INFORMED CONSENT

Thank you, ______________________, for agreeing to participate in our study. As you read in the informed consent sheet you received in the packet mailed to you, it is important that you understand the following:

1. Your participation in this study is voluntary.
2. The interview should take about 1 hour.
3. We will keep your responses confidential and will not use your name or the name of your organization without obtaining your permission first.

Do you have any questions at this time?

If participant has questions you cannot answer, refer him/her to Nancy Morrow-Howell at 314-935-6762, or Cynthia White, Executive Secretary of the Washington University Hilltop Human Studies Committee at 935-5825.

Do you provide your informed consent to participate in this study?

☐ NO – Determine reason for refusal. Refer to Dr. Morrow-Howell or Cynthia White.
☐ YES – Thank you.

Oral consent provided by: ___________________________ (Contact Name)
Date: ___________________________
Witnessed by: ___________________________ (Interviewer Name)
PROGRAM INFORMATION

The interview we are about to conduct will focus on ________________ . Unless I ask you to do otherwise, please answer each question thinking about that program only. If at any time a question is unclear, please stop me and I will clarify.

Question A. Is this a “named” program, which has a formally recognized/advertised identity within and/or outside of your organization?
   - NO
   - YES

Question B. In the screening interview, you indicated that this program uses older adults as volunteers. Is this correct?

   NOTE: Here are the ways we define “volunteer work” and “older adult.”

   Definition of “volunteer work”: unpaid or stipended work that is done with the intent of benefiting others, and is not done out of familial or friendship obligation.

   Definition of “older adult”: 60 years and older.

   - NO – GOTO Question C.
   - YES – GOTO Question E.

Question C. Could you explain why this is no longer true?

Question D. Does your organization/program make specific efforts to recruit older adults into volunteer positions?
   - NO
   - YES

Question E. In the screening interview you completed prior to our conversation today, you provided us with the following information about your volunteer program:

   The program hosts a total of ________ volunteer positions.

   There are currently ____ of these positions are occupied by adults aged 60 and over.

   Is this information still correct?

   - NO – Follow-up question: What are the correct figures?
     Total volunteers: ________
     Older volunteers: ________ - If ZERO, then End of Interview (last page)
   - YES – Thank you for confirming this information.
**ACCESS**

I would now like to ask you a series of questions related to how potential volunteers are screened prior to being accepted into your program.

**Working Definition:** who gets in, how easy is it to get in

<table>
<thead>
<tr>
<th>Question 1.</th>
<th>Are all of your volunteer positions filled? (age of volunteers does not matter)</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ YES</td>
<td>- GOTO Question #2.</td>
</tr>
<tr>
<td>□ NO</td>
<td>- How many positions are not filled currently? _______ GOTO Question #3.</td>
</tr>
</tbody>
</table>

**Question 2.** Is there a wait list of individuals interested in filling these positions?  
□ NO  
□ YES

**Question 3.** Why are there unfilled positions?  
________________________________________________________________________  
________________________________________________________________________  
________________________________________________________________________

**Question 4.** Do you require references from potential volunteers?  
□ NO  
□ YES

**Question 5.** Do you screen volunteers by performing background checks, i.e., criminal records, child abuse screenings?  
□ NO  
□ YES

**Question 6.** Approximately what percentage of applicants for volunteer positions do you turn away due to ineligibility?  
□ None  
□ Record percentage: __________________________

**Question 7.** What are the main reasons why you turn away applicants?  
________________________________________________________________________  
________________________________________________________________________  
________________________________________________________________________  
________________________________________________________________________

**Question 8.** In the past 12 months, how many new volunteers have you accepted? ______

**Question 9.** In the past 12 months, how many volunteers have stopped working for your program? ______
Volunteer Characteristics/Skills

The next two questions relate to the characteristics and skills you look for in volunteers for ________.

**Question 10.** I will read a list of characteristics that you may or may not look for in potential volunteers. As I do, please indicate if a characteristic is required of volunteers – for example, if your program requires volunteers to be at least 18. Please use the following definitions:

- **Required:** Necessary for the volunteer to fulfill volunteer role.
- **Desired:** Not critical, but a “good to have” criteria.
- **Not relevant:** The characteristic is not used or is unimportant to the selection of volunteers.

