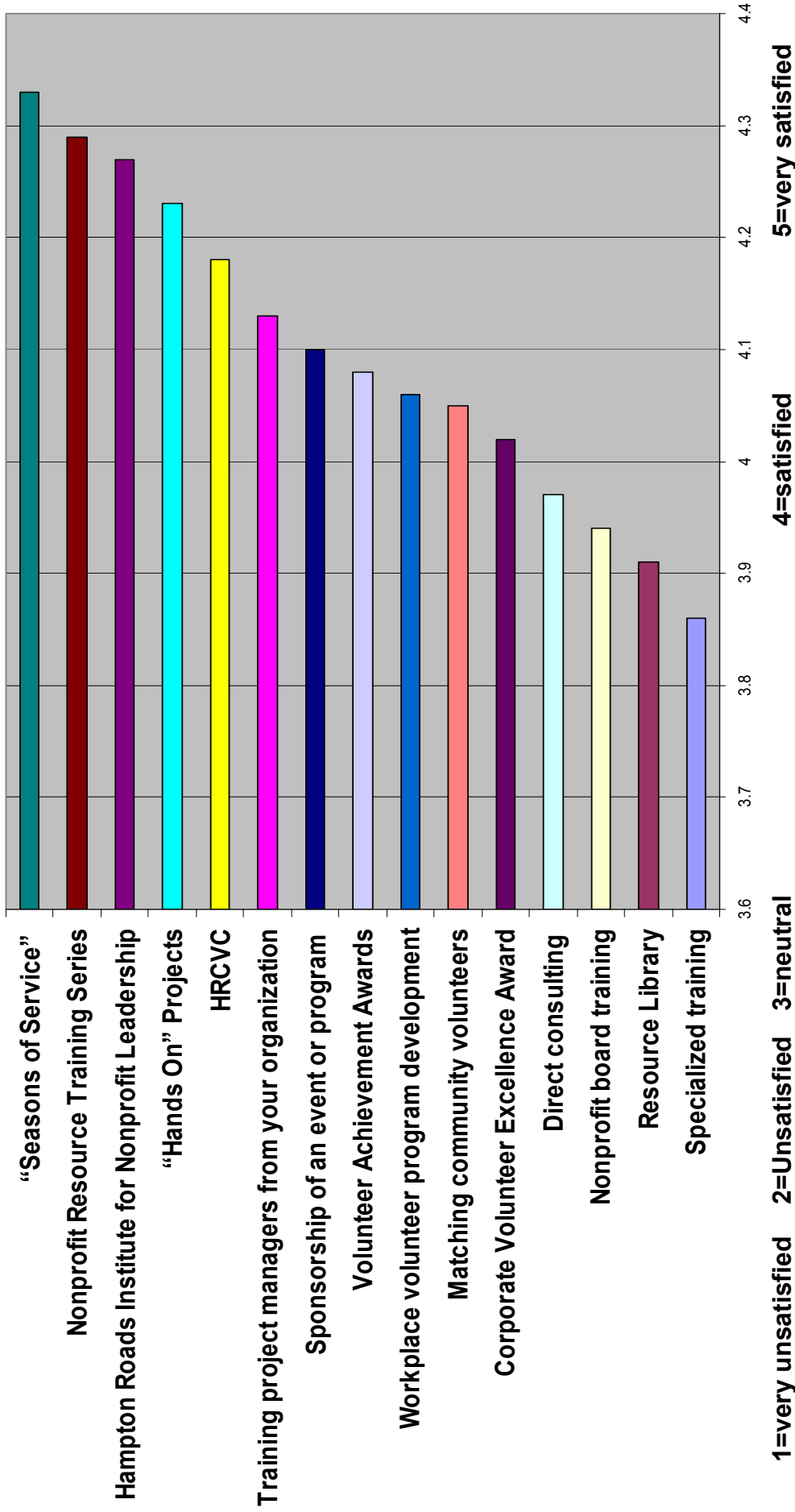
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Satisfaction With VOLUNTEER Hampton Roads Events/Programs



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Implications...

