

## SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2024.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

### PROGRAM INFORMATION

County: Montgomery County

Program Title: Volunteer Montgomery

Program Category: Health & Human Services

### CONTACT INFORMATION

Name: Jennifer T. Harris

Title: Public Information Director

Department: Public Information

Telephone: 540-381-6887 Website: www.montva.com

Email: harrisjt@montgomerycountyva.gov

### SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Angela M. Hill

Title: County Administrator

Signature: *Angela M Hill*

## **VACo Achievement Award Nomination: Volunteer Montgomery**

### **Award Category: Health and Human Services**

#### **Executive Summary (1 page):**

The nation may be experiencing a shortage in volunteers, but one volunteer organization in Montgomery County has witnessed a significant increase in individuals wanting to volunteer to give back to their community. From April 2023 to April 2024, the number of volunteers with Volunteer Montgomery grew by 62 percent.

Prior to 2023, Volunteer Montgomery was named the Retired Senior Volunteer Program (RSVP). This program was grant funded, which created several limitations and made growth challenging. In April 2023, the RSVP program had 149 active volunteers to serve a population of over 100,000 citizens in Montgomery County. Even though RSVP was limited due to age parameters, the dedicated volunteers spent 50 years serving the Montgomery County community in many ways.

In response to the growing list of volunteer needs and opportunities in Montgomery County, the revamped organization known now as Volunteer Montgomery serves to strengthen their community by empowering volunteers to utilize their time and skills. Volunteer opportunities include assisting area non-profit organizations, visiting nursing homes, bake sales and specialized events throughout the year. The time commitment is up to each individual and their availability. Within a year, 239 active volunteers with Volunteer Montgomery gave back to Montgomery County in a significant way – 21,950.88 volunteer hours to be exact, which translates to a monetary value of about \$698,038.

**Brief Overview (2-3 paragraphs):**

The nation may be experiencing a shortage in volunteers, but one volunteer organization in Montgomery County has witnessed a significant increase in individuals wanting to volunteer to give back to their community. From April 2023 to April 2024, the number of volunteers with Volunteer Montgomery grew by 62 percent.

With a mission to strengthen the Montgomery County community by empowering volunteers to utilize their time and skills, Volunteer Montgomery continues to grow and thrive, which has a direct positive impact on the more than 100,000 citizens in Montgomery County. Volunteer opportunities include assisting area non-profit organizations, visiting nursing homes, bake sales and specialized events throughout the year. From April 2023 to April 2024, 239 active volunteers gave back to Montgomery County in a significant way – 21,950.88 volunteer hours to be exact, which translates to a monetary value of about \$698,038.

**The Challenge:**

Prior to April 2023, the volunteer program had age limits in place due to grant funding. In April 2023, the decision was made to enhance the program, rename it Volunteer Montgomery, and release the reliance of the previous grant funding that limited growth opportunities. While this was a new and exciting way to approach volunteers in Montgomery County, the program needed to continue to honor and facilitate volunteer opportunities for the existing senior volunteers who were very active and took great pride in serving their community.

In addition, the Montgomery County community is experiencing a growing list of volunteer needs opportunities, which means an ongoing need for more volunteers. Also, the local community college recently launched the Access to Community College Education (ACCE) program, granting recent high school graduates free tuition for two years if they meet specific criteria. One criteria is that the participating students must complete a total of 40 hours of volunteer work in the community each semester.

By expanding the age parameters for the volunteers, another challenge included identifying and creating family-oriented volunteer opportunities and volunteer opportunities suitable for all ages and at a variety of times throughout the week and the weekend. In addition, with growth and opportunity comes the need for more staff to oversee partnerships, complete orientations, check in with volunteers, organize and sustain fundraising efforts, and maintain records on volunteer hours.

**The Solution:**

The solution for growing the former RSVP program was to revamp it and name it Volunteer Montgomery, opening the program up to volunteers with no age restrictions in place – currently, there are volunteers from age 7 to 98-years-young to be specific! With 239 volunteers as of April 2024 (and growing!), Volunteer Montgomery can now better meet the needs of both the eager volunteers and the volunteer opportunities throughout Montgomery County.

**Program Cost:**

Prior to April 2023, an annual grant in the most recent amount of \$56,043 was funding the RSVP program. The Montgomery County Board of Supervisors approved an increase of \$86,627 for the Volunteer Montgomery budget in Fiscal Year 2025, which included not only the program cost, but also the cost of a new volunteer coordinator position to help manage some of the challenges realized by enhancing the Volunteer Montgomery program.

