



Accomplishments of RSVP

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Corporation for
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Senior Corps is a network of programs that tap the experience, skills, and talents of older citizens to meet community challenges. Through its three programs – Foster Grandparents, Senior Companions, and RSVP (the Retired and Senior Volunteer Program) – more than half a million Americans age 55 and over assist local nonprofits, public agencies, and faith-based organizations in carrying out their missions. Senior Corps is administered by the Corporation for National and Community Service, the federal agency that also oversees AmeriCorps and Learn and Serve America. Together with the USA Freedom Corps, the Corporation is working to build a culture of service, citizenship, and responsibility in America.

This material can be made available in alternative formats for people with disabilities upon request.

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RSVP National Accomplishment Report

Executive Summary

About this Report

This report summarizes the community service accomplishments from the RSVP program grantees and volunteers for the period of fiscal year 2004. Findings used to develop this report were gathered through a national survey process. The survey asked about ways in which RSVP volunteers serve in the community, the benefits they bring to the organizations where they serve, and other information related to community volunteering and service.

About RSVP

RSVP (the Retired and Senior Volunteer Program), one of the largest volunteer efforts in the nation, engages people 55 and over in a diverse range of volunteer activities. Volunteers organize neighborhood watch programs, mentor and tutor children, renovate homes, teach English to immigrants, assist victims of natural disasters, help train community members disaster preparedness skills, and serve their communities in myriad other ways. RSVP volunteers may receive reimbursement for meals and transportation. The volunteers are placed in a network of community-based organizations called “volunteer stations.”

RSVP is authorized under Title II, Part A, of the Domestic Volunteer Service Act of 1973, as amended (Public Law 93-113). Grants are provided to sponsor organizations to operate RSVP projects in their communities.

Study Overview and Methodology

The RSVP Activities and Accomplishments Survey collected information on RSVP community service activities for a one-year period from October 1, 2002 to September 30, 2003. The last Accomplishments Survey, conducted

in 2000, recorded information on Senior Corps programs during the October 1999-September 2000 period. The Senior Corps Accomplishments Survey conducted in 2004 built upon the 2000 version. This survey addresses two primary topics:

- Volunteer management issues, such as the recruitment, management, use, and evaluation of volunteers; and
- Estimates of how many volunteers spent how much time engaged in what types of service, and how many people benefit.

Volunteer management was not addressed in the 1999-2000 study.

The Accomplishments Survey was distributed in questionnaire form to a sample of 1,500 volunteer stations, the organizations that manage Senior Corps volunteers. The sample of stations was selected randomly, based on the service activities they offer, and the responses were weighted for nonresponse and nonparticipation to produce national totals. While this procedure gives unbiased estimates of program activities at the national level, the reliability of the data reported here may be greatly affected by the number of respondents to each question. When the sample size is largest (as with the volunteer management questions, which every station answered) the data are most reliable; for the counts of individual activities found in Section 8, they are least reliable, because only a few stations in the sample engage in some types of service. Thus, the results listed here should be interpreted with caution.

RSVP Highlights

757 RSVP grantees	\$55.9 million federal funds in FY 2004
467,000 RSVP volunteers	
78 million hours served	\$48.4 million non-federal funds in FY2004
65,000 Volunteer Stations	
Tens of millions of people served annually	

Section 1: RSVP Volunteers – How and Where They Serve

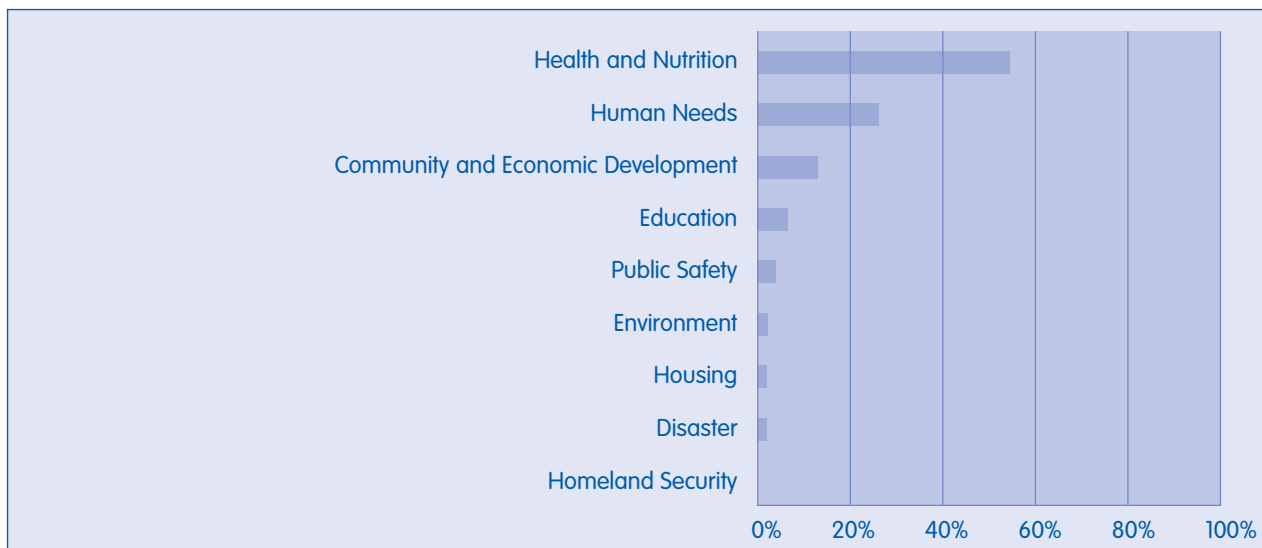
This section presents an overview of RSVP volunteers in service, including the number of volunteers, the hours served, the number of people they served, and information about the faith-based and community-based organizations that serve as placement sites for the volunteers, often known as “volunteer stations.”

RSVP volunteers are placed in a volunteer station network of more than 70,000 individual organizations, including community-based, faith-based, large and small nonprofits, health centers, senior centers, government agencies, schools, and correctional facilities. The RSVP grantee develops the relationship with the volunteer stations, and facilitates placement of RSVP volunteers in ways that are helpful to the organization and satisfying to the volunteer.