- Critical issues will require action that cuts across all community sectors... nonprofits, businesses, government
- Transportation, drugs, homelessness, education, crime among most important community issues
- Nonprofit funding could constrain response of the sector
- Volunteers are a important community asset today, and will become more important in the next three years. Recognition of volunteers lags.
- Greater collaboration could provide additional help in addressing community issues
- VOLUNTEER Hampton Roads has respected place in helping build nonprofit capacity; programs to help build nonprofit capacity will be in demand



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VOLUNTEER Hampton Roads Response

- June 1 Funders Forum addressing critical issue of nonprofit funding; future forums to investigate other impact areas
- Build additional bridges between business and nonprofit sectors
- Help create opportunities for collaboration on critical community issue
- Expand leadership development programs to help build nonprofit capacity
- Energize community volunteers with Hands-On Projects and community-wide days of service
- Advocate for community engagement of volunteers, nonprofits and businesses through awards and recognition



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VOLUNTEER Hampton Roads Community Impact Survey

VOLUNTEER Hampton Roads, the region's nonprofit resource center since 1957, issued a community impact survey as part of its activities to commemorate its 50th anniversary in 2007. The goal of the survey was to discover the key concerns in the region that must be addressed by the nonprofit sector. Surveys were sent to nonprofit professionals, business leaders, government representatives and volunteers in order to capture the opinion of our community and to identify the impact nonprofits, including VOLUNTEER Hampton Roads, must make in addressing these concerns.

Respondents:

- Nonprofits (64%)
- Businesses (23%)
- Schools/Government (11%)
- Foundations (4%)
- Other (5%)

Community Needs:

What critical issues are facing the Hampton Roads community and require more resources to address?

1. Transportation (44%)
2. Drugs (40%)
3. Homelessness & Housing (37%)
4. Education Quality (36%)
5. Disaster Preparedness (35%)
6. Health Services (34%)
7. Hunger & Nutrition (33%)
8. Crime (30%)
9. Domestic Violence (29%)
10. Youth Services (28%)

Below are the top critical issues as identified by respondent groups:

Top community issues according to businesses:

1. Education Quality
2. Transportation
3. Literacy
4. Domestic Violence
5. Drugs
6. Disaster Preparedness



Top community issues according to nonprofit respondents:

1. Transportation
2. Crime
3. Education Quality
4. Homelessness and Housing
5. Disaster Preparedness
6. Health Services

Nonprofit Trends

What will be nonprofits' greatest needs over the next three years?

1. Funding
2. Advocacy
3. Community Visibility
4. Collaboration
5. Individual Volunteers
6. Technology

What nonprofit needs are expected to remain level of the next three years?

1. Board Development and Training
2. Youth Engagement
3. Board Recruitment
4. Staff Development

What the projected trends for nonprofits over the next three years?

1. Mobilizing volunteers (98%)
2. Providing volunteer resources (96%)
3. Building the capacity of nonprofits to provide additional services (94%)
4. Management training for nonprofit staffs (93%)
5. Recognizing volunteers (64%)
6. Community collaborations (63%)

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What are the most valuable programs provided by VOLUNTEER Hampton Roads?

1. Seasons of Service Days (community volunteer projects)
2. Nonprofit Resource Training Series
3. Hampton Roads Institute for Nonprofit Leadership Annual Conference
4. Hands On Monthly Volunteer Projects
5. Hampton Roads Corporate Volunteer Council



Mission

VOLUNTEER Hampton Roads' mission is to increase the capacity of Hampton Road's nonprofit sector to address serious community issues by:

1. Providing high quality leadership development and professional training programs for nonprofit boards and staff;
2. Developing business resources and helping companies increase the impact and sustainability of their volunteer activity and community investments;
3. Mobilizing citizens of all ages by providing access to quality volunteer opportunities, and
4. Advocating for civic engagement and building a spirit of collaboration and partnership among organizations working to improve our community.

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