**The Results:**

From April 2023 to April 2024, the 239 volunteers (ages 7 to 98), completed 21,950.88 volunteer hours. In addition, Volunteer Montgomery partnered with more than 60 organizations to help connect volunteers with opportunities. Volunteers coordinated nine fundraisers, raising a total of \$9,253.16. With money from the fundraisers, Volunteer Montgomery provided two \$1,000 scholarships to high school seniors in Montgomery County going into a Health and Human Service field.

Volunteers clipped \$41,106 worth of manufacturers coupons and mailed them to Montgomery County's adopted military base in Germany. Volunteers collected and donated 442 books for Operation Paperback, whereby books are matched with military families and veterans living overseas and in the United States and then mailed to addresses provided by the program. Volunteers created 1,018 cards for Operation Christmas Card, which were sent to deployed troops.

Volunteers also delivered goody boxes to 18 emergency service agencies throughout Montgomery County for Patriot Day. Volunteers assembled and delivered 55 flowers to local veterans in nursing homes and assisted living facilities during the Flowers for Veterans program on Veterans Day. In addition, 444 Veterans Day cards were created and delivered to local veteran care facilities. The Valentine's for Vets program coordinated and completed by Volunteer Montgomery yielded 490 valentine's for veterans.

Volunteer Montgomery coordinated with Virginia Insurance Counseling and Assistance Program (VICAP) volunteers (collaborating with NRV Agency on Aging) to save 599 City of Radford and Montgomery County citizens \$447,652 by assisting them with choosing an appropriate Medicare program and prescription plan.

At Christmas, volunteers collected and assembled donated items to fill 100 tote bags with holiday gifts and necessities. These tote bags were delivered to a local assisted living facility. For homebound seniors in Montgomery County and the City of Radford, 230 household and hygiene supply bags (valued at approximately \$60 per bag) were organized, filled, and delivered all by Volunteer Montgomery volunteers. Volunteers also created 10 blankets for Project Linus during this period of time. The list could go on and on, but we are limited by number of pages for this award submission. The results of these dedicated and hardworking volunteers can be felt throughout Montgomery County and even beyond. Expanding the program has expanded the work, but the return on the investment for the volunteers (and the Montgomery County community) is priceless.

**Supporting materials:**

1. An update and overview presentation by Volunteer Montgomery was presented to the Montgomery County Board of Supervisors in February 2024 (to watch the presentation, click on the film reel icon at this link:

<https://go.boarddocs.com/va/montva/Board.nsf/goto?open&id=D2DSQG73991E>)

2. To provide historical context, here's a link to the RSVP 50<sup>th</sup> anniversary video.

<https://www.youtube.com/watch?v=E7FKee0MA-Q&t=306s>

3. Volunteer Montgomery website:

<https://montva.com/1/departments-services/human-services/volunteer-montgomery>

4. Volunteer Montgomery application: <https://www.volgistics.com/appform/663328456>



**MONTGOMERY**  
**COUNTY** VIRGINIA  
EST. 1776

# **VOLUNTEER MONTGOMERY**

**50+ Years of Volunteerism in Montgomery County**



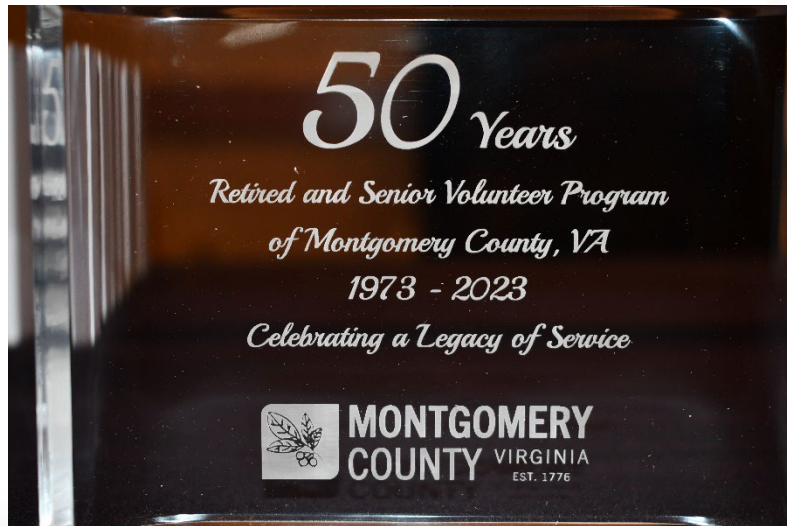
# OUR HISTORY

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# RSVP TO VOLUNTEER MONTGOMERY