- Nonprofit organizations comprise 20% of all volunteer stations, the largest single percentage by type.¹

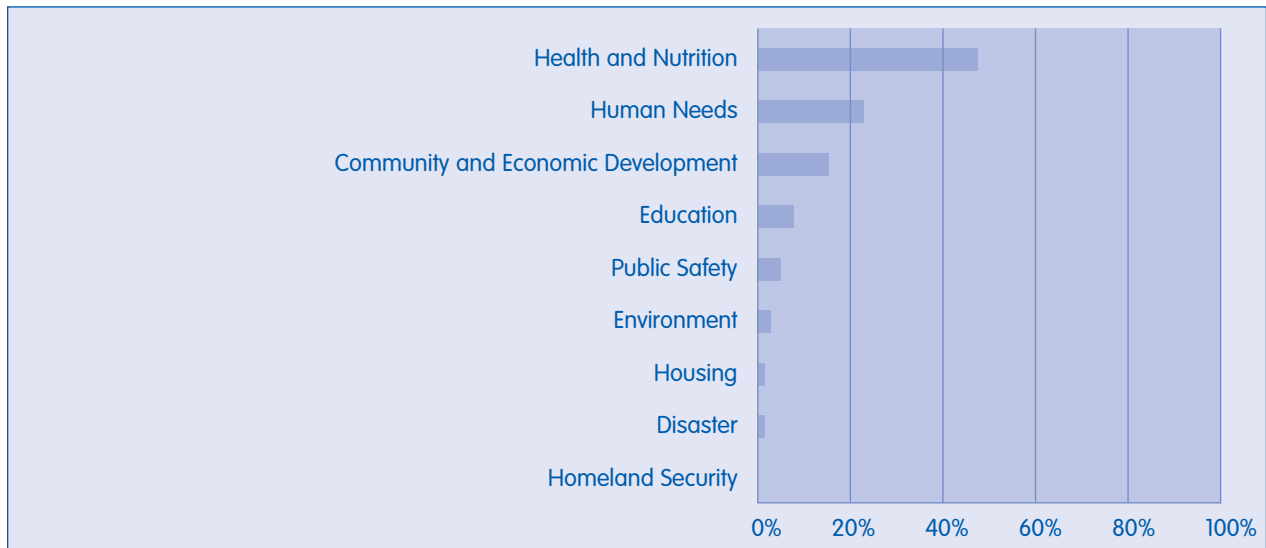
- In percentages, the next largest group of volunteer stations is social service agencies at 18%, followed by Senior Centers (Congregate Meals/Meals on Wheels Agencies) at 15%.
- By type of geographic community:
 - 46% of volunteer stations are in urban areas
 - 34% of volunteer stations are in suburban areas
 - 20% of volunteer stations are in rural areas
- 16% of RSVP volunteer stations are faith-based organizations.
- RSVP volunteers help their volunteer stations to meet a wide variety of needs. In this report, the needs are distributed among nine separate “Issue Areas” as illustrated in **Figure 1** and **Figure 2** below.
- When measured by the percentage of RSVP volunteer serving and by the distribution of hours served by RSVP volunteers, the “Health and Nutrition” issue area accounts for the single largest block.

Figure 1. Percentage of RSVP Volunteers Serving by Issue Area



¹ All stations were asked to describe themselves using a long list of organizational types. Respondents could choose as many descriptions as they wanted from this list.

Figure 2. Distribution of RSVP Volunteer Hours by Issue Area



Number of People Served by RSVP Volunteers²

According to volunteer station supervisors, RSVP volunteers serve tens of millions of people.

- In **Health/Nutrition**, RSVP volunteers served 32.2 million people
- In **Community and Economic Development**, RSVP volunteers served 24.6 million people
- In **Education**, RSVP volunteers served 17 million people
- In **Housing**, RSVP volunteers served 4.4 million people
- In **Environment**, RSVP volunteers served 4.1 million people
- In **Public Safety**, RSVP volunteers served 3.8 million people
- In **Disaster Preparedness/Relief**, RSVP volunteers served nearly 900,000 people.
- In **Homeland Security**, RSVP volunteers served more than 500,000 people
- In **Other Human Needs**, RSVP volunteers served 14.4 million people.

² Since the same person may receive multiple types of services, it is not accurate to add these numbers to derive an estimate of the total number of individuals served by RSVP.

Section 2: RSVP Volunteers – The Benefits they Deliver

Finding: RSVP volunteers deliver tangible benefits to help the volunteer stations meet their service missions in the community.

According to a majority of volunteer station supervisors, RSVP volunteers help the volunteer stations better serve the community “to a great extent” by:

- Improving the quality of services
- Helping free up paid staff time

In addition, a majority of station supervisors credited the RSVP volunteers with helping to:

- Expand the types of services available to clients
- Increase the number of clients served
- Increase public support for the program
- Recruit non-RSVP volunteers
- Reduce the time and effort needed to recruit volunteers.

Figure 4 (below) shows results from a nationwide sample of charities³ that rely on volunteer service.

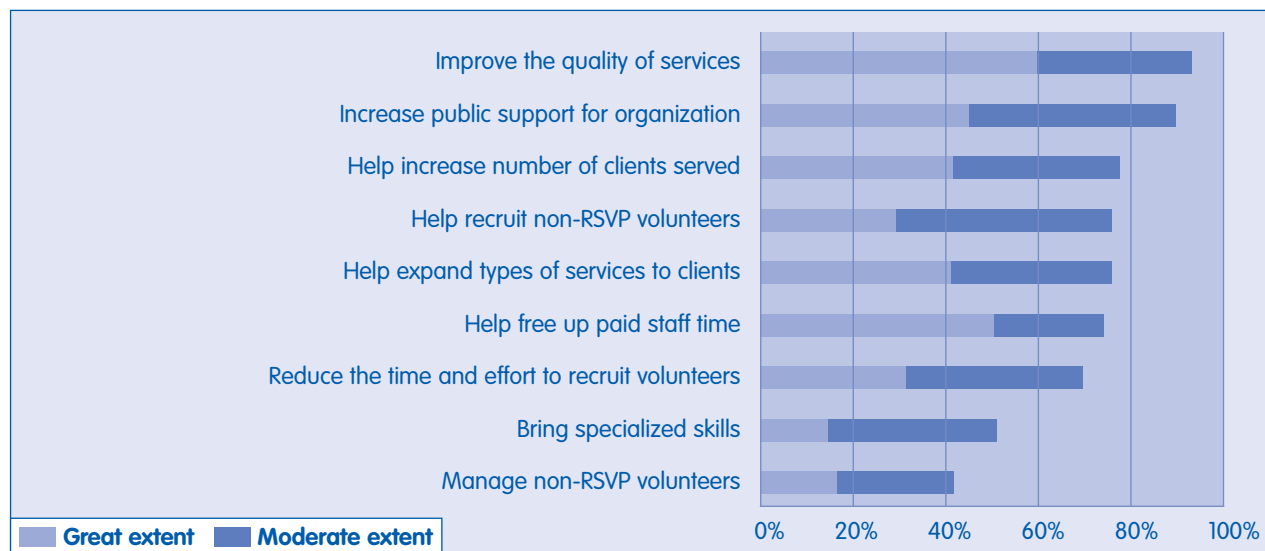
Compared to charities on the whole, most RSVP station supervisors realize at least some value from their volunteers, although not as many station supervisors perceive these benefits “to a great extent.”