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Required</th>
<th>Desired</th>
<th>Not Relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethnicity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country of origin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level of Formal Education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religious affiliation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional Training/Experience (e.g. has undergone some certified training)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available at specific times</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other characteristic(s) (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Question 11.** Now I would like to determine the specific skills you look for in potential volunteers. Again, as I read each skill, please indicate whether it is required or desired of volunteers using the same definitions as before.

<table>
<thead>
<tr>
<th>SKILLS</th>
<th>Require</th>
<th>Desire</th>
<th>Not Relevant</th>
<th>Skill</th>
<th>Criterion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Language</td>
<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Nursing</td>
<td></td>
</tr>
<tr>
<td>Mentoring</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Mentoring</td>
<td></td>
</tr>
<tr>
<td>Teaching/Training</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Teaching/Training</td>
<td></td>
</tr>
<tr>
<td>Working with terminally ill patients</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Working with terminally ill patients</td>
<td></td>
</tr>
<tr>
<td>Working with victims of abuse</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Working with victims of abuse</td>
<td></td>
</tr>
<tr>
<td>Working with children</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Working with children</td>
<td></td>
</tr>
<tr>
<td>Working with older people</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Working with older people</td>
<td></td>
</tr>
<tr>
<td>Working with people with disabilities</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Working with people with disabilities</td>
<td></td>
</tr>
<tr>
<td>Counseling</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Counseling</td>
<td></td>
</tr>
<tr>
<td>Group facilitation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>Group facilitation</td>
<td></td>
</tr>
<tr>
<td>Other skill(s) (please specify)</td>
<td>☐</td>
<td>☐</td>
<td></td>
<td>Other skill(s) (please specify)</td>
<td></td>
</tr>
</tbody>
</table>
Question 12. What do you do with the applicants you are unable to take into the program as volunteers?

☐ Do nothing
☐ Place on waiting list
☐ Refer to another volunteer program within the agency
☐ Refer to another agency that needs volunteers
☐ Others (please specify): ____________________________

Question 13. Does your organization/agency work to accommodate individuals with disabilities who are otherwise qualified to perform this position?

☐ NO
☐ YES – Please explain:
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

POSITION MATCHING

Now, I would like to ask you about the way in which volunteer positions and responsibilities are assigned in _________________.

Question 14. Is there a formal selection process for individuals who wish to serve as volunteers?

☐ NO
☐ YES - If yes, please describe the selection process (probe for: application; interview)?
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

Question 15. Are all individuals who are interested in volunteering given a choice of positions or responsibilities?

☐ NO
☐ YES

Question 16. Is the “fit” between the volunteer and his or her volunteer position reviewed regularly?

☐ NO
☐ YES
EXPECTATIONS

Now I would like to ask you about the terms of commitment that apply to volunteer positions in this program.

Question 17. Which of the following does this program have and/or provide to volunteers?

☐ Job description
☐ Code of conduct
☐ Volunteer contract
☐ Confidentiality statement
☐ Others (please specify): ___________________________

For each item indicated above that is checked, ask if a copy of the document could be sent to GSI. We included a self-addressed postage-paid envelop for this purpose. Electronic versions may be sent via email (ft1@gwbmail.wustl.edu).

Question 18. Do you ask volunteers to commit to serving for a specific amount of time? For example, are they asked to volunteer for 3 hours per day for at least 6 months?

☐ NO – GOTO Question #19.
☐ YES – GOTO Question #20.

Question 19. Do you track the amount of time each volunteer serves?

☐ NO - Can you provide an estimate of the average number of hours a volunteer serves in this program?

_________ Hours per _______ (period of time).

Example: 3 hours per month

GOTO Question #21

☐ YES - What is the average number of hours a volunteer serves in this program?

_________ Hours per _______ (period of time).

GOTO Question #21

Question 20. What is this level of commitment?

<table>
<thead>
<tr>
<th>Record response: Level</th>
<th>#</th>
<th>Record Response: Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of hours</td>
<td></td>
<td>Per day</td>
</tr>
<tr>
<td>Number of days</td>
<td></td>
<td>Per week</td>
</tr>
<tr>
<td>Number of weeks</td>
<td></td>
<td>Per month</td>
</tr>
<tr>
<td>Number of months</td>
<td></td>
<td>Per year</td>
</tr>
<tr>
<td>Number of years</td>
<td></td>
<td>Seasonal</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>One time basis</td>
</tr>
<tr>
<td>Specify:</td>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

Question 21. Does this required commitment vary among different type of volunteers?

