State of Volunteerism on Oahu 2020

Survey conducted by Kanu Hawaii. Report by Jacquelyn Chappel.
Support and direction provided by City & County of Honolulu, Elderly Affairs Division

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1. EXECUTIVE SUMMARY

- This survey, conducted in November 2020 in the midst of the Covid-19 pandemic, gathers the experiences of 189 Oahu organizations that utilize volunteers. This includes over 25 houses of worship.
- Over 1,500 respondents were surveyed out of an estimated 8,500 non-profit organizations in the state.
- Most organizations practiced some type of preventative healthcare measure (56-75%) or moved volunteer recruitment, events and meetings online (40%). Some discontinued services and eliminated or reduced use of volunteers (45-57%).
- Overall, 50% of respondents saw an increase in the need for their services. Meanwhile, 44% said service opportunities decreased and 42% saw volunteer inquiries decreased.
- Nonprofits working in the sectors of mental health, women, food security, elderly/disabled, and healthcare experienced the greatest increased need in services.
- Small agencies (1-50 employees in size) experienced reduced service opportunities. These agencies may benefit from additional support with social distancing protocols, pivoting online, and creative strategies to deliver their services while ensuring public health and safety.

2. BACKGROUND

Covid-19

On March 11, 2020, the World Health Organization (WHO) declared Covid-19 a pandemic. “This is not just a public health crisis, it is a crisis that will touch every sector,” the WHO director-general declared (Ducharme, 2020).

As Covid-19 cases began to emerge in Hawaii in March of 2020, the Department of Education (DOE) extended spring break (*Hawaii Tribune Herald*, Mar. 15, 2020) and eventually cancelled the remainder of the 2019-2020 school year (Lee, Apr. 17, 2020). Beginning March 25, the governor restricted the movements and activities of Hawaii residents outside of their home except for “essential” businesses. That same week, the state of Hawaii also required a 14-day quarantine for all in-bound visitors to the Hawaiian Islands (Hawaii Travel Restrictions, 2020). Following this restriction, visitor arrivals plummeted by 99.5% from the previous year (Hawaii Visitors Statistics for April 2020). The combined effect of school closures, lockdowns, and reduced visitor arrivals have complicated life for Hawaii’s businesses, including its non-profits, many of whom were critical responders during the pandemic and who rely on volunteers for their livelihood.

The Role of Volunteers

While the COVID-19 crisis has been disruptive, healthcare workers, food distribution centers, businesses, community organizations, other essential service providers, and countless volunteers have banded together to respond to the crisis. The pandemic has reinforced the importance of grassroots community connections and volunteerism.

For volunteers, volunteer work offers meaningful opportunities for people to get involved and make a significant contribution to the empowerment and resilience of their communities. In trying times, volunteerism not only increases awareness of threats or vulnerabilities, it also unites individuals and stakeholder groups creating wider systems of support and increasing risk management (State of Volunteerism in Hawaii, Kanu Hawaii, 2019). “Well-connected communities are better positioned to respond to and bounce forward from times of shock and stress,” a report from the City and County of Honolulu’s Office of Climate Change, Sustainability and Resiliency concluded in 2019.

For communities, volunteerism fills gaps in public and private sector services, supports vulnerable populations, is essential to the prosperity of nonprofit organizations and provides significant economic value (State of Volunteerism in Hawaii, Kanu Hawaii, 2019).

According to the National Center for Charitable Statistics, there were about 7,800 nonprofit organizations in Hawaii in 2009 (Tuohy, 2014). Today, some estimate there are about 8,473 nonprofits (Non-profits in the State of Hawaii); many of these are based on Oahu.

This Study

This study identifies challenge areas, bright spots and best practices among Oahu's non-profit organizations following the Covid-19 outbreak in Hawaii. How were non-profits on Oahu impacted by the Covid lockdowns? How have community needs shifted post Covid? How have non-profits responded to community needs during this period? What supports do they require as the state moves forward? The results will let government, community partners, and philanthropists understand the challenges and needs of nonprofits during this unprecedented time.

The 2020 Volunteer Survey was conducted in November of 2020, roughly eight months into the initial lockdown in the midst of continuing precautionary measure recommendations from state and local officials. About 1,500 non-profit organizations throughout the state were invited to participate in a survey on their volunteer efforts pre and post-Covid. Invitations were extended by email and sometimes with follow-up phone calls. Organizations surveyed consisted of Kanu Hawaii partner organizations, member organizations of the Kupuna Food Security Coalition and Emergency & Disaster Response, and organizations active during the COVID-19 pandemic response and recovery period. Some schools and government agencies that employ volunteers are included. Houses of worse ("religious") comprised the largest sector of respondents.

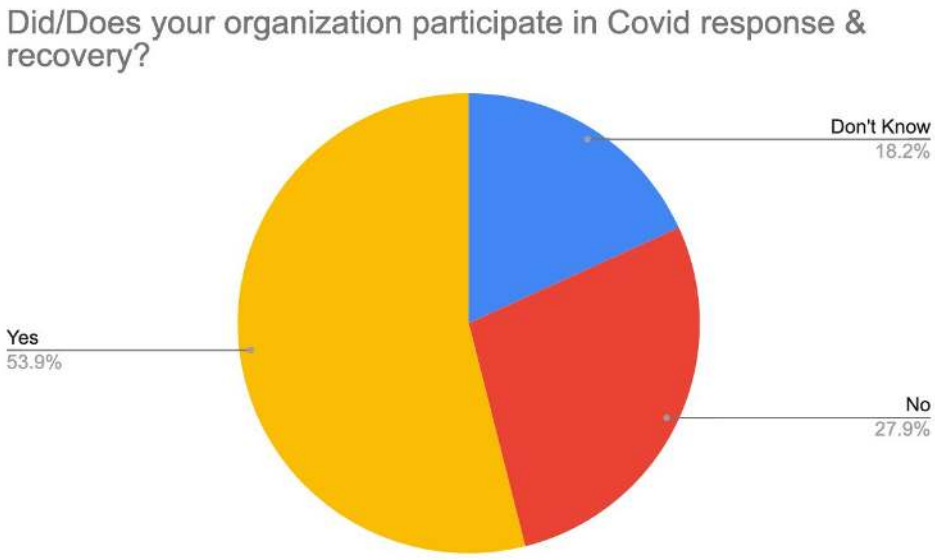
This study reports on those respondents that served the island of Oahu.