Other benefits described by volunteer station supervisors

RSVP volunteers:

- Offer social and emotional support to service recipients - they “bring a level of caring” and “provide a comforting ear.”
- Provide special attentive care to service recipients that they would not get at home, help improve the quality of service recipients’ lives.
- Are often seen as role models to both other seniors and children who may not have grandparents.
- Help raise funds for the organizations through donations, bake sales and fashion shows.

Figure 3: How RSVP Volunteers Benefit Volunteer Stations as reported by Station Supervisors



³ Based on the results of the 2003 Volunteer Management Capacity Study, which surveyed 1,753 charities in the United States on the benefits and challenges of effectively recruiting and managing volunteers. For details, see the final report: Urban Institute, 2004, *Volunteer Management Capacity in America's Charities and Congregations: A Briefing Report*, Washington, D.C.

Figure 4: Volunteer Benefits as reported by Charities



Section 3: How Volunteer Stations Use Effective Practices to Manage RSVP Volunteers

Finding: *The majority of volunteer station supervisors follow the “Effective Practices” identified by sector leaders.*

Some of the most effective practices of volunteer management are listed in the graph in Figure 5 below along with the percentage of RSVP volunteer station supervisors who reported using these practices.⁴

Overall, almost all these practices are used by a majority of RSVP station supervisors. The practices identified as being used “to a great extent” by a majority include:

- Regular collection of information about the volunteer numbers and hours
- Supervision/communication

Figure 6 shows that RSVP station supervisors are about as likely as charities in general are to make use

of these management practices. The division of responsibilities between projects and stations probably account for many of the differences, such as for collection of information about volunteer numbers and hours, and the screening and matching of volunteers.⁵

Three practices in particular have been found to be positively associated with volunteer retention: volunteer screening, volunteer training, and volunteer recognition. Compared to charities overall, RSVP stations are somewhat less likely to use the first two practices to a great extent, but are more likely to use the third (recognition) to a great extent.

The best prepared and most effective volunteer programs are those with paid staff who dedicate a substantial portion of their time to volunteer

⁴ Urban Institute (2004). The practices include: written policies and assignment descriptions, liability coverage/insurance protection, recognition activities for volunteers, collection of information on the number of volunteers and the hours they work, annual measurement of the impacts of volunteers, training and development of volunteers, screening to identify volunteers and to match them to assignments, and regular supervision and communication with volunteers.

⁵ In Senior Corps, projects are chiefly responsible for volunteer matching.

Accomplishments of RSVP

Figure 5: Management Practices Used with RSVP Volunteers

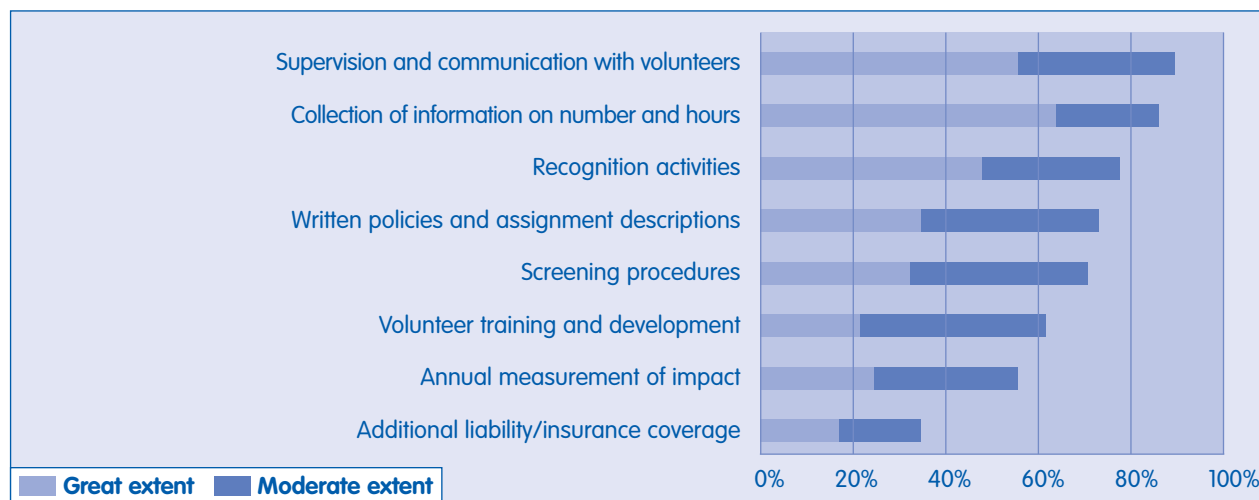
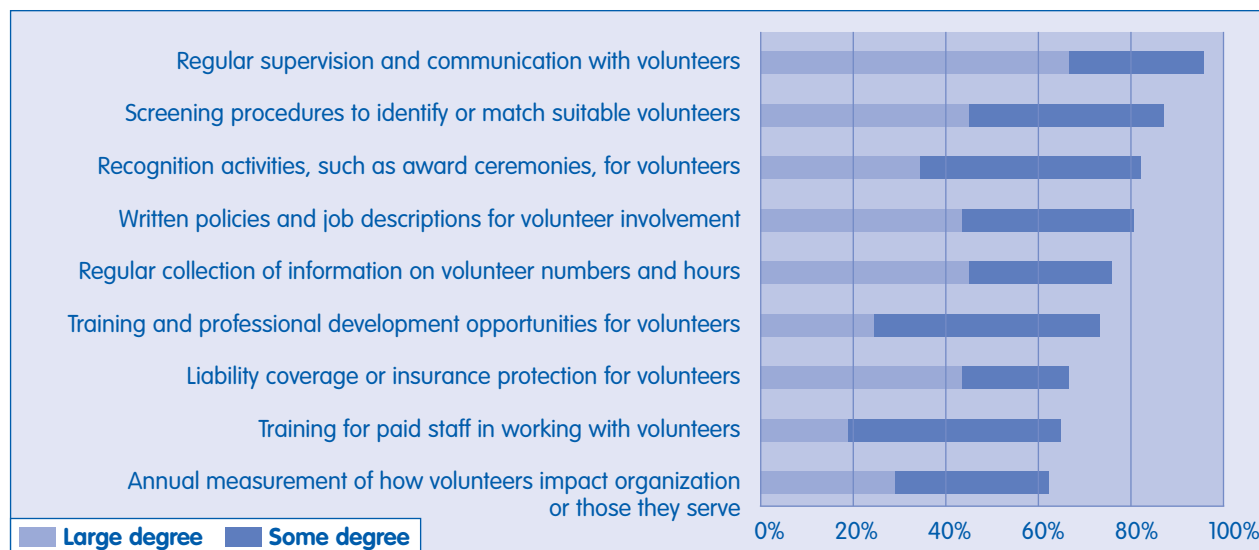


