

# SERVICE ENTERPRISE INITIATIVE

is a holistic and customized change management approach to help organizations gain a greater return on volunteer investment and have greater impact in their communities.



"Service Enterprise has helped us to be more systematic, establishing procedures, systems, and policies that have improved the volunteer experience and ultimately the people we serve. Service Enterprise has helped us strengthen our mission and our capacity to meet the changing needs of our community."



[www.pointsoflight.org/service-enterprise-initiative](http://www.pointsoflight.org/service-enterprise-initiative)

*Chris Koop, Executive Director  
Hastings Family Service  
Hastings, MN*

## An average Service Enterprise certified organization benefits from:

**23%** increase in  
volunteers  
annually

**+2,700** hours of  
donated time from  
new volunteers,  
= 1.5 FTEs worth of labor

**\$63K** in  
valued labor  
from additional  
volunteer hours

**>80%** of Service Enterprises  
report an increase in  
both volunteers and  
skills-based volunteers

**>60%** report an  
increase  
in  
volunteer  
hours

### Why nonprofits need Service Enterprise

- Nonprofits are struggling to make a lasting impact
- All nonprofits could benefit from volunteers embedded in their business model
- In the last decade there has been a decrease in the percentage of adults volunteering

### National footprint

20 states + Puerto Rico

More than 500 organizations trained and 200 organizations certified

### Supporters

- Algorhythm
- CaliforniaVolunteers
- Corporation for National and Community Service
- Points of Light
- RGK Center at the University of Texas Austin

# UPCOMING COHORTS

HUB	DATE	CONTACT
Best Friends Animal Society	JAN and AUG 2017	patg@bestfriends.org
OneOC (Fresno)	JUL 2016	bmyung@oneoc.org
Volunteer Center of Santa Cruz	JUL and AUG 2016	Connect@scvolunteercenter.org
Metro Volunteers	SPRING 2017	KJudd@MetroVolunteers.org
HandsOn Suburban Chicago	JAN 2017	sarah.vanhuis@volunteerinfo.net
Iowa Commission on Volunteer Service	FALL 2016	michelle.raymer@iowa.gov
Volunteer Center of Story County	SEPT/NOV 2016	anne.owens@vcstory.org
HandsOn Twin Cities/MAVA	FALL 2016	swessling@mavanetwork.org
NevadaVolunteers	OCT/NOV 2016	janet@nevadavolunteers.org
UServeUtah	DEC 2016	annadecker@utah.gov
Volunteer Milwaukee	NOV 2016	bandrews@volunteermilwaukee.org

## Delivering Success with Service Enterprise

### LOCATE A HUB NEAR YOU!

<p><b>ARIZONA</b> Commission on Service &amp; Volunteerism bshogren@az.gov</p>	<p><b>MAINE</b> Maine Commission for Community Service maryalice.crofton@maine.gov</p>	<p><b>HandsOn Northwest North Carolina</b> KathyDavis@HandsOnNWNC.org</p>
<p><b>CALIFORNIA</b> CVNL atimms@cvnl.org</p>	<p><b>United Way of Eastern Maine</b> amanda.a@unitedwayem.org</p>	<p><b>Triangle Nonprofit &amp; Volunteer Leadership Center</b> kim@thevolunteercenter.org</p>
<p><b>LA Works</b> gyasi@laworks.com</p>	<p><b>United Way of York County</b> jketterick@buildcommunity.org</p>	<p><b>OHIO</b> HandsOn Northeast Ohio jeff@HandsOnNEO.org</p>
<p><b>Volunteer Center of San Francisco &amp; San Mateo</b> jblackburn@thevolunteercenter.net</p>	<p><b>MASSACHUSETTS</b> Massachusetts Service Alliance lhacker@mass-service.org slothrop@mass-service.org</p>	<p><b>PUERTO RICO</b> NonProfit Fundraisers US Inc. evelynherrerorc@gmail.com</p>
<p><b>FLORIDA</b> HandsOn Jacksonville leann@handsonjacksonville.org</p>	<p><b>MICHIGAN</b> Volunteer Kalamazoo carrie@volunteerkalamazoo.org</p>	<p><b>TENNESSEE</b> Hands On Nashville julie@hon.org</p>
<p><b>GEORGIA</b> Foreverfamily, Inc. sandrabarnhill@foreverfam.org</p>	<p><b>NEW YORK</b> UJA Federation of NY parkers@ujafedny.org</p>	<p><b>TEXAS</b> Volunteer Houston cameronw@volunteerhouston.org</p>
<p><b>IOWA</b> United Way of East Central Iowa kpaulson@uweci.org</p>	<p><b>NORTH CAROLINA</b> Activate Good amber@activategood.org</p>	<p><b>VIRGINIA</b> HandsOn Blue Ridge alisonj@councilofcommunityservices.org</p>
<p><b>United Way of Wapello County</b> a.wilson@wapellocouw.org</p>		<p><b>HandsOn Greater Richmond</b> vdiamond@handsonrva.org</p>
<p><b>Volunteer Center of Cedar Valley</b> lauren_finke@vccv.org</p>		<p><b>VOLUNTEER Hampton Roads</b> training@volunteerhr.org</p>