3. SURVEY RESPONDENTS

Participation in Covid Response
A total of 201 respondents from 189 non-profit organizations on Oahu participated in the 2020 Volunteer Survey. Overall, just over half of respondent organizations participated in Covid response.

Did your organization participate in Covid response?

Most respondent organizations participated in Covid-19 response.

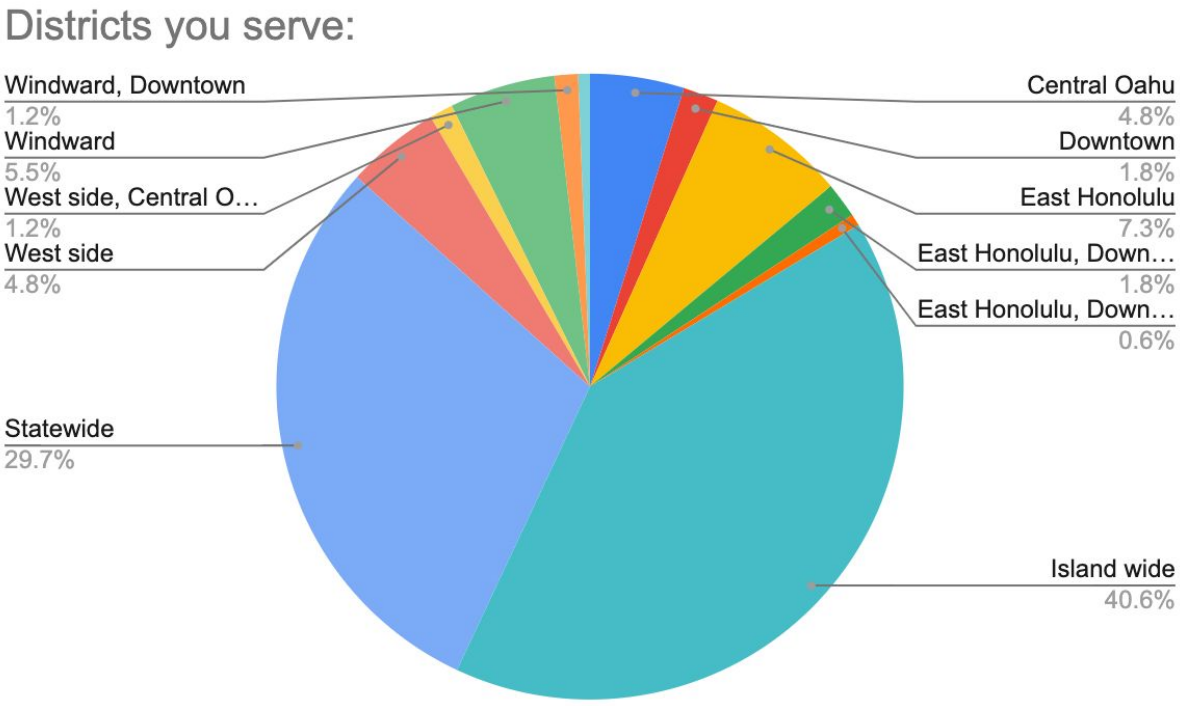


Some respondents responded “Don‘t know” when asked whether they participated in Covid-19 response. This may have been because many of these respondents participated in Covid response indirectly through various social services. While they continued to provide community networks and services in a time of isolation and social distancing, they did not perceive themselves as directly responding to the Covid crisis.

These organizations included:

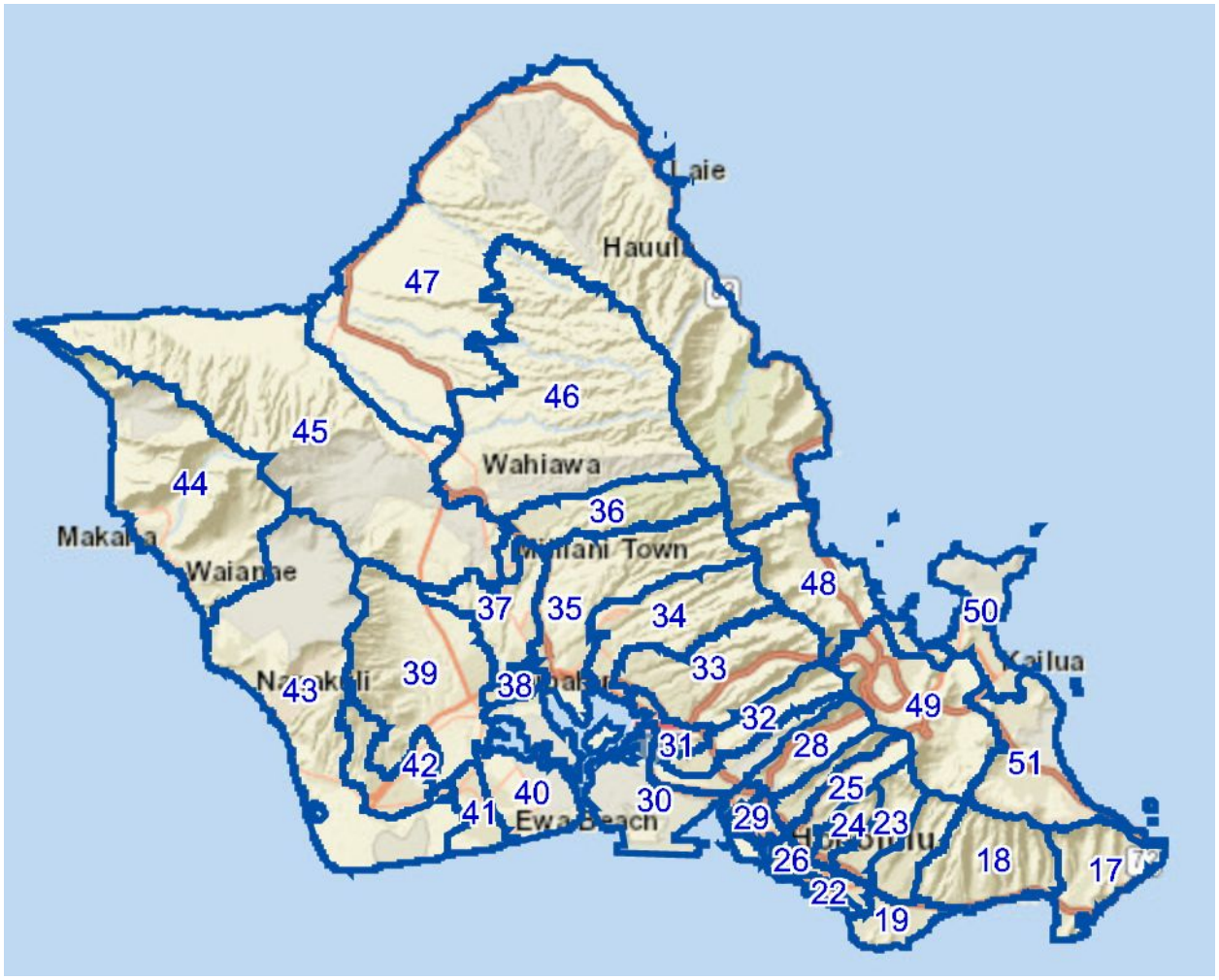
- environmental or educational services
- health agencies (unrelated to Covid response)
- transportation services
- schools
- religious organizations