Figure 6: Management Practices among America's Charities⁶



management.⁷ The greater the amount of time paid staff spent on volunteer management, the more likely these agencies were to use effective management practices, and the more capable they were of managing more volunteers.

A majority of RSVP station supervisors report that volunteer management in their organizations is the responsibility of paid staff.

- 68 percent indicate that paid staff manage their volunteers
- 31 percent report that volunteers help manage other volunteers

Both these percentages are higher than in volunteer organizations in general (64 percent of charities have a paid volunteer coordinator, while 21 percent had a volunteer who coordinates other volunteers).

⁶ Based on the results of the 2003 Volunteer Management Capacity Study, which surveyed 1,753 charities in the United States on the benefits and challenges of effectively recruiting and managing volunteers.

⁷ Ibid.

Section 4: How Volunteer Stations Recruit RSVP Volunteers

Finding: Volunteer station supervisors generally use personal interactions and other “low-tech” methods to recruit RSVP volunteers.

The most popular method of volunteer recruitment (used by 91% of the stations) is word of mouth.

A majority of station supervisors also report using:

- Newspapers, trade papers, billboards or fliers
- Public speaking before groups
- Registering with other organizations to receive referrals
- Special events, such as volunteer fairs and open houses

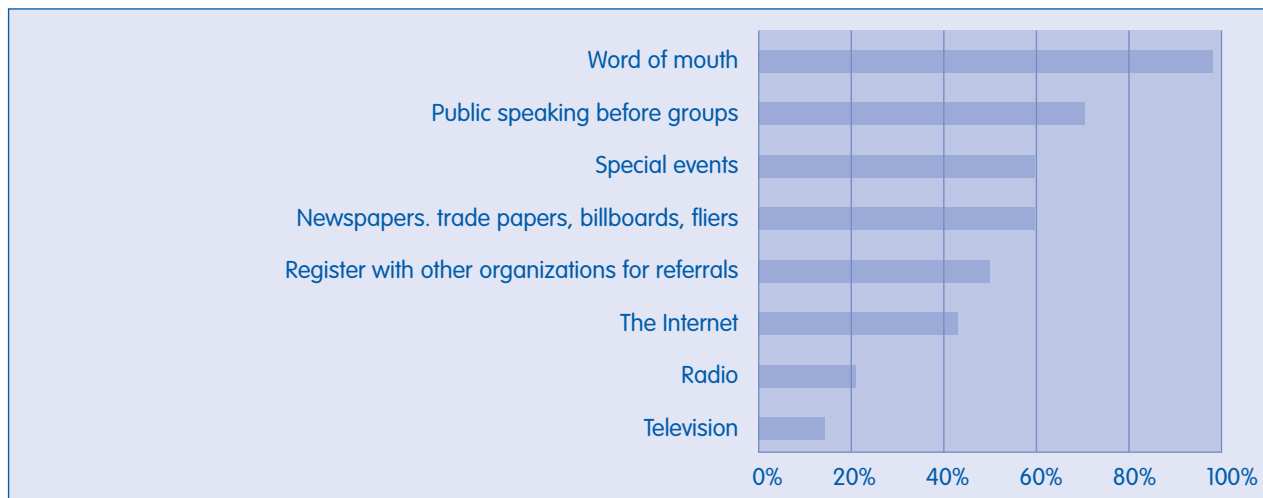
Few station supervisors report using the Senior Corps JASON recruitment system, other internet recruiting systems, radio, or television. Figure 7 presents the results of this question.

Figure 8 shows that word of mouth is the most widely used tactic among all charities. Like RSVP stations, few charities use paid media advertising (radio, television), but use of the Internet is more widespread in general than it is among RSVP stations.

Figure 7: Methods Used to Recruit RSVP Volunteers



Figure 8: Methods Used by America's Charities to Recruit Volunteers⁸



Section 5: Challenges Faced by Community Organizations Working with RSVP Grantees and Volunteers

Volunteer station supervisors were asked about challenges of working with RSVP grantees and RSVP volunteers. They were also asked to classify the challenges as “major challenges” or “minor challenges”.