☐ NO – GOTO Question #22.
☐ YES – Please explain:

__________________________________________________________
Question 22. What is the total number of hours volunteered within this program during a year?

Question 23. On average, how long do volunteers serve in this program?

Question 24. What are some common reasons for volunteers ending their involvement with your program?

Question 25. What do you do when volunteers inform you that they wish to terminate their placement with your program?
Job Description

See response to Question #17.

If the program does have job descriptions for its volunteers, have the respondent answer the questions on this page – otherwise, skip to next page.

You mentioned earlier that there is a job description for volunteers in this program. I would now like to ask you several questions about that job description.

Question 26. Does the Job Description list the eligibility or exclusion criteria for the position?
   □ NO
   □ YES

Question 27. Does the Job Description list the responsibilities and expectations for the position?
   □ NO
   □ YES

Question 28. Does the Job Description indicate the person or persons to whom the volunteer is accountable during their service?
   □ NO
   □ YES

Question 29. Does the Job Description inform about the potential risks that may be involved in engaging in this volunteer activity?
   □ NO
   □ YES

Question 30. Does the Job Description inform about the benefits that may come from engaging in this volunteer activity?
   □ NO
   □ YES
INSTITUTIONAL CHARACTERISTICS

Next, I would like to ask you about the volunteer positions and the efforts made by your program to recruit, retain, and best utilize older adults in those positions.

The first area I would like to talk about is program marketing and volunteer recruitment. We are interested in learning more about the efforts you make to disseminate information about the availability, responsibilities, rewards associated with volunteer positions in your organization/program.

INFORMATION

**Working Definition:** efforts and strategies to disseminate knowledge about availability, responsibility, advantages and disadvantage of volunteer involvement

Recruitment Strategies

**Question 31.** How does your program recruit volunteers? (Check all that apply)

<table>
<thead>
<tr>
<th>Method</th>
<th>Recruit ALL</th>
<th>Recruit OLDER VOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspaper</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radio</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency newsletter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word-of-mouth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referrals from other programs/organizations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct invitation to organization clients/members</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others (please specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 32.** From your experience, please name the 2 most effective recruitment methods you have used in this volunteer program to attract volunteers regardless of their age. (Indicate in the table above)

**Question 33.** Now, if different from those you just named, please indicate the 2 most effective methods for recruiting older adults as volunteers. (Indicate in the table above)

**Question 34.** How regularly do you recruit volunteers?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- As needed
- Others (please specify): ____________________________

**Question 35.** Does your program have a recruitment/advertising budget?

- NO
- YES
Question 36. Are special efforts made to recruit older adults to volunteer positions?
   □ NO
   □ YES – If yes, please explain why:

Question 37. Does your volunteer program have a formal slogan or tagline?
   □ NO
   □ YES – If yes, please explain:

Question 38. In your own words, what is the message used to attract individuals to volunteer positions in your program?

Question 39. When you advertise and recruit volunteers, who is most likely to respond?

Question 40. Do you provide the following kinds of information about your volunteer opportunities to interested individuals.

<table>
<thead>
<tr>
<th>Provide</th>
<th>Information Type</th>
<th>To all potential volunteers</th>
<th>To those who ask</th>
</tr>
</thead>
<tbody>
<tr>
<td>□</td>
<td>Job description</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Availability of training</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Expected intensity of commitment</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Meaningfulness of activity</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Advantages/Benefits/Incentives</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Risks</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Costs to volunteer</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>□</td>
<td>Others (specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**** For each checked item above, ask if it is given to all potential volunteers or only those who specifically ask for that information.

Question 41. For each positive response above, ask: Do you provide this information to ALL potential volunteers, or only to those interested in volunteering who ask for this information?
Question 42. Volunteers are called by different names in different programs. For example, some organizations refer to their volunteers as “unpaid staff.” How do you refer to your volunteers?

________________________________________________________________________

Question 43. Are volunteers given identifying items: t-shirts, hats, etc., that indicate their involvement in the program?

☐ NO
☐ YES – If so, what are these items?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Incentives

The next several questions pertain to the incentives you provide to volunteers.

**Working Definition:** actions or resources used to recruit and reward individuals for filling positions; these make a position attractive

**Question 44.** Do individuals receive a stipend for this position?
- [ ] NO
- [ ] YES – How much do they receive? $________ per ________

**Question 45.** Do individuals receive other financial or non-financial compensation for this position?
- [ ] NO – GOTO Question # 46.
- [ ] YES –
  - What form does this compensation take?
  - How much do they receive of each type?

