



EMPLOYEE ENGAGEMENT VOLUNTEER TOOLKIT



LIVE UNITED



GIVE. ADVOCATE. VOLUNTEER.
**United Way of
Northeast Florida**

UNITED WAY OF NORTHEAST FLORIDA

EMPLOYEE ENGAGEMENT

The LIVE UNITED movement is about advancing the common good in our neighborhoods and United Way of Northeast Florida is committed to creating lasting, positive change to improve lives here on the First Coast. Our focus is on **education**, **income** and **health** because they are the building blocks for a good quality of life.

But we can't do this alone. United Way recruits people and organizations that bring the passion, expertise and resources needed to reach our goals. So when you volunteer with United Way, your gift of time and talent is maximized and supported. Volunteers are essential for our success of achieving positive, sustainable results in Northeast Florida.

EMPLOYEE TEAMS

United Way will help connect your employee teams to meaningful volunteer experiences that impact lives within our focus areas. Whether it's one-day activities or quarterly teambuilding projects, our Volunteer and Community Engagement office is available to assist you through the entire process.

We do it all for you! It's a service we provide at no cost to companies who support United Way in the annual fundraising campaign. We also offer this service to "new" companies once a year to help introduce them to the work of United Way and its partners. Our customized options provide activities that focus on one of United Way's three pillars: education, income or health.

So whether you have an hour or an afternoon, our service is to provide you with a quality experience that impacts lives.

INDIVIDUAL EMPLOYEES

Once your employees volunteer as a team, many of them will be inspired to do more as individual volunteers.

There are several individual opportunities available from reading to 4-year-olds, or mentoring middle school students to, assisting families in becoming financially stable to or educating seniors about chronic disease prevention, and much more!

For more information, browse the pages of this toolkit or contact United Way's Volunteer and Community Engagement office at 904-390-3238.



CORPORATE TEAMS AND GROUPS GETTING STARTED

THE PROCESS

Step 1: To organize an activity for your team, complete the online request form at www.uwnefl.org/groupvolunteering. Each request is handled with quality customer service and customization, so please allow 5-10 business days to develop a list of options for you. For requests of multiple days of activities, please allow 2-3 weeks to develop a list of options.

Step 2: The Volunteer and Community Engagement Office will coordinate with the appropriate partner or program staff to identify and develop a list of options for you.

Step 3: Once you've selected an activity and it's confirmed, the Volunteer and Community Engagement Office will continue serving as a liaison to ensure your volunteer day is well organized. A United Way representative project leader will accompany your team during the project.

All volunteer activities are organized to support a United Way funded program or partner organization to support United Ways community impact goals in education, income and health. With this in mind, United Way will make every attempt but cannot guarantee specific agencies for your event.

POLICY AND PROCEDURES

United Way and its impact partners are always in need of volunteers to help support our mission. We work diligently to ensure your experience is meaningful and well-organized. To better help us provide you with the best customer service, we ask that you please follow the policies and procedures listed below. A copy of these requirements will be provided for a company representative to sign once each project or activity is confirmed.

1. Submit your project request online a minimum of 2-4 weeks before your desired project date. Please allow 4-6 weeks of planning for multiple projects or a series of dates.
2. Assign a company team leader to communicate to employees about the event including volunteer assignments, details about the project, clothing recommendations, directions and parking. United Way will provide all information to the company team leader for communication.
3. Cancellations must be made within five business days. **A cancellation fee of \$250 will be billed for any events cancelled less than five business days ahead of time.**

To schedule a planning session with staff, please email erical@uwnefl.org

EMPLOYEE TEAM OPPORTUNITIES EXAMPLES

EDUCATION

- Read a book/storytelling to help preschool children design their own books. Encourage reading and phonics development and have fun at the same time. **Average time: 2-4 hours. Maximum volunteers needed: 5-30** (depending on the available preschool partner).
- Paint a mural of the United States map for an elementary school to provide an outdoor learning environment for students to learn geography. **Average time: 4 hours. Activity schedule: 4 hours. Maximum volunteers needed: 5-15. May require funding for supplies.**
- Plant a butterfly garden to provide an outdoor science classroom to help teach preschool children or elementary students. **Average time: 4 hours. Maximum volunteers needed: 30. May require funding for supplies.**
- Engage with middle school students playing fun, educational games such as Scrabble, Boggle, Chess and other games that develop learning and critical thinking skills. **Average time: 2 hours. Maximum volunteers needed: 20.**
- Plant a vegetable or herb garden to help teach preschool or elementary students about healthy eating. **Average time: 4 hours. Maximum volunteers needed: 30. May require funding for supplies.**

ANNUAL EVENT FOCUSED ON EDUCATION

Celebrate Middle School Success! United Way's Achievers for Life End of the Year Celebration recognizes 6th, 7th and 8th graders annually in May. The celebration includes fun games and activities such as face painting, carnival games, live music, great food and so much more.