Key findings:

- Eighty-nine percent of volunteer station supervisors indicated no major challenges.
- Eleven percent cited difficulty with increasing the number of volunteers in the program as a major challenge.
- Eleven percent cited lack of funds to support volunteers as a major challenge.
- Volunteer station supervisors were more likely to report challenges as minor in nature.
- The most frequently mentioned minor challenges include:

- Thirty percent reported the responsiveness of the RSVP project to finding volunteers for special schedules
- Twenty-eight percent reported the responsiveness of the project to finding volunteers with the right skills and experience
- Twenty-five percent reported the responsiveness of the RSVP project to increasing the number of volunteers

RSVP station supervisors are less likely to mention either major or minor challenges, compared to charities in general. This, too, may be because RSVP projects and stations share the responsibility for recruiting volunteers. However, charities nationwide are much more likely to mention most of the problems caused by volunteers, compared to RSVP station supervisors.⁹

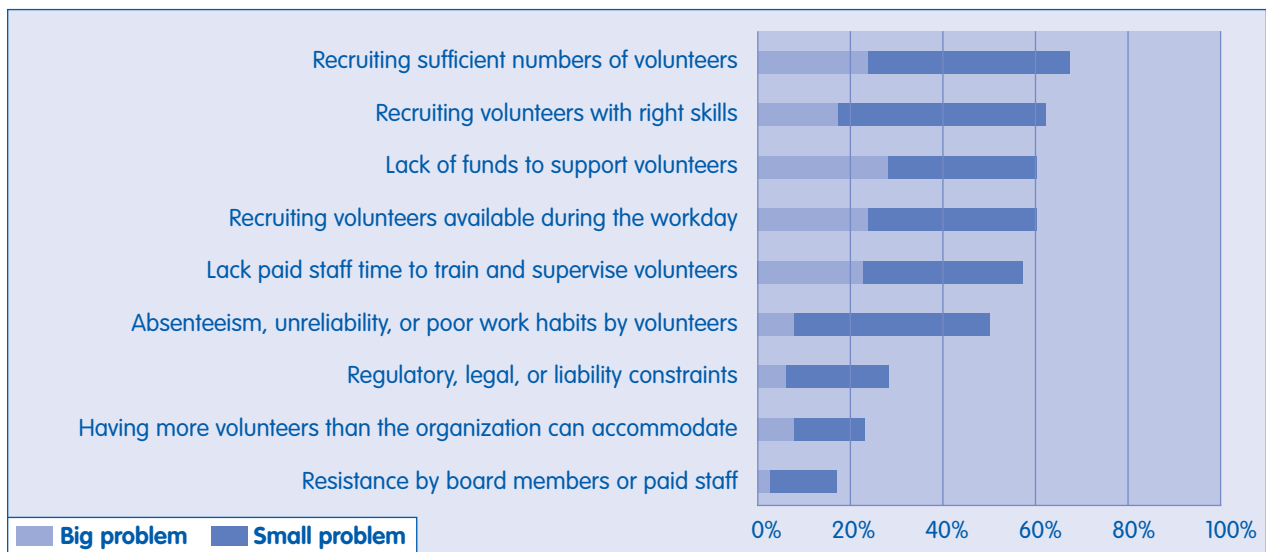
⁸ Based on the results of the 2003 Volunteer Management Capacity Study, which surveyed 1,753 charities in the United States on the benefits and challenges of effectively recruiting and managing volunteers.

⁹ Differences in question wording between the two surveys makes a direct comparison difficult.

Figure 9: Challenges working with RSVP grantees and volunteers



Figure 10: Challenges Working with Volunteers as reported by America's Charities¹⁰



Other minor challenges reported by RSVP volunteer station supervisors:

- Lack of volunteer transportation: many RSVP volunteers do not drive; some stations are located in rural areas and volunteers are not willing or able to travel long distances; and gas price increases are a hardship.
- Snowbird volunteers who move to areas with warmer weather part of the year, leaving the

stations without those volunteers for that period of time.

- Completing paperwork was reported as an issue for both the station supervisors and the volunteers: finding the staff time for reporting and completing paperwork and getting the volunteers to understand the importance of filling out paperwork is problematic.

¹⁰ Based on the results of the 2003 Volunteer Management Capacity Study, which surveyed 1,753 charities in the United States on the benefits and challenges of effectively recruiting and managing volunteers.

Section 6: RSVP Stations' Capacities to Involve More Volunteers

Several questions in the survey concerned ways in which community agencies could increase their capacities to involve volunteers. The majority of station supervisors did not indicate that using any of these methods would increase volunteer involvement “to a great extent”. For two of the methods, at least forty percent of station supervisors gave this answer:

- Forty-one percent reported that a paid volunteer (e.g., an AmeriCorps*VISTA) with responsibility for volunteer recruitment and management could increase volunteer involvement “to a great extent”.

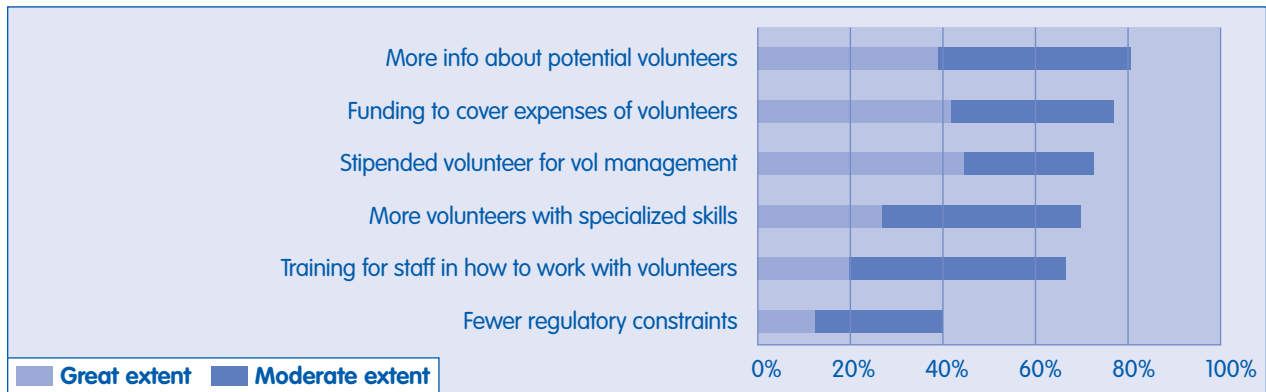
- Forty percent of station supervisors indicated that more information about people in their community who want to volunteer would increase volunteer involvement “to a great extent”.

The results of this analysis are presented in Figure 11.