Districts Served
30% of respondents organizations serviced the entire state of Hawaii. 40% offered their services throughout the island of Oahu. A few organizations serviced only certain areas.


Districts you serve:
Windward, Downtown
1.2%
Windward
5.5%
West side, Central O…
1.2%
West side
4.8%
Statewide
29.7%
Central Oahu
4.8%
Downtown
1.8%
East Honolulu
7.3%
East Honolulu, Down…
1.8%
East Honolulu, Down…
0.6%
Island wide
40.6%

The following offers a breakdown of Oahu's House legislative districts by respondents' organizations.

Oahu State Legislative Districts



Island wide: Oahu: 40.6%
Statewide: 30%

East Honolulu only: 7.3%
District 17: Hawaii Kai, Kalama Valley
District 18: Hahaione, Kuliouou, Niu Valley, Aina Haina, Waialae, Kahala
District 19: Waialae, Kahala, Diamond Head, Kaimuki, Kapahulu
District 20: St. Louis Heights, Palolo, Maunalani Heights, Wilhelmina Rise, Kaimuki
District 21: Kapahulu, McCully, Moiliili
District 22 Waikiki, Ala Moana
District 23: Manoa, Punahou, University, Moiliili

Windward Oahu only: 5.5%
District 45: Schofield, Mokuleia, Waialua, Kunia, Waipio Acres, Mililani
District 46: Wahiawa, Whitmore Village, Launani Valley
District 47: Waialua, Haleiwa, Pupukea, Kahuku, Laie, Hauula, Waiahole, Waikane, Sunset Beach, Punaluu, Kaaawa
District 48: Kaneohe, Kahaluu, Waiahole
District 49: Kaneohe, Maunawili, Olomana
District 50: Kailua, Kaneohe Bay
District 51: Kailua, Waimanalo

Central Oahu only: 4.8%
District 31: Moanalua, Red Hill, Foster Village, Aiea, Fort Shafter, Moanalua Gardens, Aliamanu, Lower Pearlridge
District 32: Moanalua Valley, Salt Lake, Aliamanu
District 33: Aiea
District 34: Pearl City, Waimalu, Pacific Palisades
District 35: Pearl City, Manana, Waipio
District 36: Mililani Mauka, Mililani
District 37: Mililani, Waipio Gentry, Waikele

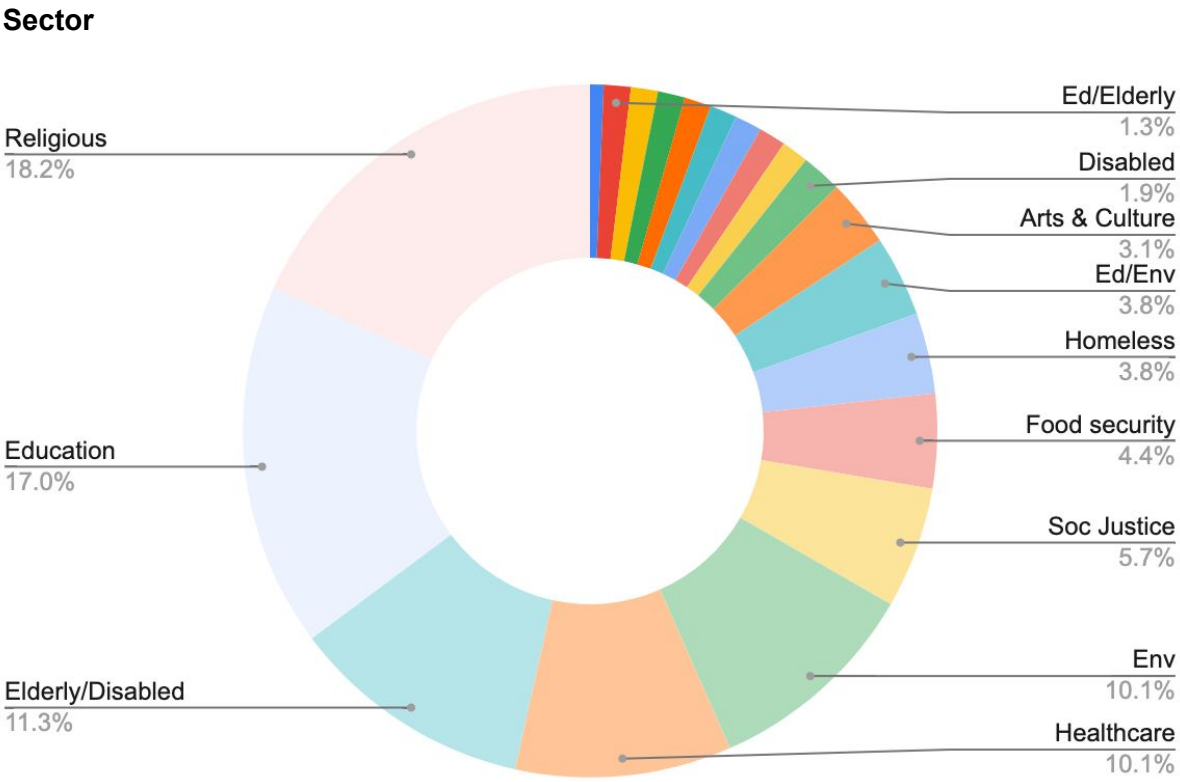
West side only: 4.8%
District 38: Waipahu
District 39: Royal Kunia, Village Park, Waipahu, Makakilo, West Loch
District 40: Ewa, Ewa Beach, Ewa By Gentry, Iroquois Point
District 41: Ewa Villages, Ewa Beach, Ewa Gentry, Ocean Pointe, West Loch
District 42: Kapolei, Makakilo
District 43: Ewa Villages, Kalaeloa, Honokai Hale, Nanakai Gardens, Ko Olina, Kahe Point, Nanakuli, Lualualei, Maili
District 44: Waianae, Makaha, Makua, Maili

