

HOW IT WORKS

Successful volunteering stems from a dynamic and complete system.

1-800-Volunteer.org is the only solution that completes the full 360° cycle of volunteering management. Through a customized branded website — an enhancement to your existing pages or as a stand alone site — the 1-800-Volunteer.org service helps you manage every aspect of the volunteer process from recruitment to reporting.

Recruitment

- Leverage the visibility and national promotion of 1-800-Volunteer.org
- Organizations and volunteers register on your Volunteer Center's locally branded 1-800-Volunteer.org site
- Provide all the tools they need to communicate — in English or Spanish
- Support for emergency response situations

Referrals and Signups

- Volunteers express their interest in volunteering for opportunities you have approved directly to the organizations
- Convert referrals to commitments through scheduling, event management, and confirmation features
- Send automatic reminders of confirmed commitments to the volunteers via e-mail

Record of Service Hours

- Record volunteer service hours efficiently, with school officials and employers.
- Automatically verify the service hours for all scheduled opportunities through 1-800-Volunteer.org

Recognition and Awards

- Easily verify your volunteers' record of service data to support local recognition programs and national efforts like the President's Volunteer Service Award

Reporting

- Generate, save, and export (in PDF and Excel), high-impact activity and outcome reports
- Send automatic thank you e-mails to volunteers which include brief surveys for organizations and volunteers to share their experience with your Volunteer Center in qualitative and quantitative formats



The Technology that Powers it

The Points of Light Foundation & Volunteer Center National Network manages and updates 1-800-Volunteer.org as an Application Service Provider. It is a centrally hosted, maintained, and upgraded application. This maximizes efficiencies, performance, and security while creating a seamless, hassle-free system for your Volunteer Center. It requires only a basic Internet connection to enable you to manage your website calendar and database.

The network architecture for 1-800-Volunteer.org is "clustered" using IBM Blade servers with an Oracle Application Server and Oracle 9i database. The network is protected behind a firewall with redundant servers, each with T1 (high bandwidth) capacity.



EVERYTHING IS INCLUDED!

Your yearly subscription fee provides all the upgrades and comprehensive support related to establishing and maintaining your 1-800-Volunteer.org service.

- 9AM - 5PM EST phone support for Volunteer Center users. E-mail support for all other users
 - Launch and planning support
 - Training materials and assistance for your staff and organizations
 - Promotion of newly launched Volunteer Centers on 1-800-Volunteer.org's national portal page
 - Coordinated media strategy for local impact
- When your website is ready for visitors, we provide assistance through web marketing and public relations to drive more volunteers to your site.

I knew the Points of Light Foundation's 1-800-Volunteer.org would be responsive to what we, as Volunteers Centers, need and want. We all have a commonality and we all do the same thing, and the Foundation gets it.

-Shaele Wood, Volunteer Center Director
Volunteer Center of United Way - Thomas Jefferson Area

HOW CAN I JOIN THE NETWORK?

1-800-Volunteer.org is only available to affiliates of the Points of Light Foundation & Volunteer Center National Network.

To learn more about how to get started, visit us online at 1-800-Volunteer.org or call 202-729-3231.



A Comprehensive Online Service for Managing the Volunteer Process

A Service of



A Service of the Points of Light Foundation

We used to field several hundred calls per month. The volunteers now use the web to find and search opportunities — when it's convenient for them, not just during our business hours. There is no way we could provide them that type of service (with our staff of 5) without the Points of Light Foundation providing us with 1-800-Volunteer.org.

- Diane Paluzzi, Assistant Director, Volunteer Hampton Roads

THE COMPLETE VOLUNTEER MANAGEMENT TOOL

1-800-Volunteer.org began as a national telephone hotline. It is now a total volunteering solution, *built for Volunteer Centers by Volunteer Centers*, and designed to increase the efficiency and quality of volunteering in your community. Now your Volunteer Center can utilize the most comprehensive system available for recruiting and engaging volunteers, communicating with the public, and meeting the complex needs of your nonprofit organizations.

Our Commitment to Volunteer Centers – We've invested in building 1-800-Volunteer.org to better connect our nation's network of community Volunteer Centers, our members and improve our nation's capacity to mobilize communities.

¿Habla español?