RSVP station supervisors were not asked to address their station’s need for recruitment and management, unlike the national sample of charities. However, Figure 12 suggests that RSVP stations are typical of American charities in their capacity to involve more volunteers, except that they are less likely to say that any particular method would lead to increased volunteer involvement.

Figure 11: Factors Reported to Help Increase Volunteer Stations’ Capacity to Involve Volunteers



Figure 12: Factors Reported by America's Charities to Increase their Capacity to Involve Volunteers¹¹

Station supervisors were given the opportunity to specify factors other than those listed that would increase their capacity to involve volunteers in service, and 22 RSVP supervisors did so.

- The predominant factor station supervisors specified is additional promotion for volunteerism.
- Another factor cited was transportation: volunteering would be easier if the volunteers have their own transportation.

Section 7: Differences between Types of Community Agencies Serving as Stations

The survey results were analyzed to see whether the type of organization was related to the volunteer management capacity of RSVP stations. RSVP stations were categorized in three ways: faith-based or non-faith-based affiliations; location in urban or rural areas; and many or few RSVP volunteers.¹²

Key findings:

- *Faith-based and non-faith based stations:*
In general, station supervisors of faith-based and non-faith-based volunteer stations reported the same benefits, challenges and volunteer management practices.

- *Urban vs. rural stations:* Station supervisors in urban and rural areas reported differences in the tools used to manage RSVP volunteers and the methods used for recruiting volunteers. Stations in urban areas were generally more likely to report using such practices as screening volunteers, employing paid volunteer supervisors, providing regular training, using the internet to recruit, and using special events to recruit "to a great extent," compared to stations in rural areas.
- *Large vs. small stations:* Supervisors of larger stations (more RSVP volunteers) report more benefits from volunteers and greater use of tools to manage their volunteers, compared to supervisors of smaller volunteer stations.

¹¹ Based on the results of the 2003 Volunteer Management Capacity Study, which surveyed 1,753 charities in the United States on the benefits and challenges of effectively recruiting and managing volunteers.

¹² "Large" stations have a number of RSVP volunteers greater than the sample median (11 volunteers); "small" stations have ten or fewer volunteers.

Section 8: RSVP Volunteer Accomplishments

This chapter presents the accomplishments or outputs attributable to RSVP volunteers in the nine Issue Areas covered in the Accomplishments Survey: Health/Nutrition, Human Needs, Education, Environment, Community and Economic Development, Public Safety, Housing, Disaster, and Homeland Security.

Health/Nutrition

Fifty-four percent of the RSVP volunteers provide at least one service in the area of Health/Nutrition.

They devote about 49 percent of the total RSVP hours served to activities in this area.

Delivery of Health Services

- 26,900 volunteers spent a total of 3,273,300 hours providing health services at clinics, hospitals, mobile units, skilled nursing facilities or adult day care centers to 2,850,000 people
- 48,000 RSVP volunteers spent a total of 6,230,100 hours providing escort and support services at community clinics, home health agencies, etc. to 1,817,000 people
- 10,400 volunteers spent 1,586,000 hours helping 160,000 people prepare for/recover from hospital stays and operations

In-Home Care

- 4100 volunteers spent 354,000 hours providing supportive health and social services for 35,100 individuals who needed long-term care in their homes
- 5000 volunteers spent 421,000 hours providing services such as light housekeeping, meal preparation, referral and service coordination to 30,700 individuals who needed long-term care in their homes

Hospice/Terminally Ill

- 8000 volunteers spent 623,000 hours providing nurturing and support to 80,500 terminally ill patients (except for those with HIV/AIDS) and their families

HIV/AIDS

- 1300 volunteers spent 258,600 hours providing services and support for 430 HIV/AIDS patients in institutions and hospices and their families

Immunization

- 3700 volunteers spent a total of 84,700 hours assisting in providing immunizations to 348,000 people in clinics, hospitals, and other community-based settings
- 560 volunteers spent 15,700 hours assisting in providing school immunizations to 650 children

Maternal/Child Health Services

- 300 volunteers spent 43,000 hours providing pre-natal care and family planning services and support for 264,000 women
- 160 volunteers spent 10,000 hours providing support/services for post-natal care and well-child clinics for 12,200 children

Physical Disabilities Programs

- 1600 volunteers spent 117,000 hours providing rehabilitation and exercise assistance to 10,400 people with physical disabilities
- 330 volunteers spent 11,000 hours assisting 1200 participants during Special Olympics

Developmental Disabilities

- 1800 volunteers spent 236,000 hours providing services for 17,600 individuals with developmental disabilities in residential or non-residential settings

Mental Health

- 870 volunteers spent 51,000 hours delivering services to 4600 mental health patients in residential and non-residential settings

Substance Abuse

- 2100 volunteers spent 57,000 hours providing rehabilitation services to 104,000 people with substance addiction and their families
- 1200 volunteers spent 9200 hours providing services for 13,300 drug or alcohol addicted infants
- 1600 volunteers spent 47,000 hours providing services for 81,000 drug or alcohol addicted adults
- 1200 volunteers spent 9200 hours providing services for 2200 drug or alcohol addicted children or teens

Health Education

- 1600 volunteers spent 126,000 hours teaching 86,600 people health practices, including first aid or CPR

Congregate Meals

- 73,000 volunteers spent 9,694,000 hours preparing and/or serving food, cleaning up, planning menus or assisting with record keeping for 39,701,000 people

Food Distribution/Collection

- 71,000 volunteers spent 3,301,000 hours delivering meals to 4,021,000 individuals in their homes
- 60,200 volunteers spent 4,034,000 hours gleaning, organizing, packing, or distributing foods for 7,553,000 people

Human Needs

Twenty-seven percent of the RSVP volunteers provide at least one service in the area of Human Needs. They devote about 24 percent of the total RSVP hours served to activities in this area.