Downtown Honolulu only: 1.8%
District 24: Makiki, Tantalus, Papakolea, McCully, Pawaa, Manoa
District 25: Makiki, Punchbowl, Nuuanu, Dowsett Highlands, Pacific Heights, Pauoa
District 26: McCully, Kaheka, Kakaako, Downtown
District 27: Nuuanu, Liliha, Puunui, Alewa Heights
District 28: Kalihi Valley, Kamehameha Heights, portion of Lower Kalihi
District 29: Kalihi, Palama, Iwilei, Chinatown
District 30: Kalihi Kai, Sand Island, Hickam, Pearl Harbor, Ford Island, Halawa Valley Estate

Sector

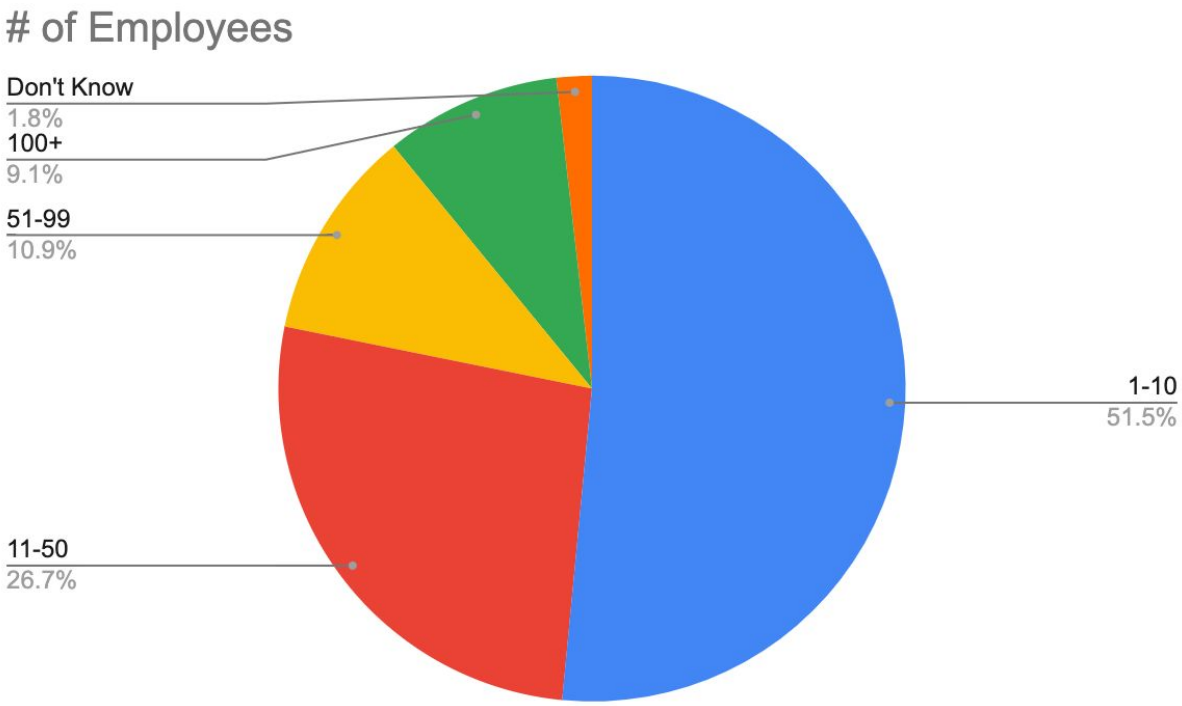
Respondents came from all sectors. It is important to note, there was overlap among sectors. Religious organizations (27 total), for example, participated in a variety of services, including food security, education/youth, social justice, and more. Non-profits with a primarily "environmental" mission (10.1%) also sometimes participated in youth/education (3.8%) and sometimes even food distribution. Agencies who serviced substance abusers also sometimes also served multiple sectors including homeless, healthcare, mental health, food security, women, family services, and youth/education. Overall, the vast majority of respondents serviced vulnerable populations.

Educational organizations included both public schools utilizing volunteers as well as community non-profits. The inclusion of some Department of Education (DOE) agencies reflects the department's high use of volunteers (State of Volunteer Services, Governor's Office, 2001).



Agency Size

The majority of respondent organizations (51.5%) employed 1-10 individuals. 26.7% of respondent organizations employed 11-50 employees. 10.9% employed 51-99 individuals. 9.1% respondents represented large organizations employing over 100 individuals.



4. NEED FOR SERVICES V. SERVICE OPPORTUNITIES & VOLUNTEER INQUIRIES

Need for Services During the Pandemic

Was there an increase or decrease in the need for services following the Covid outbreak?

50% of respondent organizations experienced an increase in the need for their services. 19% experienced no change. Some (17.7%) experienced a decrease in need.

Change in Need for Services

Increase	Decrease	No change	Don't know	Other
50.6%	17.7%	19.0%	7%	5.7%

Not surprisingly, agencies participating in Covid response experienced an increase in need for their services while agencies *not* participating in Covid response experienced a decrease in need.