Each carnival game and booth is staffed by company volunteers. You may be creative and develop your own game or support one of the games already organized by United Way. Volunteers are also needed to help set-up and break-down the event. This is a perfect volunteer opportunity for a small or large team.

Sponsorship and committee opportunities are also available to help provide food, drinks or other carnival-type entertainment to help make the event successful. Contact the office of volunteer and community engagement at 904-390-3238 for more information.



EMPLOYEE TEAM OPPORTUNITIES EXAMPLES

INCOME (FINANCIAL STABILITY)

- Prepare and serve meals to the hungry and homeless in Jacksonville. Breakfast, lunch and dinner served at varying times and locations. Average hours: 2-4. Maximum volunteers needed: 12-25
- Develop a basic financial literacy workshop to help individuals such, as Achievers for Life parents, Success by 6[®] families or at-risk teens, with financial literacy skills such as budgeting, managing a checking account and learning to save. Literacy curriculums are available. Average hours: 1-2. Maximum volunteers needed: 10.
- Partner with United Way's Real\$ense campaign to canvas public housing neighborhoods to distribute information about free financial education classes and tax preparation (when applicable). This is a great volunteer project for a large group interested in focusing on financial stability. Average hours: 2-4. Maximum volunteers needed: 50.
- Redecorate a room for women and children at a shelter or transitional housing facility. Average hours: 1-2. Maximum volunteers needed: 10. May require funding for supplies.

POVERTY SIMULATION

United Way will facilitate a poverty simulation exercise for your employees. This has been a very popular experience and received outstanding ratings. The 2-3 hour exercise is a great way to learn more about hard working families who struggle every day. The simulation offers participants a realistic approach to walking in their shoes by simulating “one month” of poverty. Following the exercise participants will share feedback about their experience during a debriefing session. The poverty simulation is designed for 42-80 participants and requires an open space of at least 2,500 square feet with enough room to accommodate up to 150 chairs and 12 tables. Please also allow 6-8 weeks of planning time. Contact Holly Diz at 390-3238 to reserve a facilitator.





EMPLOYEE TEAM OPPORTUNITIES EXAMPLES

HEALTH

- Ensuring families have the food they need. Help sort, pack and stock food that will be used to provide food at home for individuals and families without food. Average hours: 3. Maximum volunteers needed: 25.
- Organize a one-hour field day for middle school students during after school hours to encourage one hour of exercise and promote health and fitness. Activities include hula hoop contests, relay races, sack races, Frisbee golf and other creative outdoor or gym games. Average hours: 2-3. Maximum volunteers needed: 50.
- Plant a vegetable garden for a preschool classroom to teach the importance of eating fruit and vegetables. The opportunity is available for recurring volunteer projects to help with upkeep of the garden. Average hours: 3. Maximum volunteers needed: 25. May require funding for supplies.
- Spend two hours engaging with individuals with disabilities by participating in activities such as volleyball, bingo, arts and crafts and board games. Average hours: 2-4. Maximum volunteers needed: 30.

ON-SITE SERVICE PROJECT IDEAS

CAN'T LEAVE THE OFFICE, BUT STILL WANT TO VOLUNTEER?

Here are a few ideas to create a volunteer project in the office.

Nonprofits are extremely limited in resources and many times need assistance in purchasing supplies needed to complete community service activities, including those organized at a company. Some projects may include supplies. However, companies are encouraged to provide supplies for on-site projects when resources are limited.

Friendship Bracelets - Create bracelets for kids who live in homeless shelters or as an encouragement to students who participate in the Achievers for Life initiative (6th 7th and 8th graders who are at risk of dropping out of high school).

Fleece Scarves - Make fleece scarves to support homeless shelters and individuals during the winter months (the project doesn't require sewing).

Letters of Support - Write letters of support or encouragement to Achievers for Life Students. Organize a letter-writing campaign using a template provided by United Way.

Holiday cards - Get creative and crafty by making holiday cards for all occasions for individuals and families who may not receive greetings on those special days such as Valentine's Day, Mother's Day, Thanksgiving, Christmas or Hanukkah.

Military Support - Organize a letter-writing campaign for veterans or active duty servicemen and women. You can even invite individuals who have previously served in the military or have family members who have served to lead the campaign.

Food Drives - Organize a food drive for families in need and develop a sorting and packing day to organize the items you collect.

Sock Drive - Collect socks and other baby items for parents who participate in United Way's Born Learning workshops. Many of the parents are in need and don't have basic items for their newborn babies.

Bookmarks - Create bookmarks for preschool or middle school children who participate in United Way ReadingPals or Achievers for Life initiatives.

