

Montgomery County
VOLUNTEER CENTER

≡ **IMPACT REPORT** ≡



MONTGOMERY COUNTY, MD
FISCAL YEAR 2021

A YEAR LIKE NO OTHER

During this past year, like many organizations across the country, the Montgomery County Volunteer Center (MCVC) moved all services online and became a full-time virtual volunteer center. Our orientations, trainings, and interviews moved online for the year; our newsletters kept our registered agencies updated on resources for nonprofits and let community members know how they could safely help their neighbors.

RESPONSE TO THE PANDEMIC

Early in the pandemic—thanks to our robust database—MCVC was able to quickly focus efforts on posting volunteer opportunities to assist our community nonprofits and County government in urgent efforts to package and distribute food. Through our active involvement in the Food Security Task Force and partnership with the Montgomery County Food Council, we provided direct volunteer support to all food providers. We worked closely with the Medical Reserve Corps to recruit volunteers for vaccine testing and vaccination sites in underserved communities throughout the county.

trained
450
community
ambassadors
for
vaccine outreach

VOLUNTEER AND NONPROFIT SUPPORT

MCVC reaches out to county residents each month through its volunteer e-newsletter highlighting volunteer opportunities and ideas for getting involved and to nonprofits through the bi-weekly HOTLINK. “Make a Difference,” our monthly Montgomery County cable program, highlights the many contributions of volunteers and area nonprofits.

52,265 subscribers

received our volunteer newsletter in FY21.



CONNECTING OUR COMMUNITY THROUGH SERVICE

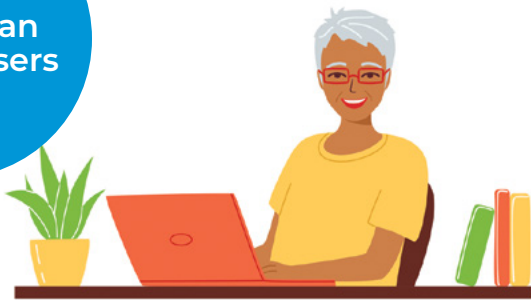
CONNECTING VOLUNTEERS TO SERVICE

Our database of volunteer opportunities with

1,353 organizations

gives individuals and groups an opportunity to customize their search for ways to serve the community. Then, with just a click, they can learn more about the organization seeking help and quickly connect with them.

more than
247,150 users



50+ VOLUNTEER NETWORK

Montgomery County has many highly skilled residents over the age of 50 who would like to find meaningful volunteer opportunities. By 2040, the county's senior population is expected to grow by 113 percent (AARP.org/livable). The 50+ Volunteer Network connects these skilled volunteers with nonprofits in need with a personalized approach. Through one-on-one consultations and ongoing relationships with agencies, the 50+ staff finds meaningful opportunities that fit with the skills, interests, and availability of mature volunteers.

Since this program's creation in 2018, we've connected

275 skilled volunteers

with meaningful opportunities at

115 different agencies.

AmeriCorps Seniors RSVP/AARP TAX-AIDE PROGRAM

We coordinate Montgomery County's AmeriCorps Seniors RSVP program, engaging adults age 55+ in volunteer service to meet critical community needs and to provide a high-quality volunteer experience. \$900,000 in tax preparation fees were saved during the tax seasons impacted by COVID-19.

More than
\$3.3 million
in tax refunds generated



**AmeriCorps
Seniors**





MLK WEEK 2021

The Volunteer Center typically develops and oversees large-scale projects at multiple sites throughout Montgomery County for the Martin Luther King, Jr. Day of Service in January. These activities not only provide residents with a wide range of opportunities for helping their community, but they also offer our nonprofit partners an enthusiastic cadre of new volunteers. During the pandemic, MLK Week activities went virtual and week-long, and gave many in the community a chance to find greater meaning and purpose during a difficult year while completing projects from the comfort and safety of their own homes.

Thanks to AmeriCorps for MLK Day of Service Grant!



MLK Week:
8,850 volunteers
gave more than
30,360 service hours

RESOURCES, RECOGNITION, AND SUPPORT

STUDENT SERVICE LEARNING



Working in partnership with Montgomery County Public Schools (MCPS), the Volunteer Center maintains the searchable database of organizations and projects that meet MCPS guidelines for SSL hours. SSL opportunities allow students to address a real community need while earning service hours required for high school graduation. In this year of the pandemic and virtual learning, students made valuable contributions such as writing cards to seniors to minimize social isolation, making masks and other PPE, and helping package food for distribution. Virtual advocacy projects empowered them to raise awareness about important causes, the meaningful work of nonprofit organizations, and the actions needed to address critical issues and create change.

904 SSL organizations
were featured on our website in FY2021.

“When I retired, I sought a way to contribute my professional skills in helping to meet community needs. Fortunately, I connected up with the 50+ Volunteer Network, which has been wonderful in matching me with volunteer projects...and astute in identifying good matches between the skills I could offer and nonprofits’ volunteer needs. The 50+ Network is a gem and a model in which Montgomery County should take pride.”

MERRILY STERNS
50+ Volunteer

TRAINING FOR NONPROFITS

To help nonprofits and government agencies maximize their impact, MCVC offers a monthly orientation on using our services most effectively. We also offer networking and training events throughout the year for volunteer managers. This year, our training was virtual and explored a variety of critical topics for volunteer management, such as recruiting strategies, recognition ideas, and developing strategies in virtual volunteering. Volunteer managers stayed connected to their peer community and shared the challenges and possibilities they were facing.

806
nonprofit
professionals
attended training,
networking, and
orientation events
in FY21.

"I depend on the Montgomery County Volunteer Center to provide a critical free service to assist me in recruiting the human resources required to carry out our mission. In addition to being able to post openings for volunteer positions on their user-friendly comprehensive website, I have benefited immensely when calling their approachable and knowledgeable staff for technical assistance or recruitment advice. The Center played a pivotal role in providing resources and support during the pandemic to effectively engage our volunteers during the shutdown."

AMY KASS

Volunteer Coordinator, *Court Watch*

MONTGOMERY serves *Awards*

honoring those who serve

VOLUNTEER AWARDS

The Montgomery Serves Awards are the county's highest honor for volunteerism in categories including Volunteer of the Year, Youth Volunteer of the Year, Volunteer Group of the Year, Corporate Volunteer of the Year and the Neal Potter Path of Achievement Awards for lifetime achievement. Awardees are acknowledged at an awards event which has been virtual due to the pandemic.

TOP FIVE INTEREST AREAS FOR VOLUNTEERS IN FY21



Education/Mentoring



Arts/Culture



Emergency Response



Food Prep and Delivery



Health





CONNECTING OUR COMMUNITY THROUGH SERVICE

240-777-2600

volunteer@montgomerycountymd.gov

www.montgomeryserves.org

OUR MISSION:

The Montgomery County Volunteer Center (MCVC) improves the quality of life in Montgomery County, Maryland, by fostering a culture of service in our community. Our programs promote and expand meaningful volunteer opportunities throughout the county and connect residents in search of volunteer activities with nonprofits and government agencies in need of support.