- Montgomery County has had a volunteer program for the past 50+ years
  - Initially RSVP.
- April 2023 changeover to Volunteer Montgomery



# FISCAL YEAR 2024 EVENTS

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# PATRIOT DAY BASKETS AND FLOWERS FOR VETS





# HOLIDAY TOTE BAGS AND SUPPLIES FOR SENIORS





# VALENTINES FOR VETERANS





# WALK-A-THON, BAKE SALE, FASHION SHOW, BINGO





# HOLIDAY PARTY AND OPEN HOUSE





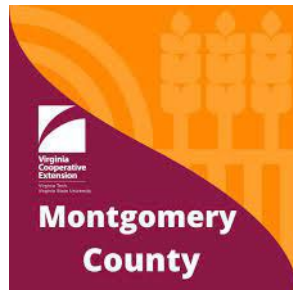
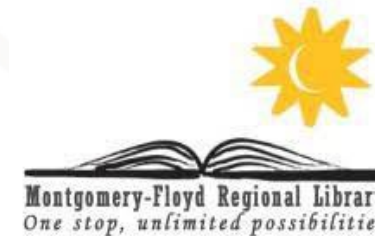
# BY THE NUMBERS

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# PARTNERS

- 60+ Partner Sites within Montgomery County



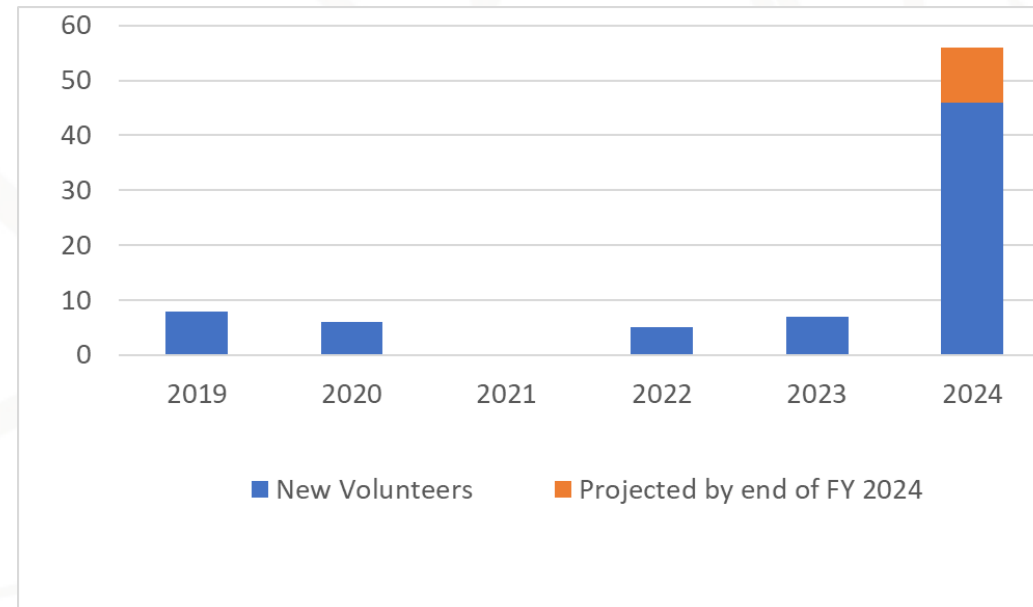
# VOLUNTEERS

- Total volunteers as of Feb. 6, 2024: 195

## Age Breakdown of New Volunteers FY 2024

Age Range	# Volunteers
Under 18	7
18-24	10
25-34	3
35-44	3
45-54	8
55-64	4
65+	11

## New Volunteers per Fiscal Year



# ECONOMIC VALUE

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- Per Independent Sector, current national hourly value of volunteer service is \$31.80
  - FY 2024 thus far: 13,627 hours = **\$433,338.60**
- Volunteers raised **\$18,812** through fundraising in calendar year 2023.
- Manufacturers Coupons valued at **\$97,156** mailed to our adopted base in Germany.
- VICAP (Virginia Insurance and Counseling Assistance Program) partnership through NRV Agency on Aging saved **\$477,652** for clients in the New River Valley.



# CHALLENGES

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# CHALLENGES

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- Finding and creating family-oriented volunteer opportunities and volunteer opportunities suitable for all ages.
- With growth and opportunity comes the need for more staff to oversee partnerships, complete orientations, check in with volunteers, organize and sustain fundraising efforts, and maintain records on volunteer hours.





# **VOLUNTEER MONTGOMERY**