Increase in need for services during the pandemic

Covid Response	<50% Increase	50-100% Increase	100+% Increase	Any Increase	Decrease	No change	Don't know	NA	Other
Yes	15.6%	25.8%	18.0%	**59.4%**	10.1%	15.7%	9.0%	1.1%	4.5%
No	32.4%	8.8%	8.8%	50%	**32.4%**	**35.3%**	11.8%	0.0%	2.9%
Don't know	7.1%	28.6%	0.00%	35.7%	28.6%	21.4%	17.9%	0.0%	3.6%

Among those that experienced an increase in need for services, the increase in need was extreme. Most (42.5%) experienced a 50-100% increase with 23.8% seeing a doubling in the need for their services.

%Increase in Need for service among those that experienced increased need

<50% Increase	**50-100% Increase**	100% Increase
33.8.3%	**42.5%**	23.8%

Among those that responded "Other," respondents noted the following:

- "Fewer new inquiries, but greater need in terms of intensity of services."
- "type of services changed"
- "schools stopped coming but community members wanted to come for healing"
- "increase in outreach and food pantry/decrease in all other areas"

- “Applications for our services are down, but we believe there is an increased need in the community”
- “We had a 50% increase for the need of some services. Other areas less need.”

Respondents in the following geographic areas said they experienced an increase in the need for their services.

Increase in Need by District
Agencies that serviced the entire island or state experienced the greatest need in their services.

Islandwide: 57.6%
Statewide: 55.1%
East Honolulu: 41.1%
Downtown Honolulu: 33.3%
Windward: 31.8%
West side: 10.0%
Central Oahu: 10.0%

Increase in Need by Agency Size
About 50-60% of all agencies, regardless of size, experienced an increased need for their services.

# Employees	Increased need
1-10	47.6%
11-50	50.0%
51-99	61.1%
100+	51.9%

Sectors experiencing greatest need

Non-profits working especially in the sectors servicing the **elderly/disabled, mental health, women, food security,** and **healthcare** experienced the greatest need in services.

Sector	% of Sector Experiencing increased need in services
Education/Elderly	100.0%
Mental health	100.0%
Women	100.0%
Other	75.0%
Food security	71.4%
Elerly	70.6%
Disabled sub	66.7%
Healthcare	62.5%
Education/mental health	50.0%
Education/Native Hawaiian	50.0%
Family services	50.0%
Nat Hawaiian	50.0%
Religious	44.8%
Arts & Culture	40.0%
Ed/Env	40.0%
Soc Justice	37.5%
Homeless	33.3%
Education/youth	32.1%
Environmental	25.0%
Emergency preparedness	0.0%
Transportation	0.0%

Service opportunities

Was there an increase or decrease in service opportunities?

Service opportunities are defined as chances for both volunteers and paid employees to render the agency‘s services to the community. Most respondents experienced a decrease in service opportunities as a result of the pandemic‘s healthcare requirements. While many experienced an increase in service opportunities (32.9%), this increase did not keep pace with the overall increase in service needs (50.6%).

Change in Service Opportunities

Increase	**Decrease**	No change	Don‘t Know	Other
32.9%	**44.1%**	14.0%	4.2%	4.2%

Respondents commented social distancing requirements
1. reduced their service opportunities
OR
2. changed the delivery of the service:

- “There was a decrease in in-person service opportunities, but an increase in virtual services...”
- “Both. Some programs increased services such as food distribution and other additional support while many programs had to decrease services normally offered in person.”
- “The services needed changed, and the modality changed - offering online opportunities versus in person.”
- “We did see an overall decrease in serving opportunities, but many were still able and willing to serve, just in a different capacity during covid.”
- “We went from 7 cultural clubs and 51 classes offered each week to 15 classes and now a myriad of online programs. In-person service opportunities declined drastically (from 600-800 seniors coming to the senior center monthly unduplicated, to only having about 250 email addresses of center members to keep informed daily of the many activities online).”
- “We cancelled all our service opportunities through 2020 / we only do self managed volunteering.”
- “We put our safety at risk having volunteers come so we decreased the opportunities.”
- “I had a decrease in group service opportunities of about 90% and an increase in our public volunteer events of about 50%.”
- “100% increase, but less hours per person.”
- “Cannot recruit as heavily due to safety.”
- “We were able [to] increase the number of summer interns we hosted because we could work remotely (didn't have space limitations) and we got better local applications (because they were here in Hawaii and not in other states/countries).”

All agencies--those responding to Covid and not--experienced a reduction in service opportunities. Many agencies involved in Covid response experienced an uptick in service opportunities.

Was there an increase/decrease in service opportunities?

Covid response	<50% Increase	50-100% Increase	100%+ Increase	Any Increase	Decrease	No change	Don‘t know	NA	Other
Yes	10.3%	20.5%	16.7%	**47.5%**	**29.5%**	14.1%	3.9%	1.3%	3.9%
No	0.0%	13.2%	0.0%	13.2%	**68.4%**	10.5%	2.6%	0.0%	5.3%
Don’t know	3.7%	11.1%	3.7%	18.5%	**51.9%**	18.5%	7.4%	0.0%	3.7%

Did agency size impact change in service opportunities?

Yes. **Smaller non-profits experienced the greatest decrease in service opportunities** as a result of lockdowns. Larger non-profits (51-99 or 100+ employees) experienced a less severe impact on their service opportunities. This may have been because larger agencies had more resources to leverage in order to pivot online.

Change in Service Opportunities by Agency Size

# Employees	<50% Increase	50-100% Increase	100%+ Increase	Any Increase	Decrease	No change	Don‘t know	NA	Other
1-10	7.1%	12.9%	10.6%	30.6%	**44.7%**	10.6%	8.2%	1.2%	4.7%
11-50	4.6%	22.7%	9.1%	37.8%	**47.7%**	13.6%	0.0%	0.0%	2.3%
51-99	11.1%	16.7%	5.6%	**41.2%**	33.3%	22.2%	5.6%	0.0%	5.6%
100+	6.7%	6.7%	6.7%	**43.8%**	40.0%	33.3%	0.0%	0.0%	6.7%

Volunteer Inquiries

Was there an increase or decrease in volunteer inquiries?