<table>
<thead>
<tr>
<th>Type of Compensation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 46.** Is reimbursement offered for incidental expenses incurred by volunteers?
- Incidental expenses: e.g. mileage reimbursement
- [ ] NO
- [ ] YES – For what? How much?

<table>
<thead>
<tr>
<th>For what? How much?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Question 47.** Do you recognize volunteers in the following ways? (Check all that apply)

- [ ] Award/Recognition (e.g. volunteer of the month/year)
- [ ] Special gatherings/functions organized
- [ ] Writing to their bosses to inform them of their contributions to your volunteer program
- [ ] Publish volunteer profiles in newsletter
- [ ] Acknowledge service in public media outlets
- [ ] Special privileges (i.e., desirable parking spaces)
- [ ] Free or discounted use of your organization’s facilities and services
- [ ] Socialization opportunities at peak lonely periods
- [ ] Provide transportation allowances or arrangements
- [ ] Recreation opportunities
- [ ] Networking information to those agencies/people who might aid them
- [ ] Keeping abreast and sharing information that affects them (health care, social security)
- [ ] Invite to staff meeting
- [ ] Accommodate personal needs and problems
- [ ] Enable to grow on the job
- [ ] Enable for it to grow into paid employment
- [ ] Others (please specify): ________________________________
Question 48. Apart from volunteer training and orientation, do you offer any of the structured opportunities that cater to the personal development needs of volunteers? (Check all that apply)

Clarification: these opportunities should be formal, intentional, use volunteer’s time

☐ Group/team work training
☐ Opportunities for learning. For example: inform about the latest research in the area
☐ Leadership development and training
☐ Reflection/Debriefing (individually or as a group)
☐ Socialization
☐ Others, please specify: ______________________________

Question 49. Do you allow your volunteers the option of the following? (Check all that apply)

☐ Working only during particular months or times of the year
☐ Varying the amount of time they spend volunteering each week
☐ Selecting which days and time of day that they will work
☐ Rescheduling their work hours because of other commitments or reasons
☐ Others (please specify): ______________________________

Question 50. If YES to any above: Are volunteers informed of these options prior to becoming volunteers with your program?

☐ NO
☐ YES
SUPPORT/FACILITATION

Working Definition: efforts to sustain volunteer participation; better utilize; maximize experience of volunteer

Question 51. Is training provided to volunteers?
- □ NO – GOTO Question #55.
- □ YES – GOTO Question #52.

Question 52. Does training occur in the following ways? (Check all that apply)
- □ Informal briefing session
- □ One time structured session where volunteers are provided with training
- □ Series of structured sessions where volunteers are provided with training
- □ Written or recorded training materials provided
- □ Understudy of volunteer position (pairing of existing volunteer with new volunteer)
- □ Volunteers are formally tested on training materials
- □ Others (please specify)____________________________________

Question 53. What does training involve?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Question 54. When is training conducted? (Check all that apply)
- □ Before volunteer placement
- □ During volunteer placement (e.g. understudy of a volunteer position)
- □ Ongoing (throughout volunteer’s stint at agency)

Question 55. Is there a dedicated position for a volunteer manager in this program?
- □ NO
- □ YES

Question 56. Is there a dedicated budget for the volunteer program itself?
- □ NO
- □ YES – How much is that per year? What does it cover?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Question 57. Is there a dedicated funding for volunteer management?
- □ NO
- □ YES

Question 58. Are volunteers asked to provide formal feedback to organization about their experience or other aspects of the organization in which they become familiar with?
- □ NO
- □ YES
**Question 59.** What accommodations are made for volunteers who develop obstacles to continued participation, especially older volunteers?


**Question 60.** Is transportation available to those volunteers who require assistance getting to and from their position assignment?

- NO
- YES

**Question 61.** How would (or does) transportation affect your recruitment and retention of volunteers?

- No effect
- Somewhat increase(s) the number of volunteers recruited and retained
- Greatly increase(s) the number

**Question 62.** Does your program provide training aimed at improving the working relationship between paid staff and volunteers?

- NO
- YES
VOLUNTEER CHARACTERISTICS

“The next several questions deal with the characteristics of your current volunteers, and your efforts to track information about these and potential volunteers.”