Companionship/Outreach

- 39,100 volunteers spent 5,702,000 hours visiting with 731,000 hospitalized patients
- 63,200 volunteers spent 7,198,000 hours providing support, writing letters, listening, reading, and speaking with 384,000 people to ease their feelings of isolation and loneliness

Adult Day Care

- 11,200 volunteers spent 1,635,500 hours coordinating and/or providing services at adult day care centers for 57,700 older individuals

Respite

- 5100 volunteers spent 517,000 hours providing respite for 12,200 caregivers

Mentoring

- 10,500 volunteers spent 455,000 hours providing mentoring by developing relationships, reinforcing prosocial behaviors and providing constructive guidance and feedback to 64,400 children
- 1200 volunteers spent 40,800 hours providing mentoring by developing relationships, reinforcing prosocial behaviors and providing constructive guidance and feedback to 1300 children in foster care
- 130 volunteers spent 6200 hours mentoring 320 children of prisoners
- 40 volunteers spent 2700 hours coordinating group activities for 280 children of prisoners
- 860 volunteers spent 53,200 hours distributing holiday gifts to 15,200 children of prisoners
- 220 volunteers spent 9200 hours providing advocacy for 4400 children of prisoners

Accomplishments of RSVP

Crisis Intervention

- 5100 volunteers spent 237,000 hours providing telephone/hotline crisis counseling to 22,800 people
- 8500 volunteers spent 1,002,000 hours participating in crisis intervention programs serving 220,000 people

Family Violence

- 600 volunteers spent 44,100 hours helping 2500 victims of family violence
- 180 volunteers spent 38,600 hours providing training in prevention awareness and self defense to 6800 people

Child Abuse/Neglect

- 2300 volunteers spent 199,000 hours providing aid, assistance and guidance to 73,200 child victims of abuse or neglect and their families
- 1100 volunteers spent 121,400 hours serving as guardians ad litem to 1800 abused/neglected children

Teen Pregnancy/Parenting Support and Education

- 570 volunteers spent 19,300 hours providing one-on-one services on parenting skills, child health, safety and similar topics to 440 teen parents and conducting parenting classes for 180 teen parents

Senior Center Programs

- 176,100 volunteers spent 13,820,000 hours coordinating and/or delivering supportive or social activities to 4,313,000 people at senior centers

Elder Abuse/Neglect

- 1700 volunteers spent 102,000 hours assisting 4500 abused elders and their families
- 840 volunteers spent 47,300 hours conducting elder abuse prevention programs attended by 5000 people

CHIPS/SCHIPS

- 150 volunteers spent 3300 hours enrolling 1800 people in these government-subsidized health insurance programs for children

Education

Ten percent of the RSVP volunteers provided services in the area of Education. They spent 6 percent of the total RSVP hours served to activities in this area.

Pre-Elementary Day Care (not including Head Start)

- 970 volunteers spent 125,000 hours assisting in 970 pre-elementary learning and day care programs
- 5000 volunteers spent 143,000 hours assisting in pre-elementary day care programs serving 26,200 children

Head Start/School Preparedness

- 1200 volunteers spent 426,000 hours providing nurturing for 31,700 children in Head Start
- 850 volunteers spent 412,000 hours providing child development or school readiness skills for 25,400 children in Head Start

Tutoring and Child Literacy

- 2200 volunteers spent 223,000 hours providing tutoring and support in math, science, social science and other subjects to 21,000 students
- 13,200 volunteers spent 850,000 hours using evidence-based reading and tutoring programs with 100,000 students in kindergarten through the 6th grade
- 1900 volunteers spent 121,000 hours using evidence-based reading and tutoring programs with 4600 students in the 7th through 12th grade

Job Preparedness/Vocational Education

- 300 volunteers spent 38,200 hours assisting in job skills training for 9800 people

ESL

- 2100 volunteers spent 258,000 hours helping 94,000 adult ESL students learn English
- 370 volunteers worked 17,600 hours helping 4300 ESL students in kindergarten through high school learn English

GED/Dropouts

- 860 volunteers spent 64,000 hours tutoring 2500 students for their GED

Adult Education and Literacy

- 3600 volunteers spent 447,000 hours providing literacy assistance to 271,000 adults

Service Learning

- 580 volunteers spent 12,100 hours coordinating or expanding service-learning opportunities for 16,800 elementary school students
- 1200 volunteers spent 28,400 hours coordinating or expanding service-learning opportunities for 17,300 middle school or high school students

Elementary Education

- 4600 volunteers spent 113,000 hours assisting with extracurricular activities, clubs, physical education classes, physical fitness or sports programs involving 153,000 elementary school students
- 12,200 volunteers spent 1,045,000 hours serving as classroom aides, playground aides, one-on-one student assistants, or computer aides for 89,000 elementary school students
- 2400 volunteers spent 40,500 hours participating in character education programs, including anti-bullying programs for 22,000 elementary school students

Secondary Education

- 280 volunteers spent 26,800 hours serving as field trip aides, teacher's aides, one-on-one classroom assistants, or career counselors for 7100 students in 7th through 12th grades
- 2800 volunteers spent 40,800 hours assisting with extracurricular activities, clubs, physical education classes, physical fitness or sports programs involving 24,600 students in 7th through 12th grade

Special Education

- 540 volunteers spent 24,700 hours assisting in special education programs involving 5800 students in kindergarten through 6th grade
- 300 volunteers spent 36,500 hours assisting in special education programs involving 1900 students in the 7th through 12th grade

Library Services

- 8800 volunteers spent 552,000 hours helping at 2400 libraries
- 1200 volunteers spent 112,000 hours starting or operating bookmobiles serving 98,000 people

Cultural Heritage

- 14,000 volunteers spent 817,000 hours developing and/or presenting programs about cultural preservation and enrichment to 5,137,000 people

Environment

One percent of the RSVP volunteers provide at least one service in the area of Environment. They devote about 1 percent of the total RSVP hours served to activities in this area.