The majority of respondents (42.4%) experienced a decrease in volunteer inquiries. A significant percent (27.3%), however, saw an increase in volunteer inquiries.

Change in Volunteer Inquiries

Increase	**Decrease**	No change	Don‘t know	NA	Other
27.3%	**42.4%**	20%	9.0%	0.6%	0.6%

Among respondents who experienced an increase, most experienced less than a 50% increase.

%Increase Volunteer Inquiries among those who saw increase

<50% Increase	50-100% Increase	100%+ Increase
60%	28.9%	11.1%

One respondent noted:
“We had a major increase in college aged students looking for internships.”

Participation in Covid response did not impact the rate of volunteer inquiries.
All agencies--those participating in Covid response and not participating in Covid response--experienced a decrease in volunteer inquiries overall.

Agencies involved in Covid response experienced less of a decrease in volunteer inquiries.

Change in Volunteer Inquiries according to Covid-Response

Covid Resp?	<50% Increase	50-100% Increase	100%+ Increase	Any Increase	Decrease	No change	Don‘t know	NA	Other
Yes	16.9%	12.4%	5.6%	**34.9%**	**34.8%**	20.2%	9.0%	1.1%	0.0%
No	17.4%	2.2%	0.0%	19.6%	**52.2%**	23.9%	4.4%	0.0%	0.0%
Don’t know	13.3%	3.3%	0.0%	16.6%	**50.0%**	13.3%	16.7%	0.0%	3.3%

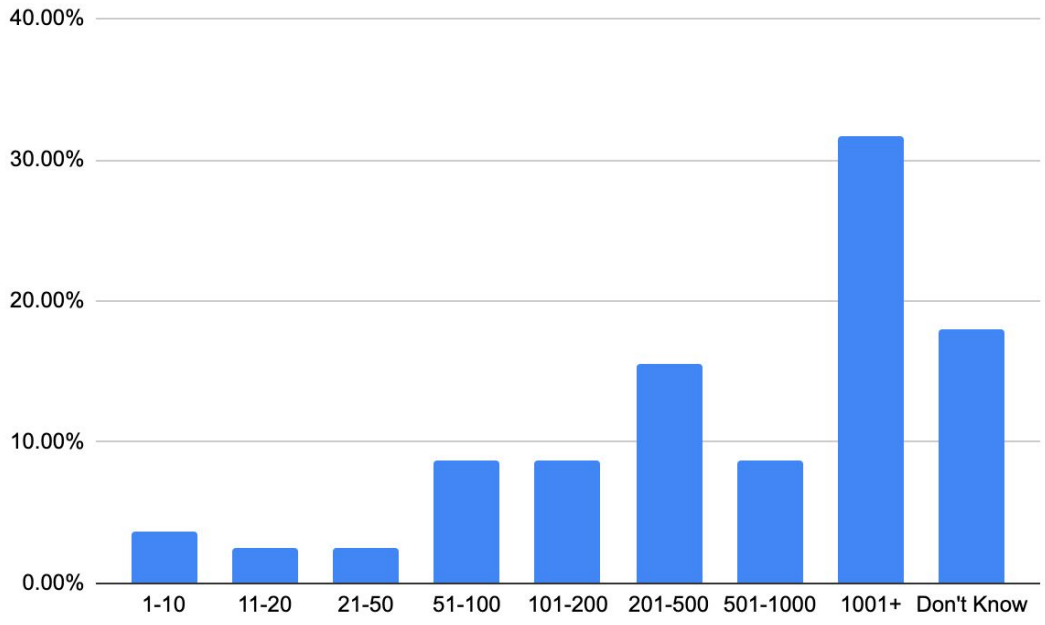
5. INDIVIDUALS SERVICED & VOLUNTEERS UTILIZED

How many individuals received services during the Covid pandemic?

During the Covid pandemic, many respondents' organizations (31.7%) provided services to over 1,000 individuals. 15.5% of respondents' organizations serviced 201-500 individuals. Many (18%) were not sure how many individuals received their organizations' services.

Several organizations were only able to service a handful of individuals. 3.7% said they only serviced 1-10 individuals. 2.5% said they serviced only 11-20 individuals. 2.5% said they serviced only 21-50 individuals. This may have been because their non-profit reduced or discontinued services completely as a result of healthcare precautions. A significant percentage of organizations (18%) noted they did not know how many individuals they serviced.

Individuals Serviced During Pandemic



How were volunteers utilized before and during the Covid outbreak?
Fewer volunteers were utilized during the Covid pandemic. Organizations that normally utilized hundreds of volunteers also reduced in number.

How many volunteers were utilized before v. during the pandemic?

#Volunteers	Pre-Covid	During	Change
0	6%	13.3%	+7.3%
1-10	11.9%	20%	+9.1%
11-25	11.5%	16.4%	+4.9%
26-50	14.6%	15.8%	+1.2%
51-100	13.3%	8.5%	4.8%
101-250	9.7%	6.1%	-3.6%
251-1,000	20%	13.9%	-6.1%
1,000+	10.3%	2.4%	7.9%
Don't know	3.6%	3.6%	No change

While volunteers continued to be utilized for education, manual labor, and fundraising, shifts occurred. The main shift occurred in food distribution (+4.3%).

How were volunteers utilized before v. during the pandemic?

Volunteer work	Pre	During	Change
Education	17.2%	14.3%	-2.9%
Manual Labor	14.4%	12.2%	-2.2%
Fundraising	14.2%	10.8%	-3.4%
Clerical	11.1%	9.5%	-1.6%
Advocacy	10.9%	10.3%	-0.6%
Field Work	10.3%	8.9%	-1.4%
Food Distribution	**9.8%**	**14.1%**	**+4.3%**

Other	8.2%	9.2%	+1.0%
Recruitment	2.9%	5.4%	+2.5%
N/A	1.1%	5.4%	+4.3%

How did you recruit volunteers before/during the pandemic?
Prior to Covid, respondents recruited volunteers mainly by word of mouth or through job postings on their website (Org's website). Social media and mentions at events also helped recruit additional volunteers.