INDIVIDUAL VOLUNTEERS GETTING STARTED

THE PROCESS

1. To volunteer for one of United Way of Northeast Florida's initiatives, programs or committees, please complete the online request form at www.uwnefl.org/individualvolunteering. It is United Way's priority to respond to all requests with quality customer service and customization in mind.
2. You will receive initial confirmation of your request within 24 hours and the Volunteer and Community Engagement Office will provide you with a list of opportunities with United Way.

3. If United Way does not have a volunteer opportunity that matches your interest and time commitment, we will connect you with one of our impact partner agencies for additional opportunities.

For more information about individual volunteer opportunities, please contact the Volunteer and Community Engagement Office at 904-390-3238.

INDIVIDUAL EMPLOYEE OPPORTUNITIES MENU EDUCATION

ReadingPals

ReadingPals Literacy Volunteer

Passionate, committed, caring volunteers are needed to help four-year-olds in our community get ready for kindergarten. ReadingPals visit pairs of children in preschool classrooms one hour a week to share classic children's books, engage in conversation and play games focused on concepts like letters, colors and shapes. By meeting with the same children each week for 29 weeks not only to volunteers help build essential skills, they provide the individual

attention many children need to thrive. More information is available at www.uwnefl.org/readingpals

Training required: 4-hour training in use of materials and curriculum, as well as working with four-year-olds. A Level-II background screening is required and provided at no charge. Onsite trainings available for groups of 10 or more.

Contact: Melissa Elgersma at melissae@uwnefl.org or 904-390-3255.



Full Service Schools

Full Service Schools of Jacksonville is working to connect families, schools and neighbors to help students overcome the non-academic barriers they face.

Training required: Training for all positions is provided.

Contact: Keto Porter at ketop@wnefl.org or call 904-390-3247.

The following Full Service Schools volunteer positions are available:

- **Oversight Committee Members:** Volunteers, residents of the community that the specific site serves, are needed as voting members. For other sites, volunteers are requested to serve as non-voting resource members. In this capacity, these persons are not required to live or work in the neighborhood, but have an interest or skill needed by the oversight committees in order to perform certain functions. Examples of tasks include: organizing a health fair and the design and analysis of a needs/assets assessment.
- **College Student Interns:** Students working toward degrees in health and human

services fields will be utilized in program areas where appropriate supervision is available.

- **Classroom Helpers:** Many classrooms are in need of volunteers during the school day to provide various services.
- **Facility Helpers:** Volunteers of varying skill levels will provide improvements such as light painting and landscaping at sites and schools where needed.

Achievers For Life

Achievers For Life Mentors

United Way's Achievers For Life (AFL) provides support to 6th grade students who are at risk of failing academically. AFL mentors meet with their student one hour each week for one school year to tutor, set goals, play games/sports, or just engage the child in conversation. More information is available at www.wnefl.org/mentor

Training required: Mentor training is provided, as well as a mentor toolkit. Background screenings are required and are provided at no charge.

Contact: Charis Scurry at chariss@wnefl.org or call 904-390-4004.

INDIVIDUAL EMPLOYEE OPPORTUNITIES MENU

INCOME

REAL\$ENSE

Tax Preparer

Tax Preparers will be trained on limited tax law and certified to prepare taxes via a computer-based program. This volunteer effort gives individuals a useful life skill and the opportunity to make a difference in the lives of fellow citizens.

There are two different tax preparer opportunities:

VITA (Volunteer Income Tax Assistance)

VITA sites serve families whose household income does not exceed \$50,000. Real\$ense operates VITA sites in the following counties: Duval, St. Johns, Nassau, Clay, Baker and Putnam. Volunteers will be asked to donate at least 40 hours between January 15 and April 15.

Training required: 18-20 hours of provided training, with the requirement of passing an open-book IRS certification test plus working practice exercises.

Contact: Rebecca Thompson at rebeccat@uwnefl.org or 904-390-3237.

AARP Tax-Aide

Tax-Aide sites serve all low-to-middle income families but can serve those with incomes above \$50,000. While helping people of all ages, Tax-Aide sites offer special attention to those 60 years of age and older. Tax-Aide sites are located in Duval, St. Johns, Flagler, Bradford and Putnam counties. Volunteers will be asked to donate 40 hours between February 1 and April 15.

Training required: Training will be 40 hours and require passing an open-book IRS certification test plus working practice exercises.

Contact: Gerry Stair, District Coordinator, at gerrystair@comcast.com





Client Greeter/Tax Sites

This person greets taxpayers as they enter a free tax preparation site. Their tasks are to: greet taxpayers and sign them in, review taxpayers' paperwork to make certain they have all necessary documents, and keep the waiting room running smoothly. This position is also responsible for administering assessment tools to help determine what additional financial related services taxpayers are interested in and how to access them.