Question 63. What is the age breakdown of the volunteers in this program? By number or percent.

<table>
<thead>
<tr>
<th>% Volunteers</th>
<th>Age Range</th>
<th>% Volunteers</th>
<th>Age Range</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Under 18</td>
<td></td>
<td>60-65</td>
</tr>
<tr>
<td></td>
<td>18-29</td>
<td></td>
<td>66-70</td>
</tr>
<tr>
<td></td>
<td>30-39</td>
<td></td>
<td>71-75</td>
</tr>
<tr>
<td></td>
<td>40-49</td>
<td></td>
<td>75-79</td>
</tr>
<tr>
<td></td>
<td>50-59</td>
<td></td>
<td>80+</td>
</tr>
</tbody>
</table>

Question 64. Thinking specifically about those volunteers aged 60 and over, what percentage of them are:

<table>
<thead>
<tr>
<th></th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>White</td>
<td></td>
</tr>
<tr>
<td>Black/African-American</td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td></td>
</tr>
<tr>
<td>Other race/Ethnicity</td>
<td></td>
</tr>
<tr>
<td>Native-born U.S. citizens (non-immigrants)</td>
<td></td>
</tr>
</tbody>
</table>

Question 65. Does your organization maintain a data base of its volunteers and/or potential volunteers?

☐ NO
☐ YES – Active only
☐ YES – Potential only
☐ YES – Active and Potential

Question 66. What are the goals of this volunteer program? (These goals would have to be formal and endorsed by the organization)

a. 

b. 

c. 

d. 

e. 
EVALUATION

I would now like to ask a few questions about who benefits from the work of the volunteers in __________ and about the ways in which you collect and share information about the impact of the program.

Question 67. What types of services do your volunteers provide?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Question 68. How many individuals/clients were served by volunteers in your program during the last 12 months? _______

Question 69. Please indicate the number or percentage of beneficiaries within each category.

<table>
<thead>
<tr>
<th>Number or Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
</tr>
<tr>
<td>White</td>
</tr>
<tr>
<td>Non-white</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td>Ages</td>
</tr>
</tbody>
</table>

Question 70. What does the organization gain from the work of these volunteers?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Question 71. What would be the consequences for the organization/agency if this volunteer position were not filled?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Question 72. Do you evaluate the impact of this volunteer program on its beneficiaries, including the host organization?

☑ NO
☐ YES

Question 73. How do you measure the impact of this volunteer program?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Question 74. How is the program evaluated? (Check all that apply)

☐ Seeking feedback from volunteers
☐ Seeking feedback from clients
☐ Seeking feedback from agency staff dealing with volunteers
☐ Others (please specify)____________________________________

Question 75. What is included in the evaluation? (Check all that apply)

☐ Performance evaluation of volunteers
☐ Clients feedback on volunteers
☐ Others (please specify)____________________________________

Question 76. How often is this evaluation conducted?

☐ Monthly
☐ Quarterly
☐ Annually
☐ As and when necessary
☐ Others (please specify): ________________________________

Question 77. How are volunteers evaluated? (Check all that apply)

☐ Self-evaluation
☐ Feedback from other volunteers
☐ Feedback from clients
☐ Feedback from volunteer manager
☐ Feedback from other agency staff who work with volunteers
☐ Others (please specify)____________________________________

Question 78. How often is each volunteer evaluated?

☐ Monthly
☐ Quarterly
☐ Annually
☐ As and when necessary
☐ Others (please specify): ________________________________

Question 79. What kind of feedback have you received from the beneficiaries of the program or the program’s paid staff regarding the impact of volunteers?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Question 80. Do older volunteers ever move into paid positions within your organization?

☐ NO
☐ YES
IDENTIFICATION OF OLDER VOLUNTEERS

Question 81. Are you able to provide names of 3-5 older adults who are currently serving in volunteer or service roles within your organization? We will contact them to seek their participation in a focus group about their experiences.

☐ NO
☐ YES, but not at this time. Follow-up on Date ______________.
☐ YES

Volunteer 1: ____________________________________________
Phone 1: ______________________

Volunteer 2: ____________________________________________
Phone 2: ______________________

Volunteer 3: ____________________________________________
Phone 3: ______________________

Volunteer 4: ____________________________________________
Phone 4: ______________________

Volunteer 5: ____________________________________________
Phone 5: ______________________