The 1-800-Volunteer.org site is built to meet the needs of diverse communities. Page navigation and instructional text are already translated. You can customize and provide Spanish content.



For Volunteers – Use 1-800-Volunteer.org to find volunteer opportunities quickly. 1-800-Volunteer.org allows anyone to record service hours, connect to awards and information, and learn more about your Volunteer Center's role in the community.

For Nonprofit Organizations – Your Volunteer Center's 1-800-Volunteer.org website is the simplest way for nonprofits and government agencies to recruit volunteers and track their contribution to the community. Powerful tools for scheduling and communicating, 1-800-Volunteer.org makes it easy to engage volunteers while reducing administrative burdens on staff.

For Your Community – 1-800-Volunteer.org is a clear call-to-service and place to inspire citizens to serve. Matched with your local presence, it serves as a high-impact hub that can help make your community stronger through collaborative, synchronized volunteer management.

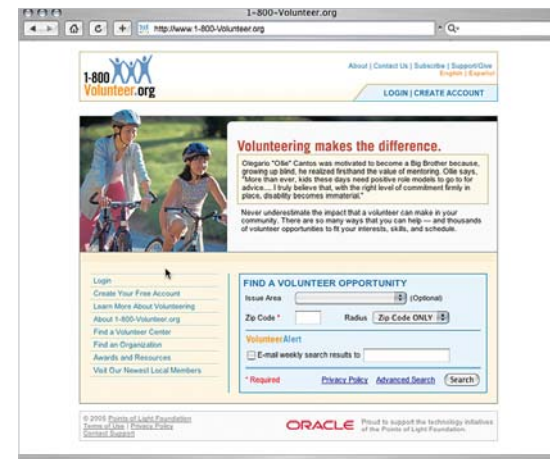
SPECIAL FEATURES

Integration into one single tool –

Powerful recruiting tools, event management, flexible reporting, emergency response, and recognition all in one system. 1-800-Volunteer.org is a one-stop toolkit for website and database management, feedback, evaluation, and follow-up.

Management in your hands – The Volunteer Center's administrative console puts you in command of all approvals and decisions around searchable content in your community database and calendar. Use volunteer and organization feedback to help organizations improve the effectiveness of their volunteer programs. Get a local feel — with national reach — to customize and maintain your branded website pages while seamlessly integrating with your own website and the nationally promoted 1-800-Volunteer.org system.

Share your knowledge – Volunteer Centers can expand technical assistance to nonprofit organizations within the community and systematically manage and improve the quality of volunteering your area.



This service is truly a wonderful service for non-profits, such as ours that do not always have the time or money for all that needs to be accomplished with limited staffing. By using 1-800-Volunteer.org, we now have a new Board member, a group of retired teachers and librarians who will help us with our children's library, and a grant writer. Thank you for doing such a great job of meeting the needs of the community

-Peggy Lopez, Executive Director
Christina Kent Day Nursery - Albuquerque, NM

Emergency ready – Your 1-800-Volunteer.org site can support emergency situations with critical public communication, instruction, and sign-ups. Mobilize volunteers for disaster, homeland security, or other unexpected community needs, and save critical response time.

Automated e-mail alerts – VolunteerAlert is an automated e-mail system that informs volunteers of new opportunities based on their interest and location. Instantly connect volunteers every time you approve a new opportunity on your community calendar and database. You can also e-mail volunteers and organizations directly from the system.

Open 24 x 7 – 1-800-Volunteer.org never closes. Your national online portals are ready to serve the community at any hour and can be accessed from any Internet-connected computer. For those without computer access, our parallel phone system connects the community directly to your Volunteer Center.

Accurate reporting – Using a simple yet powerful reporting console, quickly view key activity and trends and run custom reports tailored to your tracking and reporting needs. Print or export information for presentations to sponsors that underwrite your programs.

Communications tools and support – In addition to a national promotion of 1-800-Volunteer.org, the Points of Light Foundation & Volunteer Center National Network offers a growing library of materials and templates for you to further promote your portal on a local and regional level. To learn more about the current suite of communications support, contact 1-800-Volunteer.org at 301-793-6121.

To learn more about how to get started, visit us online at 1-800-Volunteer.org or call 202-729-3231.