During Covid, recruitment methods did not change significantly. Organizations recruited fewer volunteers through events.

How were volunteers recruited before v. during the pandemic?

Recruitment method	Pre-Covid	During Covid	Change
Word of mouth	23.2%	25.9%	+2.7
Org website	17.3%	17.9%	+0.6%
Social media	14.1%	16.2%	+2.1%
Events	**12.6%**	**5.3%**	**-7.3%**
Brochures	10.5%	10.1%	-0.4%
Fliers	7.8%	5.9%	-1.9%
Online Registration	6.2%	7.4%	+1.2%
Radio/TV	2.9%	0.0%	-2.9%
Direct outreach	2.4%	4.4%	-2.0%
NA	0.8%	5.7%	+4.9%

6. CHALLENGES & BRIGHT SPOTS

Challenges

What challenges with volunteers did your organization face prior to/following the Covid outbreak?

Prior to Covid, organizations had challenges recruiting (19%) and retaining (16%) volunteers and recruiting skilled volunteers (13%). Only 10% had difficulty utilizing volunteers effectively. 23% didn't know what their challenges were prior to Covid.

During the pandemic, non-profits experienced more challenges using volunteers effectively (34%) probably as a result of the lockdown measures and health precautions. A significant percent continued to experience challenges recruiting (25%) and retaining (20%) volunteers. Several new challenges including safety concerns (19%), decreased in-person programming (7%), and technology/access (4%) emerged during the pandemic.

Volunteer Challenges	Pre-Covid	During	Change
Don't Know	23%	13%	-10%
Not Able To Recruit Volunteers	19%	25%	+6%
Not Able to Retain Volunteers	16%	20%	+4%
Not Able To Recruit Skilled Volunteers	13%	10%	-3%
Not Able to Use Volunteers Effectively	**10%**	**34%**	**-24%**
Volunteer Management	9%	2%	-7%
Safety Concerns / CDC Guidelines	**1%**	**19%**	**-18%**
Decreased In-Person Programming	0%	7%	+7%
Technology Access/Knowledge	0%	4%	+4%
No Challenges	0%	4%	+4%

The following table shows the challenges during the pandemic. Utilizing volunteers effectively became the #1 challenge for many non-profits.

Challenges During Covid

Not Able to Use Volunteers Effectively	34%
Not Able To Recruit Volunteers	25%
Not Able to Retain Volunteers	20%
Safety Concerns / CDC Guidelines	19%
Don't Know	13%
Not Able To Recruit Skilled Volunteers	10%
Decreased In-Person Programming	7%
Technology Access/Knowledge	4%
No Challenges	4%
Volunteer Management	2%

Bright Spots, Best Practices

What improvements did your organization make to engage volunteers in response to Covid?

Although many respondents said their organizations discontinued the use of volunteers during the pandemic, many non-profits continued their work by

1. Implementing preventative health measures including
    a. Smaller groups and
    b. Offering remote services
2. Moving their volunteer recruitment and engagement online
3. Thinking creatively about how to meet service needs
4. More personalized engagement.

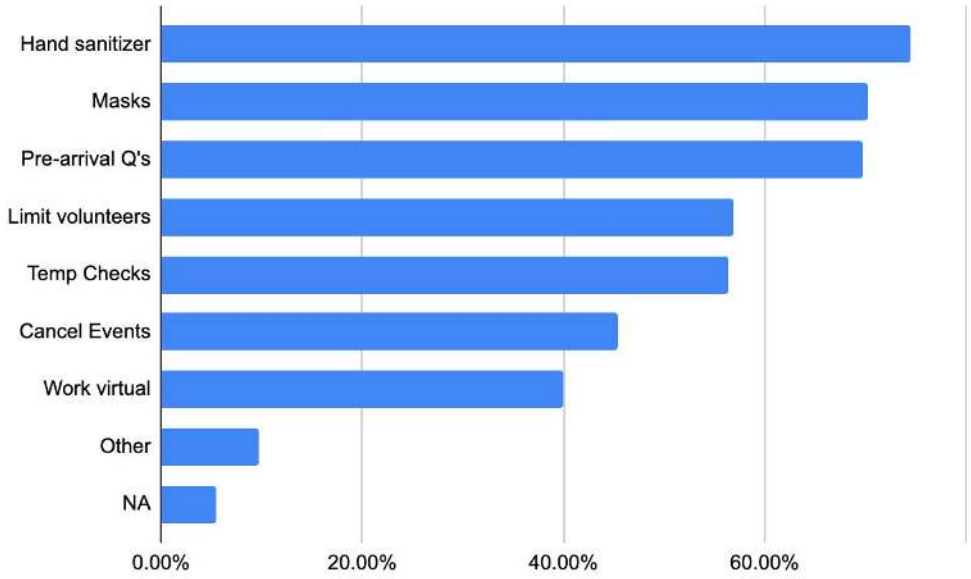
Many non-profits actually experienced an increase in activity as a result of Covid-19.

Preventative Measures

Many respondent organizations continued to deliver their services by implementing preventative health measures including moving to smaller groups or offering remote services. Many used hand sanitizer (74.5%), masks (70%), pre-arrival questionnaires (70%), and temperature checks (56.3%) to continue to operate as usual.

These preventative measures also included cancellations, however. 57% limited volunteerism and 45% cancelled events. Some (40%) pivoted to work virtually.

Preventative measures used by respondent organizations



These are a sampling of respondent's comments.

Preventative Health Measures

- "Above and beyond CDC guidance"
- "face shield protection...protective plastic barriers"
- "Providing PPE"
- "temperature check, gloves, masks, hand sanitizer"
- "pre and post event health check ins for tracing"

Smaller Groups

- "family oriented volunteer opportunities"
- "limited sizes"
- "self managed volunteer program"
- "folks host their own DIY style cleanup events"
- "remote services"
- "#socialdistancecleanup"

Moving Online

In addition to implementing preventative health measures, organizations next reported using a variety of tech solutions to retain and engage volunteers. These included holding increased social media presence, more email communication, virtual events, online meetings, and online tracking tools.