Training requirement: Time commitment includes at least 2.5 hours of training and at least 30 hours of volunteer time between January 15 and April 15.

Contact: Rebecca Thompson at rebeccat@uwnfl.org or 904-390-3237.

Financial Educator

Financial Educators teach free financial workshops for Northeast Florida community members interested in learning how to better manage their wealth and assets. Workshops are based on a variety of non-commercial curricula, including *FDIC Money Smart*.

Training requirement: Time commitment includes attending an orientation and a Train the Trainer session prior to teaching a class. Educators commit to teach a pre-determined amount of workshops throughout a 12-month period.

Contact: Lindsay Ferguson at 904-390-4008.



Outreach Specialist

Outreach Specialists help fill presentation requests by local businesses or organizations. Outreach helps educate the community and promote all services offered through RealSense.

Training required: Only a two-hour training is required to learn all aspects of RealSense. Once trained, Outreach Specialists will receive e-mail requests for various speaking engagements and participation in community events. Volunteers only respond to the events they would like to help cover. All volunteers are provided with marketing materials/giveaways for any events in which they participate.

Contact: Kim Ouellette at 904-390-3276.

Advertising/PR Specialist

A professional who is willing to help with the RealSense Prosperity Campaign marketing message and PR/Advertising strategy pro bono.

Contact: Jeff Winkler at 904.390.3207.

Special Events Assistants

Several positions for people who like coordinating events. Position could include arranging for menus, sound equipment, tables, chairs, etc. for event. Time commitment is flexible.

Contact: Kim Ouellette at 904.390.3276.

INDIVIDUAL EMPLOYEE OPPORTUNITIES MENU

HEALTH

Born Learning

Born Learning Facilitator

Volunteers are needed to conduct turn-key interactive workshops at various agencies, childcare centers and other community venues for parents and caregivers of young children. Workshops help parents and caregivers who are unsure of what actions to take or feel they don't have time to help their children grow and develop in preparation for school and beyond. This workshop is free of charge and DCF and family court approved.

Training required: Training in use of materials and curriculum and facilitation skills are provided.

Contact: George Robinson at georger@uwnefl.org or 904-390-3225.

United Way 2-1-1

United Way's 2-1-1 is our community's 24-hour information and referral helpline. It also serves as our community's suicide intervention hotline. Trained call center specialists respond to approximately 150,000 calls for help each year.

Training required: Training for all positions is provided.

Contact: Holly Diz at hollyd@uwnefl.org or call 904-390-3238.

The following United Way 2-1-1 volunteer positions are available:

- **Resource Database updater:** data entry (updating system and manual entries)
Volunteers with the ability to type and basic computer skills are needed to update 2-1-1's service database, ServicePoint. Volunteers will receive data entry training.
- **Directory call-backs and follow-ups:**
Volunteers are needed to follow-up with 2-1-1 callers for quality assurance and effectiveness of referrals. Volunteers will be trained on the use of a prepared script and on documentation of calls.
- **United Way 2-1-1 Call Center Specialists:**
Volunteers with good communication and basic computer skills are needed to answer 2-1-1 calls during times of high call volume, including natural disasters. Volunteers will learn about Alliance of Information and Referral Systems (AIRS) requirements and standards and recording information into 2-1-1's database ServicePoint.



INDIVIDUAL EMPLOYEE OPPORTUNITIES MENU

COMMUNITY IMPACT

Community Impact Fund Investment Volunteer

United Way Community Fund donors are needed to help allocate funds to programs successfully addressing education, income and health issues in Northeast Florida. The time commitment is 40 - 50 hours concentrated during the months of September through November and March through May.

Training required: A group training session in March will provide a recap of the program review process, an overview of the health and

well-being of Northeast Florida, and the funding criteria.

Contact: Lorna West at lornaw@uwnefl.org or 390-3261.



Other great reasons to get your company involved:

- Enhance employee teamwork skills
- Improve public image
- Brand awareness in the community
- Provide hands-on training opportunities through skill-based projects
- Increase employee leadership skills
- Increase employee productivity and loyalty
- Provide a service and product (skilled employees) to the community
- Build community goodwill

By participating in corporate volunteer activities, your company or organization also has the opportunity for additional recognition by receiving a **Company Engagement Award** which recognize companies and organizations that have demonstrated excellence in volunteering and community engagement with United Way of Northeast Florida. Four organizations a year are given this award, based on the following criteria: year-round volunteer activities, number of employees that participate, organization of Days of Caring activities for employees, and volunteer recruitment efforts.

1301 Riverplace Boulevard, Suite 400 • Jacksonville, FL 32207 • 904.390.3200
LiveUnitedNortheastFlorida.org



FIND US ON FACEBOOK
facebook.com/unitedwaynefl



FOLLOW US ON TWITTER
twitter.com/unitedwaynefl