Waste Reduction/Management/Recycling

- 37,400 volunteers spent 251,000 hours conserving, storing, treating or disposing of 382,000 pounds of waste
- 170 volunteers worked 57,000 hours creating or staffing 210 recycling centers or neighborhood pickup programs

Environmental Awareness

- 1100 volunteers spent 63,000 hours developing or participating in environmental education, information programs or presentations attended by 2,343,000 people
- 670 volunteers spent 15,900 hours developing or participating in 7500 environmental education, information programs or presentations

Accomplishments of RSVP

Clean and Safe Waters

- 340 volunteers spent 1700 hours adopting and cleaning 130 beaches and streams
- 780 volunteers spent 37,500 hours testing 6900 wells, streams and water tanks

Energy Conservation

- 40 volunteers served 1700 hours conducting information campaigns on energy saving devices reaching 8900 people

Indoor Environment

- 20 volunteers spent 860 hours testing 860 building and homes for pollutants such as lead, radon, smoke and asbestos

Wildlife, Land, and Vegetation Protection and Restoration

- 420 volunteers spent 2500 hours restoring or protecting 640 acres of degraded land
- 70 volunteers spent 11,200 hours developing and/or participating in 180 activities aimed at reducing wildlife mortality due to pesticides

Community and Economic Development

Thirteen percent of the RSVP volunteers provide services in the area of Community and Economic Development. They spend 15 percent of the total RSVP hours served to activities in this area.

Community-based Volunteer Programs

- 30,900 RSVP volunteers spent 2,303,000 hours recruiting and coordinating other 26,000 RSVP volunteers
- 19,100 volunteers spent 1,603,000 hours recruiting 42,500 non-RSVP volunteers
- 20,000 volunteers spent 1,579,000 hours leading team building activities for 72,900 volunteers

Transportation Services

- 7100 volunteers spent 316,000 hours developing and/or operating transportation systems used by 645,000 people

- 19,300 volunteers spent 1,183,000 hours driving 3,681,000 people on errands, doctor visits, or between facilities

Management Consulting

- 1900 volunteer executives spent 71,800 hours providing assistance to expand or improve the operation of private, non-profit, or public agencies serving 2,021,000 people

Small and Minority Business Development

- 390 volunteers spent 19,300 hours assisting 200 small or minority businesses operated by 330 people

Tax Consulting/Counseling

- 5100 volunteers spent 346,000 hours preparing tax returns for 207,000 people
- 1900 volunteers spent 117,000 hours assisting or training 14,500 people to do their taxes

Consumer Education

- 10,400 volunteers spent 985,000 hours developing or participating in information campaigns on consumer issues (e.g., health and life insurance, estate counseling and consumer protection) affecting 1,956,000 people

Community Improvement

- 3400 volunteers worked 191,000 hours constructing/renovating playgrounds used by 26,500 children and families

Food Production/Community

Gardens/Farming

- 400 volunteers spent 35,200 hours growing 20,100 pounds of food used by 2900 people

Thrift Stores

- 9700 volunteers spent 1,875,000 hours organizing or starting 960 thrift stores

Public Safety

Three percent of the RSVP volunteers provided services in the area of Public Safety. They spent 3 percent of the total RSVP hours served to activities in this area.

Safety/Fire Prevention/Accident Prevention

- 4100 volunteers spent 260,000 hours coordinating or participating in 2300 safety programs, such as fire prevention, auto safety, traffic/pedestrian control programs

Adult Offender/Ex-offender Services

- 5000 volunteers spent 22,700 hours coordinating or participating in rehabilitation services for 35,500 adult offenders/ex-offenders

Juvenile Justice/Delinquency/Gangs

- 40 volunteers spent 7200 hours coordinating or participating in rehabilitation services for 500 youth offenders/ex-offenders

Crime Awareness/Crime Avoidance

- 4000 volunteers spent 539,000 hours providing fingerprinting services to 529,000 people
- 3500 volunteers spent 513,800 hours providing safety escort services to 518,000 people
- 6300 volunteers spent 561,000 hours providing training in ways to avoid victimization (e.g., direct deposit, scam alerts, tourist safety) to 546,000 people

Victim Witness Assistance

- 40 volunteers spent 8500 hours assisting 6600 crime victims

Community Policing/Community Patrol

- 2100 volunteers spent 169,000 hours conducting 1400 foot patrols freeing up 77,000 hours of police officer time

Conflict Resolution/Mediation

- 270 volunteers spent 20,800 hours providing conflict resolution assistance to 37,300 people

Improved Household Security

- 2300 volunteers spent 39,000 hours conducting workshops on household safety attended by 10,700 people
- 1600 volunteers spent 21,400 hours conducting security audits and surveys for 41,600 households

Neighborhood Watch/Block Watch

- 4100 volunteers spent 146,000 hours developing or participating in neighborhood watch programs serving 933,000 people

Housing

One percent of the RSVP volunteers provided services in Housing-related activities. They spent 1 percent of the total RSVP hours served to activities in this area.

Homelessness (except for Housing Referrals)

- 2300 volunteers spent 344,000 hours participating in programs to help the homeless attended by 1,242,000 people

Home Management

- 2300 volunteers spent 95,000 hours helping 5900 people with budgeting, financial planning, and filling out forms and bills

Housing Referrals/Relocation/Other

- 1400 volunteers spent 1800 hours obtaining household furnishings for 33,000 households
- 1720 volunteers spent 56,000 hours making housing referrals for 88,000 people

Housing Rehabilitation/Construction

- 950 volunteers spent 246,000 hours building, repairing, inspecting or rehabilitating homes for 13,100 people
- 770 volunteers spent 228,000 hours recruiting and supporting 75,000 volunteers for housing rehabilitation and construction

Accomplishments of RSVP

Disaster

One percent of the RSVP volunteers provided service in the area of Disaster. They spent 1 percent of the total RSVP hours served to activities in this area.

Disaster Preparedness

- 3000 volunteers spent 37,000 hours participating in response, relief, recovery, and mitigation during 5800 emergencies/fires/natural disasters
- 2400 volunteers spent 358,000 hours providing natural disaster preparedness training (such as Red Cross training) to 18,700 people

Homeland Security

Less than one percent of the RSVP volunteers provided service in the area of Homeland Security. They spent less than one percent of the total RSVP hours served to activities in this area.

Disaster Preparedness

- 2300 volunteers spent 1400 hours providing homeland security preparedness training to 15,600 people

Public Safety

- 770 volunteers spent 74,000 hours performing administrative duties so that 1200 fire departments, police departments, and other public service agencies were able to prepare and respond to emergencies

Public Health

- 230 volunteers spent 10,700 hours providing assistance to 680 medical and emergency medical personnel

Homeland Security Services

- 130 volunteers spent 8000 hours teaching classes in safety, fire prevention, basic first aid, and/or CPR to 9500 adults and/or children