Social Media

- "Increased social media presence"
- "joined LinkedIn, participated in Kupu opportunities"

Virtual Recruitment

- "virtual volunteer fairs"
- "Our organization launched an online platform providing service resources and aid in volunteer recruitment"

Virtual Events

- "online training program"
- "virtual food drives and fund raisers"
- "[We] hosted over 600 online activities from April to October and have 400 more online activities planned). Continue to have drive through community service, food box and fundraising events."
- "Monthly virtual information and talk story sessions"

Virtual Meetings

- "Participants...attend meetings without having to leave their homes."

Online Tracking Tools

- “better tracking of volunteers with virtual waivers (moved away from paper waivers)”

Thinking Creatively

- “thinking creatively about how to safely respond”
- “We became much broader in offering volunteers opportunities. If someone wanted to pack and we were shut down, we asked them to drive...And they mostly responded with flexibility.”

Personalized Engagement

- “engaging individual volunteers, rather than mostly corporate groups”
- “Regular email to all volunteers…[r]ecognizing birthdays and service anniversaries.”

Increased Capacity as a result of Covid-19

- “[We] utilize more community volunteers to address social isolation of kupuna.”
- “We [are] more open and accept all volunteers”
- “We did not exist prior to Covid.”

What has your organization learned about volunteerism as a result of the Covid outbreak?

Several themes emerged in answer to what they had learned.

1. Safety concerns
2. Older v. younger volunteers
3. Volunteers stepped up
4. Appreciation
5. Reduced/shut down
6. Reduced work has led to increased volunteerism

Highlights are included below.

Safety concerns

- “There are still many volunteers out there who want to help but that their opportunities have become more limited during these times.”
- “It is a challenging time for everyone, and it is particularly challenging for our volunteers, to maintain / retain volunteers, help educate about COVID and quell their fears.”
- “People are afraid to volunteer in groups like they did before.”
- “people have more time to give, but we need to figure out ways to utilize them without our in-person events!!”
- “We had to do things differently and be open to change.”
- “We need to find different ways for volunteers to help safely.”
- “That outside volunteers represent a clear and present danger for virus transmission. We can’t take that chance.”
- “People want to help! It has just been challenging to navigate all of the shifting County guidelines…”
- “We are grateful that people still are wanting/willing to volunteer during this time.”
- “People want to get involved and be a blessing!”
- “Learned that people want to help, and want to know how to make a difference.”
- “We learned that people are still ready and eager to get out there.”
- “Very important to think outside the box to execute the mission!”
- “We've had to politely asked our kupuna volunteers not to come.”

Older v. Younger volunteers

- “Elderly don’t volunteer as much.”
- “Our volunteer[s] tend to be older and at higher risk for COVID complications. This meant our volunteers were not able to serve safely as our needs increased.”
- “That there were not enough opportunities available for college aged students over summer which resulted in an increase in students looking for internships.”
- “Many of our volunteers are [at] high risk for covid and events and outings are not allowed [by parent organization].”
- “Due to the age of our volunteer base, we have very few who volunteer.”
- “We especially worry because most volunteers are older than 60 years of age.”
- “[We realized] the need for younger volunteers.”
- “Due to COVID...the majority of our volunteers [come] to us to meet their academic requirements.”

- “We were already aware that the majority of our volunteers are seniors and we need to make an effort to recruit younger parish members.”
- “Age was not necessarily a factor in someone's willingness to volunteer during the pandemic.”
- “People under 40 are not truly volunteer oriented...”

Volunteer stepped up in a time of crisis

- “People generally want to help more than usual in a crisis, and that's been validated for us during the Covid outbreak.”
- “Outbreak has not stopped volunteer inquiries.”
- “[We‘ve learned] How much people really do want to help.”
- “more generosity from our people”
- “People are willing to help if the cause is important.”
- “People want to help. Even with the risks.”
- “We saw volunteers coming from all over the island that had never heard of us before.”

Appreciation

- “Just how the volunteers continue to give us employees hope, motivation, and dedication to keep them wanting to come out day after day. Without our volunteers the impossible is not possible. They are the true Heart of our organization.”
- “Volunteers are committed and dedicated people in our community and we are so fortunate to know them and have them involved with us...Showing appreciation and valuing all that someone would like to offer is key.”
- “Realization how many kupuna service organization rely on community volunteers.”
- “[We learned] that it's a BIG favor to ask someone to set aside their own needs and that of their family to support a school.”

Reduced/shut down in activity

- “There were few opportunities to volunteer.”
- “Potential exposure to COVID-19 has severely dampened...the desire to volunteer.”
- “Covid brought most of what [w]e planned to a halt.”
- “In healthcare it was impossible for us to use volunteers.”
- “[Our organization] is CLOSED.”
- “No volunteers during Covid.”

Reduced work led to increased volunteerism

- “Many people want to use their free time to help others when they themselves are furloughed.”
- “Those that aren't working really needed a sense of purpose.”

7. IMPLICATIONS

- Overall, the need for non-profits' services increased while volunteer inquiries and service opportunities decreased. While some agencies saw an increase in volunteer inquiries, the rate of increase in **volunteer inquiries and service opportunities did not keep pace with the increased need for services**.

- Non-profits working especially in the sectors of **healthcare, food distribution, elderly/disabled, and women** experienced the **greatest increased need** in their services.

- 34% of respondents said their agency **had difficulty utilizing volunteers during the pandemic** (up from 10% prior to the pandemic) and **navigating safety concerns**/CDC guideliness (19%). Non-profits may benefit from additional support through **training webinars and educational videos on how to maximize their volunteers**. Leadership in the non-profit sector may also want to **ensure cost effective personal protective equipment (PPE).**

- **Small agencies** (1-50 employees in size) experienced reduced service opportunities, possibly because they had fewer resources to pivot. These agencies may benefit the most from additional support in navigating **social distancing protocols** to continue providing services, **tech support** to move services online, and **creative work arounds** to state healthcare protocols to continue delivering their agency's specific services and demographics.

- Agencies have begun using **younger volunteers**. This may point to a trend in volunteerism that will continue post-Covid.

8. RESOURCES & REFERENCES

Volunteer Resources

808cleanups: a volunteer hours tracker that builds a volunteer's portfolio both for events they attend and their independent cleanups. https://808cleanups.org/app/

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